



Annual Report of the Independent Monitoring Board at HMP Humber

**For reporting year
1 January 2023 to 31 December 2023**

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Introductory sections 1 – 3

1. Statutory role of the IMB

The Prison Act 1952 requires every prison to be monitored by an independent board appointed by the Secretary of State from members of the community in which the prison is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release;
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has;
- report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in its custody.

To enable the Board to carry out these duties effectively, its members have right of access to every prisoner and every part of the prison and also to the prison's records.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

HMP Humber is a large, category C resettlement prison (which holds prisoners whose escape risk is considered low but who cannot be trusted in an open prison) in East Yorkshire, holding up to 1,079 adult men¹. It was formed from a merger in 2014 of the formerly privately run HMP Wolds and HMP Everthorpe, operated by Her Majesty's Prison and Probation Service (HMPPS), which were on adjacent sites and ran independently of each other.

The original HMP Wolds (now called zone 1) opened in 1992 as the first privately run prison in Europe. Originally, it was a remand prison, and in 1993 it re-rolled to become a category B prison (for those considered a risk to public safety but not categorised as a maximum security threat). It was again re-rolled in 2001 to a category C training prison.

The site included up to seven residential wings and a segregation unit. At the time of the merger, there were eight operational workshops, a kitchen, gym, chaplaincy, visitors' centre, healthcare unit, an education area and a library. The site also included gardens and administrative offices.

The original HMP Everthorpe (now called zone 2) was built in 1958 as a borstal (a type of youth detention centre, now defunct), converted to house male prisoners in 1991 and operated as a category C training prison. Subsequently, the site expanded to include up to seven residential wings, a segregation unit and a small residential unit for up to 14 category D prisoners (men who present a low risk, so are eligible for transfer to an open prison). At the time of the merger, there were 19 operational workshops, a kitchen, gym, chaplaincy, visitors' centre, healthcare unit, two education areas and a library. The site also included gardens and administrative offices.

In April 2013, a contract to run a new prison was formed by the merger of the two separate prisons and awarded to HM Prison Service. From 2014, the reformed HMP Humber operated under one Governor and a senior management team (SMT), across the two sites, which were still separated by a wall.

In January 2014, contractors began work to unite the two sites and created a connecting walkway, which became operational on 1 May 2015. This was the date that the site officially became operational as one prison. Since then, there has been an extensive rationalisation of several functions and use of buildings to operate more efficiently. In September 2022, HMP Humber became the only 100% category C resettlement prison in Yorkshire.

The large, sprawling site now consists of a varied mix of accommodation types encompassing 14 residential wings, one of which is the Hope unit (Hope Offering Progressive Environments) progression regime. The site operates with one kitchen, together with a bakery, two libraries, one visitors' centre, one chaplaincy, two gyms, two healthcare units (one primary care and one mental health care), with capacity to

¹ Figures included in this report are local management information. They reflect the prison's position at the time of reporting, but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

offer clinics, and one large segregation unit with accommodation for 14 prisoners; provision for many workshops and an employment hub was formed more recently, in 2022.

Due to increased population pressures across the overall prison estate, there are plans for two new secure house blocks, with a completion date of 2025.

At the end of the reporting year of 2023, the prison held 1,007 adult male prisoners, seven more than at the end of 2022.

3. Key points

It should be noted that this report covers the first full year without any imposed restrictions that were due to the Covid pandemic.

Since our previous report, the designation of the establishment transitioned from a training and resettlement prison to a category C resettlement prison. Due to population pressures over the entire prison estate, this has resulted in a greatly increased prisoner 'churn' (the number of prisoners arriving and leaving across a period) and, as such, has impacted processes and regime throughout the establishment.

HM Inspectorate of Prisons (HMIP) carried out an unannounced Inspection of HMP Humber between 27 November and 15 December 2023, during which it identified 12 concerns, six of which are of priority:

- Patients with long-term conditions did not always receive the care and treatment they needed.
- There were not enough education, skills or work places to meet the needs of a quarter of the prison population.
- Too many prisoners were released to no fixed abode or to unsustainable accommodation.
- Attendance was low in education, skills and work, particularly in prison industries.
- Too few prisoners gained qualifications in mathematics, particularly at Level 1.
- In too many of the prison industry workshops, tasks lacked challenge and did not need prisoners to develop new technical skills or knowledge.

And six key concerns:

- The prison was not doing enough to tackle the behaviour of perpetrators of violence.
- Violence and self-harm were often related to prisoners being in debt to others.
- Body-worn video cameras were not activated early enough to capture incidents in full.
- Some areas of medicines management were weak.
- Some clinical areas did not meet infection-control standards, creating unnecessary risk.
- There were gaps in the provision for prisoners with disabilities.

The Board at HMP Humber has only had six fully active members over the majority of the last 12 months, even though it has a recommended complement of 16. Hopefully, additional members will be in position for the next reporting year, although the timescales for training and progress will be limited due to the small number of existing members.

The scope of the Board's monitoring has been maintained over the last year; however, during the collation of this report the Vice Chair decided to move on with immediate effect, which created additional challenges.

3.1 Main findings

Safety

From its observations, the Board believes that, despite increases in the number of self-harm and violence incidents compared with the previous reporting year, HMP Humber has, generally, continued to be a safe place for prisoners.

The increase in self-harm and violence, compared with previous years, is in the context of the prison regime expanding following pandemic-related restrictions. The Governor and SMT prioritise safety and have continued to work tirelessly in making the prison safe.

Several strategies are in place to promote the safety of prisoners, such as regular safety surveys, a welcoming reception, use of assessment, care in custody and teamwork (ACCT) documentation (used to support prisoners at risk of self-harm and suicide), scrutiny of incidents where force is used, and good access to Listeners (a peer support scheme where prisoners are trained by the Samaritans to provide confidential emotional support). These are just a few examples highlighted in the HMIP report, and which the Board has also monitored during the reporting year.

The Board was pleased to note the HMIP report's conclusion that outcomes for prisoners in the area against the healthy prisons test were reasonably good. The outcomes in the monitoring of this area by the Board over the reporting year would concur with this judgement, and the Board is of the opinion this is a well-managed area of the prison.

Fair and humane treatment

The Board considers positive work has continued regarding property issues. However, those relating to property transfer from other prison establishments appear to be a greater problem, which is reflected in the increase of compensation being paid to prisoners when property cannot be located.

A result of the greater 'churn' of prisoners - i.e. 1,200 men in six months, of whom 200 had less than four weeks to serve - is of significant concern to the Board, as well as the prison itself, together with the fact that 30% of men share accommodation meant for only one person, with sometimes no space being available for a chair.

Health and wellbeing

The Board welcomes the collaborative working with the wellbeing unit at HMP Hull, but has great concerns about the length of time taken to effect the transfer of prisoners to a secure hospital under the Mental Health Act. We appreciate that the delays are beyond the control of the staff at HMP Humber and are often due to the lack of availability of beds. However, the Board believes that the delays often put unacceptable burdens on staff and other prisons, which may not be replicated in the community. For example, one prisoner spent several months in the segregation unit, as it was the safest and most stable location, whilst awaiting assessment and transfer to an alternative and more suitable accommodation.

Progression and resettlement

Reducing reoffending and resettlement planning continued to be a major focus for staff at HMP Humber during 2023 and the Board welcomes the positive work in this area.

The Board was pleased to note a reduction in the backlog of the offender assessment system (OASys), which evaluates the risks and needs of a prisoner, as well as the resettlement hub providing a supportive service for prisoners nearing their release date. The ready for release wing, which houses prisoners in the final 12 weeks of their sentence, is seen as very positive and maintains stability over the prison generally.

However, the Board is aware that there are not enough education, skills or work places to meet the needs of the prison population and that attendance on many courses is too low and needs to be improved.

The Board has serious concerns that the high level of 'short time to release' prisoners create significant 'churn' pressure on all elements of the resettlement process. This includes both the work of the offender management unit (OMU) and the impact on prisoners looking to gain qualifications and develop skills.

3.2 Main areas for development

TO THE MINISTER

During the reporting year, the prison's designation was changed from a training and resettlement to a resettlement prison. The Board has been unable to find any statutory or other definition of a purely resettlement prison but is concerned at some of the effects of the changed designation.

The most obvious change is the substantial increase in turnover, or 'churn', of prisoners arriving and leaving the prison, and the significant increase in prisoners arriving with a short time to serve, often as little as four weeks.

In a period of six months during the year, 1,200 prisoners were received into the prison, of whom 200 had less than four weeks to serve; 64% of prisoners had less than six months of their sentence left; and 43% of prisoners had less than three months left to serve.

This change in designation has affected the ability of the prison to assess and provide meaningful education and employment which, in turn, impacts on the levels of protesting behaviour, leading to increased adjudications.

The change results in a significant increase in the demand for the services of OMU. Although the prison is to be commended for its innovative approaches in giving focus to resettlement preparation and support, the Board would like to ask the Minister when sufficient resources will be made available to the establishment to ensure this work can continue and be developed.

TO THE PRISON SERVICE

Regrettably, the Board, again, must raise issues that have been reported on previously.

Firstly, the Board is very disappointed to report that 30% of prisoners at HMP Humber share cells that were designed for single use. Rather than an improvement, this represents an increase on the figures for the previous reporting year. The Board can see no evidence that the situation is likely to improve soon, even when the proposed new accommodation blocks are completed.

The latest HMIP report states: 'Prisoners should not be held in overcrowded conditions.' The Board repeats this view: that forcing men to share cell accommodation designed for single occupancy and which contains toilet and washing facilities with little or no privacy is neither decent nor fair. The requirement to insist on such use reflects poorly on HMPPS.

Once again, complaints about prisoners' property form the majority of applications received by the Board. We have previously reported on the proactive approach taken at the establishment, but despite the Prisoners' Property Policy Framework, the overall position does not appear to have improved. The Board would ask HMPPS do more to improve the situation and acknowledge the importance of their property to prisoners who have been deprived of their liberty.

The Board is concerned at the length of time taken to transfer prisoners from the establishment who have been diagnosed with a serious mental health issue or have been sectioned under the Mental Health Act to a secure hospital. While the Board accepts that there may be a case for determining that the prisoner concerned is in a place of safety, the prison does not have in-patient facilities and the Board believes too much is expected of non-medical staff and other prisoners when such a transfer is delayed. The Board would commend staff for the care they have given in cases during the reporting year, but feel it is an unreasonable demand on them and would ask the Prison Service to take all necessary steps to ensure such transfers are expedited.

TO THE GOVERNOR

The Board acknowledges the 12 key concerns identified by HMIP in its recent report and agrees they should be progressed during the coming reporting year, subject to the necessary resources being available. The Board will endeavour to structure its monitoring to reflect these concerns and the progress made in addressing them.

The Board, in particular, hopes that the key worker scheme will return to the quality and effectiveness we identified prior to the Covid pandemic. The Board acknowledges the difficulties caused by the regular turnover of prisoners but firmly believes an effective key worker programme is vital for a safe and effective establishment.

3.3 Response to last report

Issues as stated above.

Evidence sections 4 – 7

4. Safety

Since The Board's previous report, the designation of the establishment changed from a training and resettlement prison to a category C resettlement prison. This has resulted in a greatly increased 'churn' of prisoners and, therefore, increased pressure on all staff but particularly those in the OMU. As stated in the recent HMIP report, 18% of new arrivals had less than 12 weeks remaining on their sentence.

4.1 Reception and induction

There were 1,750 new receptions during the reporting year, with staff ensuring the process was well managed and carried out as safely, efficiently and decently as possible, in sometimes very challenging periods due to the high numbers of men arriving, and/or the late arrival of escort vehicles.

The primary healthcare team sees new arrivals, identifying any vulnerabilities and risks as prisoners enter the establishment, and arranging any necessary onward referrals. This is followed by a full health check assessment within 72 hours of arrival.

All new arrivals have access to a Listener (a peer support scheme, prisoners trained by the Samaritans to provide confidential emotional support) on arrival, as well as access to the Samaritans, if not face-to-face, then via in-cell telephony directly on the Samaritans line.

The body scanner in reception continues to be invaluable, with all new arrivals being scanned, therefore helping to prevent prohibited items getting into the prison.

Amey transport allows each prisoner three bags of property and one oversized item to be carried on transfer, with each bag not exceeding 15kg. On arrival at HMP Humber, the prisoner's property card is checked, cross-referenced and must conform to the volumetric control checks. If a prisoner's property does not fit in the two volumetric control boxes, it remains in stored property. The prisoner is given the opportunity to send their excess property out of the establishment via visits or to utilise the postal services.

It has always been the case that within approximately two hours of arrival, new prisoners were taken to the induction wing. However, in the latter part of the reporting year the induction wing changed location, to more easily facilitate late arrivals. From the Board's observations, the first night on the induction wing is well managed, with the new arrivals staying in this location for 5-7 days before being moved on to a residential wing.

A full and formal Induction programme is provided by staff. During the prisoners' stay on the wing, presentations, including an introduction to the IMB and various surgeries, take place, e.g. equalities, chaplaincy, substance misuse services and the gym. Safer custody works especially closely with prisoners who are serving their first custodial sentence to help guide them in the appropriate direction. Contact with family and friends is maintained via the use of the in-cell telephones, letters, 'email a prisoner', social visits and social video calls.

Prisoner escorts to and from hospital continued, as required, during the year.

As stated previously, following the change of designation of the prison, the population 'churn' increased significantly to previously. As a result, a ready for release unit was created, enabling those with 12 weeks or less to serve, to be located together.

4.2 Suicide and self-harm, deaths in custody

A significant decrease in self-harm was reported during the period of restrictions imposed within the pandemic compared to previously. But as restrictions were lifted, the incidents of self-harm slowly increased. The SMT prioritised making HMP Humber a safer prison and have worked tirelessly to get the basics right.

In 2023, the number of incidents increased to 725 across the whole year, which was still lower than the pre-pandemic levels of 797 in 2019. Although the monthly figures generally show a gradual increase across the reporting year, there was a spike in October, when there were 107 incidents in one month. A total of 21% of these were, however, attributed to two individuals. Figures for November and December fell to 85 per month. The recent HMIP report confirmed that the rate of recorded self-harm over the past 12 months was typical for a category C prison but had been on an upward trajectory recently. The most frequently used method for self-harm continues to be cutting, with a razor being the most frequently used tool. Men who self-harm identify a range of reasons as to why they do this, including mental health, debt, regime issues and anxiety about release.

The number of opened ACCT documents has been steady over the year. The number per month in the reporting period fluctuated between 26 and 59, but with a total for the year of 459, slightly higher than the 358 of last year and the 370 of 2021, but a great deal less than the 541 of 2020 and 569 in 2019. The number of ACCTs being opened each month largely follows the number of self-harming men and shares a similar trend line. Most ACCTs were opened because of self-injury or a statement of intent to self-injure. There was a brief upward trend from August to September, but then dropped in the remaining three months of the year. The HMIP report states that prisoners with the most complex needs, including prolific self-harmers, received good, multi-disciplinary care and support. The Board would concur with HMIP's findings.

There is a high level of quality assurance carried out by the safer custody team, and the documentation, focusing to a greater extent on risks, triggers and preventative factors, clearly continues to be successful.

There were two deaths in custody during the reporting period which were both self-inflicted. A report has been received from the Prisons and Probation Ombudsman (PPO) in relation to one prisoner, with no recommendations for the prison.

At the beginning of the year, there were only 12, Samaritan trained, Listeners in the prison due to restrictions of the previous year, which made it difficult to recruit and train new listeners. However, training recommenced during the year, and by the end of the reporting year there were 19 fully trained and active Listeners, with more training planned for early in 2024. Prisoners have access to the Listeners in reception and can request to see one on each residential wing.

4.3 Violence and violence reduction, self-isolation

As with self-harm, as the regime continued to reopen there were more prisoner interactions and consequently more potential for conflict.

There were 79 incidents of prisoner-on-staff violence in the reporting period. Of these incidents, 10 occurred in July and nine in September, which created an overall slight upward trend of instances of violence against staff over the longer 12-month period. The HMIP report does state that this rate is similar to those reported in other prisons.

There were 129 incidents of prisoner-on-prisoner violence recorded, which reflect pre-pandemic rates. The incidence rate fluctuated significantly throughout the year, with notable peaks in August and November. Rates of prisoner-on-prisoner violence were lower than similar prisons but have slightly increased during the year. There has been no significant or clear pattern reported in the reasons for violent incidents. Many prisoners are not always forthcoming and will often not engage in discussion about the reasons behind the argument, either at the time or during an investigation. Incidents of protesting behaviour gradually increased throughout the year. In the four-month period from July to October the average per month was over 70. However there has been a significant reversal of the trend in the last quarter, with only 42 incidents in December.

The number of challenge, support and intervention plans (CSIPs) opened has declined. The prison now adheres to the National CSIP Framework. CSIPs are only opened on perpetrators of violence, victims of violence and those who are isolating. As a result, there has been a drop in the number of open CSIPs in the last quarter with an average of just over 20 each month.

There were no long-term self-isolators in 2023, although throughout the year some men opted to self-isolate for a brief period, all of whom were managed utilising a CSIP.

The safer custody team conducts annual safety surveys. In the October survey, 87% of prisoners who responded said they felt safe in HMP Humber, while approximately half of those surveyed reported that violence in HMP Humber was comparable to other prisons they had been in. A total of 90% of those returning the survey reported that they had not been a victim of bullying in this prison.

A total of 60% of prisoners surveyed felt that debt was an issue at HMP Humber, with vapes and drugs on the wing contributing to the debt. Over a quarter of prisoners felt that low wages and the rising cost of living also contributed to debt. (However, HMIP assessed the prison's pay policy as fair and equitable in its recent report.)

The safer custody team also encouraged those who are due to be released to complete exit questionnaires, which are scrutinised by the safer custody analyst. The results contribute to the theme of the monthly safer prisons key message alerts.

4.4 Use of force

There were 544 incidents concerning the use of force (UoF) in the reporting period, compared with much lower numbers in the two previous years. This is not surprising, as the prison was under pandemic restrictions. UoF meetings are held monthly to analyse the data and actions, therefore enabling prompt responses to any worrying trends.

The use of pelargonic acid vanillylamide (PAVA) spray, an incapacitant, remains low, despite more staff being qualified to use it. It was used four times during the year, of which three were to prevent self-harm.

HMP Humber has a high proportion of white British men and, therefore, in general, the use of force incidents are the highest for this group compared with prisoners of smaller, minority ethnic groups.

The Board believes that safer custody is a strength in the prison and that this area is particularly well managed.

4.5 Preventing illicit items

Prisoners who are drug or alcohol users will usually have been identified and confirmed as such on arrival at HMP Humber, with onward referrals made to the drug and alcohol rehabilitation team (DART) to ensure continuity of care.

The total illicit finds for 2023 was 383, compared with 169 in 2022, of which 62% were drugs related and the remaining 38%, alcohol related. During the reporting year, hand sanitiser gels, introduced during the pandemic, were removed from the prison to strengthen controls, as they were being used to make psychoactive substances (PS).

Sources for drugs coming into the prison include bogus Rule 39 (legal) mail and social visits. The methods for dealing with these have continued throughout the year, and include photocopying prisoners' domestic mail and the using high-tech scanners to detect traces of drugs on any correspondence, particularly Rule 39 mail, in addition to using the body scanner on new arrivals at the prison. Each firm of solicitors has the option to have their own unique reference number, which provides an additional layer of security.

The airport-style gate-security system, introduced during 2022, through which all staff and visitors must enter, was supported by the addition of baggage scanners early in the year to further increase security.

The Yorkshire area search team (YAST) uses drug-finding sniffer dogs and is usually present in the reception area for the arrival of new prisoners and during social visits. The dogs are also taken on to the wings to search for drugs and alcohol. Intelligence-led searches and cell clearances are undertaken regularly. Wing staff tend to find the highest amounts of fermenting liquid in the cells, as daily cell checks are undertaken.

Work on in-possession medication checks and supervision of medication hatches to discourage the trading and selling of prescription drugs continued throughout the year.

A significant number of operations were undertaken by the prison throughout the

year, some of which were in partnership with other organisations: e.g. Operation Cavalier and Operation Scorpion involved R39 (legal) mail.

Prison-wide amnesties were also held for both drugs and weapons. Some of the projects initially implemented in HMP Humber have been rolled out across other establishments throughout Yorkshire, such as tradeable medication and amnesties, for example.

Mandatory drug testing (MDT) was carried out in the prison during 2023. HMIP reported that in the six months to October 2023, MDTs indicated a positive rate of 13.93%, which was lower than in similar prisons. Suspicion testing (based on intelligence received) and risk testing (prisoners tested for a specific reason, such as a move to a category D establishment or taking up a trusted role in the prison) continued throughout this period.

Compact-based drug testing, undertaken as part of an agreed 'good behaviour' contract between the prison and prisoner, is undertaken regularly on the Hope unit and the incentivised substance-free living unit.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

The ongoing maintenance work to the general alarm and the cell and fire alarm upgrades continued in 2023, with non-accommodation areas, including both gyms, the chapel, resettlement, the segregation unit, the visits' hall and the kitchen.

In 2021, the operational capacity (the maximum number of prisoners that can be held without serious risk to safety, security, good order and the proper running of the prison) was reduced to 986. This allowed a complete wing to be decanted, so work could take place in a safe manner. With ongoing population pressures, capacity was increased at the beginning of 2023 to 1,019, whilst still permitting one wing to be decanted for works to be completed safely. The prison, however, was requested to add another 33 beds to enable 'sustainable overcrowding'. At the end of 2023, the operational capacity was 1,065.

The number of prisoners sharing a cell designed for one person was 230 at the end of the reporting year. HMIP reported that over 30% of prisoners shared cells that were originally designed for one person and, as such, were cramped with no room for a chair.

The Board has received some complaints regarding cell sharing but other prisoners have also accepted doubling up, with some appreciating the company.

During 2023, the kitchen still suffered with food shortages, resulting in last-minute changes to the menu. Hopefully, this will not be such an issue in 2024. Prisoners were asked to fill out a food survey at the end of 2023. However, only 118 out of 1000 surveys were returned, of which 51% said there was sufficient variety on the menu. However, the kitchen staff are looking into the provision of different dishes and how these can be included on the menu. A total of 58% of respondents said the food at HMP Humber was better than in other prisons they had resided at. A full review of the menu is to take place around the time of the next survey, which is in April.

The staffing position in the kitchen at the end of 2023 was good, with no vacancies. The manager has authorisation to put all staff through a Level 3 course in food safety.

5.2 Segregation

The segregation unit comprises 14 cells, four of which are adapted to be anti-ligature: one has closed-circuit television; another is a photochromatic cell, where the door is made of transparent glass, which allows staff to make easier observations of the prisoner; and two cells can be used as part of the secreted items policy.

At the end of the reporting year, there were nine officers in the unit, all of whom were experienced in working with prisoners who have complex needs, especially mental health issues.

Members of the Board regularly commented on officers' professional attitudes towards prisoners and their ability to build a rapport with them, thereby enabling them to help the individual reintegrate back into the wider prison population. The

Board's monitoring reports have stated that prisoners are treated with understanding, kindness, and are well supported by staff.

Over the reporting year, 13 prisoners stayed on the unit for more than 42-day limit. Staff dealt compassionately with these difficult situations, where the priority was to keep a prisoner in a place of safety whilst a more appropriate establishment could be found. One man spent several months in the unit whilst awaiting assessment and transfer to an alternative but more suitable accommodation.

Over the year, the average number of men segregated was nine. The roll was higher in the summer but dropped in the last quarter, with only four men in the unit over November and December. This is an indication of the stability of the prison, reflecting the good order of the establishment.

During the reporting year, there were several UoF incidents in the unit, with a peak between April and July, when 12 were recorded. This, however, decreased in the following months, with all incidents being recorded and appropriate paperwork completed. There were eight incidents of dirty protest (three more than 2022).

The number of men on an ACCT in segregation increased during the year, with 31 men on open ACCTs in the last quarter of the year. When deemed necessary, the adapted cells were used to house the men on open ACCTs. Those prisoners supported by means of an ACCT in segregation are case-managed by the segregation supervising officer (SO) and the custodial manager (CM) and are treated as complex cases. An ACCT case review is completed by the unit SO, alongside the unit CM, which includes input from the receiving wing and all relevant agencies to mitigate any potential risks.

All prisoners in the segregation unit are subject to a re-integration plan. This enables men to be managed via regular multi-disciplinary reviews and includes an exit strategy for each individual prisoner.

Prisoners in the unit have access to books, distraction/activity packs, showers, and time outside in the exercise area. Portable in-cell telephones are available during the day but are removed at night for safety reasons.

Board members have maintained at least weekly visits to the segregation unit as an integral part of monitoring and made it a priority to speak to each individual prisoner either with the door unlocked or, on rare occasions, through the cell-door observation panel. Almost all the prisoners we spoke to understood the reason for being in the unit and felt they were well looked after.

Internal adjudications have continued throughout the year, with a member of the Board attending on occasions. The number of adjudications (disciplinary hearings when a prisoner is alleged to have broken prison rules) increased during the reporting year, with 3,019 taking place, compared with 1,660 in 2022 and 1,415 in 2021.

Segregation review boards take place every two weeks, to gain greater attendance from all required disciplines. A member of the Board has observed these reviews, whenever possible. However, due to the decreasing number of Board members over the course of the reporting year, this has been increasingly difficult. All those we observed were conducted professionally and in a fair manner.

5.3 Staff and prisoner relationships, key workers

Staff and prisoner relationships continued to be constructive and positive, although restricted at times due to staffing issues. It is hoped this will improve as the prison officer apprentices recruited in 2021 complete their training course, which takes 1-2 years.

Over the year, there were 84 new members of staff and 67 leavers, of which 26 were resignations. Restricted duties and long-term sick continue to impact on the key worker sessions, although this is predicted to improve with the introduction of the apprentices. HMP Humber continues to prioritise prisoners considered to be the most vulnerable: those under 25 years old, on an open ACCT or CSIP (challenge, support and intervention plan, used to support and manage prisoners who pose an increased risk of violence), at risk of self-harm, or causing or being a victim of violent incidents.

The Board is mindful of the fact that staff vacancies and sickness have had a direct impact on the number of key worker sessions delivered throughout the year, as managing a safe regime always has to be a priority.

A total of 15,915 key worker sessions were recorded in 2023, compared with 8,640 in 2022, an increase of 7,275 sessions. The time from a prisoner arriving at the establishment to the allocation of a key worker has been, on average, one day, with, on average, 32 days before a key worker session took place.

5.4 Equality and diversity

The equality action team continued to meet bi-monthly during the reporting year, and the Board is pleased to see the amount and detail of information that is shared, measured and discussed.

The Board has been provided with detailed information to allow a proper consideration of outcomes for a range of protected groups in areas such as the use of force, adjudications and incentives scheme status, which have given few concerns. Where apparent discrepancies have appeared, these have been fully explained, and the Board is happy to report that these are interrogated at the meetings referred to above.

The Board continues to provide independent scrutiny of discrimination incident reporting forms (DIRFs). The HMIP report states that 82 were submitted during the reporting year and is satisfied with the responses given. We can find no common underlying themes to cause concern and are pleased to note that some of the prisoners' suggestions have been followed up.

A number of forums have been held to address different protected characteristic groups, e.g. race, sexual orientation, young adults, disability and 50+. These are useful tools and an opportunity for prisoners to raise issues that might otherwise be missed. Special events have been organised, such as Black History Month, and for Gypsy, Roma and Traveller prisoners, which were well received.

Meals appropriate to religious and other festivals have continued to be provided as part of the weekly menu choice.

The number of foreign national prisoners decreased over the reporting year and represented only 1% of the population at the end of December, a decrease from 2% in 2022 and 7% in 2021. The prison enjoys good working relationships with Home Office Immigration Enforcement staff, who visit the prison twice monthly to host clinics so that prisoners receive regular face-to-face updates on their case. Notices continue to be translated and appropriate distraction materials and picture dictionaries are available. The ICE TV channel broadcasts material for foreign national prisoners at given time slots.

5.5 Faith and pastoral support

Support covering a wide range of faiths continued during 2023, despite the chaplaincy team being one full-time member of staff down at the start of the year. As referenced in the HMIP report, 87% of prisoners stated that access to corporate worship was good.

The number of official prison visitors (OPVs) was lower following the pandemic. However, recruitment is ongoing. The team is also hoping to start the Penfriend scheme again.

5.6 Incentives schemes

From its observations, the Board is satisfied that the incentives scheme has been applied positively in order to manage behaviour, and considers it is operated fairly and consistently. The HMIP report states that many prisoners did not have confidence in the scheme and only 26% of survey respondents said the prison rewarded good behaviour fairly. However, 78% said that the opportunities and rewards in the prison motivated them to behave well.

Over the reporting year, averages of 66% of prisoners were on the enhanced level and 31% on standard level, with 29 (3%) of men having on basic status, compared with 65%, 34% and 18 (1%) respectively in 2022.

5.7 Complaints

Prisoners continue to submit duplicate copies of their complaints on occasion, both to the prison and to the IMB, in the hope of speeding up and/or getting a more favourable response.

Assurance checks are carried out on a monthly basis by the IMB, the head of assurance and the functional manager. This is to ensure the quality of the responses and to check they are within the specified stated timescales,

A total of 1,244 complaints were received in 2023, which averages 104 per month, compared with 107 in 2022, 112 in 2021 and 145 in 2020. As in 2022, the number of complaints peaked in August, with 158 received, while the lowest was in January, when only 42 were received. The three main areas of complaint continue to be property, canteen (the prison shop where men can order toiletries, snack, drinks, etc) and residential, which is due, in part, to issues about cell sharing. External complaints continue to be an issue and appear to be related to property being lost on transfer. These are usually challenging to resolve, as the level of communication and attention by a prisoner's previous establishment is often varied.

5.8 Property

The Board believes that the level of property loss for new arrivals at HMP Humber continues to be an issue and we have raised concerns in our annual reports for several years. It causes stress to prisoners, especially when very personal items are lost and cannot be replaced.

The proactive approach taken by the prison in addressing property issues, which saw a significant reduction in property complaints in 2022, has now somewhat reversed. This can be attributed to HMP Humber being designated a resettlement prison and the requirement for cell spaces and the cell clearance procedures not always being followed correctly.

As with previous years, the handling of property within the prison saw the highest number of complaints during 2023. Compensation paid out for missing or lost property from April 2023 to February 2024 was approximately £2,120, a significant increase on the previous year.

Staff continue to work to mitigate property losses, especially in relation to other establishments, despite the challenging circumstances during the year.

6. Health and wellbeing

6.1 Healthcare general

Spectrum Community Health CIC (Spectrum) continues to act as the main provider of health and social care services, having taken up the appointment in August 2022. Clinical substance misuse services are subcontracted to the charity, Change, Grow, Live (CGL), with Tees, Esk and Wear Valleys (TEWV) NHS Foundation Trust commissioned to run mental health services and Time for Teeth commissioned to operate dental services.

The Board is pleased to note that permanent staffing has increased significantly, reducing the previous reliance on agency staff. The Board also notes improvements in staff appraisals and mandatory training.

The reporting year has seen the continuing practice of assessing new arrivals in reception. Healthcare staff continue to have a presence during ACCT and segregation review boards. The improving links between the healthcare team, managers and prison staff, identified in the Board's previous report, have been maintained during this reporting period.

The monthly security and drug strategy meeting and prisoner health operation group (PHOG) have taken place throughout the year. The meetings are chaired by the Governor in order to maintain direct oversight in relation to the safe delivery of ongoing healthcare services.

The previous backlog of healthcare complaints was cleared early in the reporting year and current complaints appear to be well managed and dealt with in a timely manner. The number of general healthcare applications (written representations that prisoners submit to the Board) reduced markedly during the reporting year.

6.2 Physical healthcare

At the end of the reporting year, there were five vacancies of varying positions within the primary care team, a reduction from the previous period.

The healthcare provision does not operate 24 hours a day, but contact details are available for advice – i.e. the urgent treatment centre, at the Bransholme Health Centre. A handover takes place between healthcare staff and prison night staff, which highlights any prisoners who may be of concern overnight. However, the lack of detailed information exchanged between day and night staff has been raised as a concern by both prison and healthcare staff.

The Board welcomes the arrangements agreed with HMP Hull relating to facilitating blood tests for men who claim to have taken an overdose of paracetamol, in order to reduce the need of attendance at hospital.

The number of clinics offered appears appropriate and the Board understands that waiting times are reasonable. The use of the dedicated patient phone line and face-to-face contact with administration staff appears to work effectively.

In addition to GP appointments, nurse-led clinics, physiotherapy, optometry and podiatry appointments are available.

A full range of dentistry treatment is available, with waiting lists comparing favourably with those in the community. However, the Board does have concerns about the adequacy of the healthcare accommodation available, particularly as the prison population increases. In particular, the Board hopes it will be possible to improve the physical distribution of prescribed drugs to individual men. This is because the current queueing arrangements at the medicine hatch, on the 'M1' corridor, do not provide a proper level of confidentiality and, at times, the atmosphere appears threatening.

The complex medication reviews referred to in our previous report were brought into effect during the reporting year, reducing the prescribing of dependence-forming medication, achieving an overall reduction of 80%. Physical support was offered to prisoners by CGL with a number of non-pharmacological alternatives.

Covid-19 and influenza vaccinations have continued throughout the course of the reporting year, mirroring those in the community.

The Board was pleased to note the conclusion of HMIP that the standard of provision is similar to that which patients could expect to receive elsewhere in the community.

6.3 Mental health

TEWV continues to have responsibility for the delivery of mental health services.

The caseload of the mental health team at the end of 2023 was 189 men, 137 on primary mental health and 52 on secondary mental health.

Staff recruitment has, again, been a problem, but a new team manager and clinical nurse specialist were recruited at the end of the year. The Board is very disappointed to record the high level of dependence on agency staff and hopes more permanent staff will be recruited soon.

Prisoners are assessed on arrival and can self-refer to the mental health service at any time. The wait for non-urgent assessments is longer than the Board would like to see, but it is acknowledged that the period is reducing, and new referrals appear to be triaged effectively.

As reported previously, the team provides services daily, with certain treatments and therapies being subcontracted to agencies such as Humber Teaching NHS Foundation Trust and Rethink to provide additional services. The Board would welcome an improvement in the services available to men who have less serious conditions.

The mental health team attends all initial ACCT reviews. The Board would like to see a greater attendance at subsequent reviews but appreciates the demand on staff resources.

Professional relationships within the prison appear positive, and newly appointed staff receive mental health awareness training.

The Board notes that the team has effective links with community providers to assist with arrangements on release.

The Board welcomes the collaborative approach with the Wellbeing unit at HMP Hull

but, again, has concerns at the length of time taken to effect transfers to a secure hospital under the Mental Health Act. We appreciate the delays are beyond the control of the staff at HMP Humber and are often a result of the lack of availability of beds. However, we believe the delays often put unacceptable burdens on staff and other prisons.

6.4 Social care

The East Riding of Yorkshire Council prison and MAPPA (multi-agency public protection arrangements) team, which is part of social care joint working, has worked within HMP Humber since 2021. The team aims to offer the same level of social care and support to those in prison as in the community. The team is continually promoting the services it offers. It has provided training for prison staff to ensure referrals to them can be accepted. The team is normally available within the establishment to conduct Social Care Act assessments and provide recommendations for healthcare packages.

6.5 Time out of cell, regime

The Board was pleased to see opportunities for outdoor activities maintained during 2023. The successful twinning arrangement, with Scunthorpe United Football Club in 2022, continued, resulting in 53 men achieving a Level 1 leadership qualification. The prison continued to develop its accreditation opportunities for younger prisoners to obtain The Duke of Edinburgh's (DoE) Awards, with one successfully achieving a full DoE award, and nine men obtaining part awards.

The gym timetable features a large range of activities, including football, weights, badminton, circuits, spinning, stretch mobility, volleyball and tennis, with dedicated sessions for prisoners detoxing from methadone. These latter sessions are jointly supported by Change, Grow, Live, the prison's substance misuse provider.

The physical education (PE) department organised a fitness incentive scheme called 'HMP Humber's Fittest Man', running the competitions in July and November. A total of 30 men took part in the scheme with 10 successfully receiving certificates of achievement. The popular Parkrun scheme was suspended during the summer of 2023, although it is hoped this will recommence around Easter 2024.

The Board is pleased to report that specialist exercise referral gym sessions continue to be facilitated twice a week. This involves prisoners who have been referred for a bespoke session by the GP, physiotherapist or member of the mental health team.

The PE department also works closely with HMP Humber's safer custody staff, to engage prisoners who are feeling particularly vulnerable or require additional support to access the gym. Prisoners are paired with a buddy selected by staff. Overall, the buddy scheme is reported to be instrumental in improving wellbeing and reducing instances of self-harm for the specific prisoners joining these sessions.

6.6 Drug and alcohol rehabilitation

Clinical substance use support is provided by Spectrum, and psychosocial support by CGL. The caseload at the end of the year was 341 patients, of whom 214 were receiving opioid substitution therapy (OST), which is an increase from 330 and 189

respectively in 2022.

From the Board's observations, new referrals are seen promptly and provided with appropriate advice and information. Previously reported care plans continued for prisoners transferring from HMP Hull. Prisoners can self-refer, and staff are aware of how to progress referrals. There has been an increase in prisoners identified as possibly under the influence (UTI) during the reporting year. All such men are seen by a member of CGL, provided with appropriate information and advice and encouraged to engage with the team. This, of course, increases the demand for the team's resources. There are three CGL workers in the drug recovery unit, who provide a range of services, and three substance advice peer workers have been recruited and trained. These are supervised by a CGL peer mentor lead.

The prison currently operates two incentivised substance free living (ISFL) wings. Prisoners need to apply to reside on these wings and agree to submit to regular drug testing.

Prior to discharge, prisoners are offered planning and advice, with appointments being made with teams in the community, to continue treatment. Prisoners are also offered naloxone (a medicine that rapidly reverses an opioid overdose), together with training in its use, prior to release.

6.7 Soft skills

As in previous years, extensive use continues to be made of the prison's in-cell television service, ICE TV, in providing a full soft skills programme. The Governor often provides updates and information is given on the prison regime and any changes that may be occurring. Lessons continue in art and guitar, with both yoga and gym sessions also available.

Sessions from DART on managing drug addiction and mental health continue.

Information is also provided on a wide range of other subjects, including author of the month, poet's corner and information from the chaplaincy at appropriate times of the year, such as programmes in the evening for the men observing Ramadan, for example, as well as information and films on other cultures.

Job adverts and meetings such as those for veterans, CRUSE bereavement support, Shannon Trust, Humber Pilots, Listeners and Andy's Man Club are all shown.

7. Progression and resettlement

7.1 Education, library

Novus is the main education provider in the prison and provides a range of courses including Maths, English and English for speakers of other languages (ESOL), plus a variety of vocational training and several unaccredited courses.

There are typically 6-12 prisoners taking Open University degree courses in subjects such as history, business management and criminology. Other distance learning courses are available below degree level, with some of them funded by grants from the Prison Education Trust.

The table below shows the qualification passes for learners in Maths, English and ESOL during 2023.

Qualification achieved	Entry Level	Level 1	Level 2
Maths	117	38	1
English	131	113	4
ESOL	30	0	0

The HMIP report commented that the Maths results at Level 1, compared to English, were too low.

The Board is aware that there are not enough education, skills or workplaces to meet the needs of the prison population. The HMIP report commented that too many prisoners were currently unemployed and waiting lists for education and training were too long.

Novus staff have been instrumental in the success of the prison reading strategy, working with HMPPS partners. Prisoners in classes are encouraged to read and are given time to do so (technical books but also reading for pleasure) and several initiatives and competitions have been run to encourage reading.

There are two libraries, one in each zone of the prison, both of which are run by East Riding of Yorkshire Council. From the Board's observations, prisoners have the opportunity to visit the library regularly.

7.2 Vocational training, work

The table below shows the number of vocational qualifications attained with Novus provision in 2023.

The range of qualifications covers bricklaying, maintenance operations, construction skills, CSCS (construction skills' certification scheme) card, barbering, waste management, horticulture, Industrial cleaning, catering, health and safety, IT, computer aided design (CAD), and peer mentoring.

Qualification achieved	Level 1	Level 2	Level 3
Number of learners	196	492	25

A further 635 unaccredited courses were passed, and 384 men engaged with Novus Works.

The Information, advice and guidance (IAG) service works with prisoners to clarify their choices for learning, work and employment opportunities on release. Prisoners are encouraged to create their own skills action plan.

ICE TV is increasingly used to advertise and promote Novus courses, including barbering, digital skills, CAD and functional skills. It also promotes reading within the prison.

Springboard, a scheme for encouraging the most challenging prisoners to engage, operates in the establishment and typically supports 15 men at any one time.

The recent HMIP reported that attendance on many courses is too low and needs to improve, a view with which the Board agrees. We are very concerned about the rapid 'churn' of the prison population and the impact on achieving qualifications and developing skills. It is very difficult for short-stay prisoners to get the benefit of any meaningful training by means of courses on offer, particularly for advanced skills or where formal qualifications may require many weeks to complete courses.

The Board has received a few applications from prisoners complaining about not being able to work. We appreciate that the activities team does work tirelessly in order to provide places for prisoners, but we would like to see an overall increase in available places to help reduce levels of unemployment.

7.3 Offender management, progression

In the Board's view, this is an area of strength within the prison and the recent HMIP report judged that outcomes against the healthy prison tests were reasonably good. There are several factors that have had an impact on the work of the offender management unit (OMU) this year.

The change of function of the prison to a category C resettlement prison increased the churn of prisoners, including those with only a short time left to serve, and has obviously placed pressure on the work of the OMU. Short-sentence prisoners make a significant impact on the demands of the OMU and probation staff.

Although the OMU is staffed according to the offender management in custody (OMiC) model, there have been some key vacancies, thus creating further pressure. Despite this, the necessary core work has been completed. Members of the team work well together, as noted in the HMIP report, and several initiatives introduced previously have continued to be successful.

Induction memos are sent to all new prisoners, giving them appropriate information on their prison offender manager (POM) and community offender manager (COM) and when they can expect to see their POM.

At the end of 2023, there were a minimum of at least 30 releases from HMP Humber each week. POM and COM handovers take place seven-and-a-half months prior to release, and the head of offender management delivery continues to countersign all sentence plans.

In the Board's view, the OMIC hotline, introduced in 2022 by the OMU as a direct-dial prisoner information helpline, continues to be successful. The helpline is available daily for one hour, so that prisoners can speak to the duty POM to make enquiries. The helpline receives 6-10 calls daily.

Re-categorisation reviews (which assess a prisoner's risk, behaviour and efforts towards rehabilitation to see if they can be managed in a prison with a different/lower level of security) continued throughout 2023. Transfers to open conditions were managed with minimal delays, which is an improvement on the previous year, when available places in open prisons were limited nationally. In fact, 178 prisoners were transferred to category D prisons during the reporting year.

One POM is the single point of contact for short-sentence prisoners and their contact for engagement with the resettlement hub.

Extra resources were used to reduce the backlog of the offender assessment system (OASys). The Board is pleased to note that the backlog is now minimal and is no longer a cause for concern.

Generally, the prison does not offer release on temporary licence (ROTL), because risks to security have an impact on the safety of the prison, although cases are considered on an individual basis. No prisoners were released on ROTL during 2023.

At the end of 2023, there were 96 indeterminate-sentenced prisoners (ISP), who have no release date, housed in HMP Humber, of whom 45 were on imprisonment for public protection (IPP) sentences. Forty-three of the ISPs (a mix of IPP and life-sentence prisoners) were in the Hope unit. This is a specific wing that aims to release ISP prisoners into the community successfully without recall, and to equip them with the skills, knowledge, and support to make that transition.

From the unit opening in May 2018 to 2023, some 75 prisoners have gained release through this regime. Also, three achieved category D status

Recognising the additional challenges ISP/IPP prisoners face on release, a prisoner helpline number has been provided so they can receive support over the phone. This continues to work well.

In the second half of the year, the charity The Hardman Trust expanded its criteria to work in the category C estate. The Hardman Trust provides grants for prisoners, on release, who have served 10 years or more of their current sentence, to support their progression on release. The Hope unit has encouraged prisoners to apply for these grants. One prisoner was awarded £500 for a laptop so he could continue with his Open University degree in the community, and a further five have applied for grants.

7.4 Family contact

Social visits have been taking place throughout 2023 and are obviously a popular means of prisoners maintaining positive family and significant other ties. Goodie bags, based on the incentives scheme status of a prisoner, have been provided which can be taken back to the wing, and have proved to be very popular.

Twelve family days were held throughout 2023, all of which were well received and allowed a more relaxed environment to enjoy family time.

Prison social video calls were well used during the year, being of particular benefit to prisoners located some considerable distance from home (although there continues to be issues with connectivity).

In-cell telephones are a great benefit to prisoners for contacting family, friends and legal advisers, as well as for some healthcare and resettlement appointments and conversations with the IMB.

The prison identifies and contacts prisoners with no family contact and low telephone usage on an ongoing basis to offer support. There have been two events jointly run by Lincolnshire Action Trust and safer custody for prisoners who do not receive social visits. Lincolnshire Action Trust received positive comments in the recent HMIP report.

7.5 Resettlement planning

Reducing reoffending and resettlement planning continued to be a major focus for staff at HMP Humber during 2023.

The resettlement hub consists of commissioned services and prison departments working together to jointly provide a supportive service for prisoners nearing their release date.

The following services are offered through the resettlement and employment hub team:

- Induction: Staff and some trained prisoners visit the induction wing once a week to engage with all new prisoners transferred in, to offer support and promote the services, opportunities and support offered by the employment hub.
- 12-weeks-to-release appointments: Staff contact all men who are identified as having 12 weeks left before release, or who come into the prison with fewer than 12 weeks to serve, hold a 'resettlement check in' to ensure all avenues of support are in place ready for release.
- Humber employment advisory board (EAB). EABs are chaired by representatives of employers. They offer guidance to establishments on the best way to get prisoners work-ready for their local labour market.
- Prison leaver project: Grow Into Employment programme: The prison leaver project was run throughout 2023, which was a pre-release course pilot designed by a national Ministry of Justice (MoJ) project team. Although this was a positive course, the Board notes that, unfortunately, the funding ceased early in 2024.

- Identification (ID) and bank accounts for released prisoners: The ID and banking clerk processes applications for birth certificates and bank accounts with Halifax bank. HMP Humber can also process driving licence applications in certain circumstances.
- Accommodation: Shelter is the primary contractor for accommodation referrals from the COM. However, the contract restricts this to referrals within the Yorkshire and Humber areas only. This is obviously a concern, as not all prisoners are from the Humber area.

Additionally, during April 2023, a local city council reduced the number of available bed placements for people requiring housing support locally, placing additional pressure on searches for post-release prisoner accommodation. This increased the risk of some released prisoners sleeping rough. The HMIP report commented that too many prisoners were released with either no fixed abode or with unsustainable accommodation and this is also a concern of the Board.

The strategic housing specialist (SHS), who works between HMPs Hull and Humber, provides support to Shelter and is planning to set up pre-release panels with local stakeholders and local authorities. Its purpose is to ensure that arrangements are put in place for each prisoner's release and to highlight those who are vulnerable and need support.

A 'ready for release' wing has recently been allocated to house prisoners in the final 12 weeks of their sentence. Men who may be suitable will be identified at this point, once the wing is fully functional.

The Board is concerned that the high level of 'short time to release' prisoners, creates significant 'churn' pressure on all elements of the resettlement process. This pressure is expected to continue into 2024 with the proposed additional cell capacity at HMP Humber.

8. The work of the Board

Board statistics

Recommended complement of Board members	16
Number of Board members at the start of the reporting period	7
Number of Board members at the end of the reporting period	5
Total number of visits to the prison	259

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	16	9
B	Discipline, including adjudications, incentives scheme, sanctions	11	5
C	Equality	15	5
D	Purposeful activity, including education, work, training, time out of cell	23	20
E1	Letters, visits, telephones, public protection, restrictions	21	7
E2	Finance, including pay, private monies, spends	9	11
F	Food and kitchens	12	10
G	Health, including physical, mental, social care	60	40
H1	Property within the establishment	42	42
H2	Property during transfer or in another facility	38	35
H3	Canteen, facility list, catalogues	13	14
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, re-categorisation	39	26
J	Staff and prisoner concerns, including bullying	41	34
K	Transfers	45	32
L	Miscellaneous	43	34
Z	Complaints on Comp1s and Comp 1As	12	7
	Total number of applications	440	331

Annex A

Key service providers

- Physical healthcare: Spectrum Community Health Community Interest Company (CIC)
- Mental healthcare: Tees, Esk & Wear valley (TEWV) NHS Trust
- Substance misuse treatment: Change, Grow, Live (CGL)
- Dental: Time for Teeth (TFT)
- Education framework: Novus
- Escort contractor: GeoAmey



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