



**HER MAJESTY'S PRISON  
&  
YOUNG OFFENDER'S INSTITUTION  
(HMP/YOI)  
PETERBOROUGH**

**ANNUAL REPORT  
1 APRIL 2015 TO 31 MARCH 2016**

## 1. STATUTORY ROLE OF THE IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999 require every prison and IRC to be monitored by an independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

(1) 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.

(2) Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.

(3) 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.

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### 3. DESCRIPTION OF THE PRISON

- 3.1 Her Majesty's Prison (HMP) and Young Offenders Institution (YOI) Peterborough is currently the only dual purpose prison, with male and female prisoners, in the country.
- 3.2 HMP/YOI Peterborough is a Category B local prison for men. There are 3 residential houseblocks containing 12 wings, including Early Days in Custody, Drug Detoxification, Veterans in Custody, and Safeguarding. The most recent houseblock, built to house 292 Category C residents, was completed early in 2015 and has been fully operational throughout the reporting year. In addition 212 Category C residents are held for resettlement at HMP Peterborough. The men's uncrowded Operational Capacity (Op Cap) has increased to 772, rising to 868 when agreed overcrowding places are taken into account.
- 3.3 The women's prison takes in residents from the East Midlands and East of England. There are 10 wings organised into 2 houseblocks, including a Young Offenders Unit for women aged 18 – 25, a Life and Long Sentence Unit and a Foreign National Unit for residents awaiting deportation. The women's prison also contains a 12 bed Mother and Baby Unit. The women's uncrowded Op Cap is 360, rising to 392 when agreed overcrowding places are taken into account. Following the closure of HMP Holloway, the Essex courts now send women to HMP Peterborough.
- 3.4 During the reporting year one of the women's wings became a semi-open wing where residents have unrestricted access to a large outdoor space during unlock. There is also a proposal to build an open facility outside the prison.
- 3.5 Healthcare is provided by Cimaron (doctors), Sodexo (nurses) and the Cambridge and Peterborough NHS Foundation Trust (Mental Health). There are residents with severe mental health issues within the male and female prison population. The prison has also developed links with Peterborough Social Services following the introduction of the Social Care Act 2015.
- 3.6 The LINK resettlement centres in the two prisons provide a link between prison and the community at large and connect prisoners to services on the outside.
- 3.7 The Outside Links Centre is located within the YMCA Building in Fitzwilliam Street in the City Centre and provides a base in the community offering support to residents on release and also acts as a preventative tool for other agencies to refer those at risk in the community. The centre celebrated its first birthday in October 2015 and has seen a steady increase in the number of people accessing its services.

## 4. EXECUTIVE SUMMARY

- 4.1 The Board continues to have a good working relationship with management and staff at HMP/YOI Peterborough and congratulates staff for the positive and enthusiastic attitude to their work.
- 4.2 The new male residential and activities blocks at HMP/YOI Peterborough have been fully operational throughout the reporting year, representing an additional 292 men now held in the prison. To relieve population pressures nationally in October 2015 the National Offender Management Service (NOMS) exercised the option within the contract with Sodexo Justice Services to access 48 extra beds for men. Taken together this represents a significant increase in the numbers of men held in the establishment compared with the previous reporting year and underpins some of the pressures and challenges faced by staff and managers.
- 4.3 The Board notes the increase in assaults on both staff and residents during the reporting year. Analysis by the prison suggests several possible causes: increased population, residents diverted to HMP/YOI Peterborough due to overcrowding or Tornado transfers. The Board commends the appointment of a Violence Reduction Manager to focus on the issues underpinning violence. The Board also is pleased to see the recently appointed Head of Male Residence is encouraging a 'back to basics' approach to running the men's prison. (Section 5.6.2, 5.8.4)
- 4.4 Residents under the influence of New Psychoactive Substances (NPS) have presented a constant challenge to the establishment this year. Staff are working to highlight the dangers of using NPS. (Section 5.6.7)
- 4.5 The Board has been concerned throughout the reporting year that the Male Separation and Care Unit (MSCU) has been operating under considerable pressure with the unit often at or near capacity. The Board commends the strong, motivated teams working in both Male and Female Separation and Care (FSCU) and the tight management of MSCU in particular. (Sections 5.7.1, 5.7.8)
- 4.6 The Board is pleased to see the introduction of non-smoking wings for both men and women and the development of a semi-open wing for women. The prison is in the process of installing in-cell telephony in all wings. (Sections 5.8.5, 5.8.6, 5.8.11)
- 4.7 The Board notes the successful opening of a new prison laundry but is disappointed that the proposed call centre in the old laundry has failed to open on time due to issues with the contractor, Intelling. (Sections 5.4.4, 5.4.7)
- 4.8 The Board recognises the efforts being made to improve the standard of education at HMP/YOI Peterborough following a disappointing assessment by

HMIP and Ofsted in the previous reporting year. The Board continues to be concerned about the availability of the Libraries. (Section 5.2.1, 5.2.2, 5.2.7)

- 4.9 The Board notes the positive scores in the Measuring the Quality of Prisoner Life surveys (MQPL) conducted during the reporting year. (Section 5.1.8)
- 4.10 The Board commends the compassionate end of life care given to 2 residents. The Board also commends the Mental Health InReach Team (MHIRT) for successfully transferring 13 out of 15 residents to secure hospitals for treatment in accordance with agreed timescales and for achieving 100% referrals in line with the primary mental health pathway waiting times. (Sections 5.3.5, 5.3.6, 5.3.7)
- 4.11 The Board notes the continued work to ensure the prison is a safe environment for residents and to review and refine Assessment, Care in Custody Teamwork documents (ACCT). (Section 5.6.1, 5.6.5)
- 4.12 The Board commends the increased use of Video Courts, particularly for men. (Section 6.2)
- 4.13 The Board notes the successful recruitment of 70 new staff during the reporting year. The Board is also pleased to see how improvements to the Initial Training Course (ITC) have been positively received by trainees who report feeling well supported in their new roles. (Section 6.1)
- 4.14 The Board congratulates Outside Links for increasing the numbers of residents who use the facility on release and for providing facilities for the Community Rehabilitation Company (CRC) to see clients in a city centre location. (Section 5.5.2, 5.5.9)

## 4.2 Particular Issues Requiring a Response

### **Issues for the Minister**

The Board commends the Minister for his focus on prison reform and the need to rehabilitate offenders, and hopes that sufficient resources will be allocated to enable change to take place.

### **Issues for the Prison Service**

To manage the prison population to enable prisons to provide a safe environment for those in custody.

### **Issues for the Prison**

1. To maintain a safe environment in the light of population pressures, NPS use and increased incidence of violence.
2. To continue to run the Separation and Care Units robustly whilst ensuring residents held there receive the appropriate regime and to provide continued support to staff working in a challenging environment.
3. To improve attendance at healthcare appointments. During the year non-attendance was around 25%. (5.3.3)

## 5. AREAS THAT MUST BE REPORTED ON

### 5.1 Equality and Inclusion

- 5.1.1 Equality and Inclusion continues to have a high profile within the prison. The Director chairs the monthly Joint Diversity and Inclusion meeting and quality assures a random selection of the Decency Manager's responses to the Discrimination Incident Reporting Forms (DIRF)
- 5.1.2 The Joint Diversity and Inclusion monthly meeting is attended by senior managers and male and female resident representatives.
- 5.1.3 These meetings receive reports and requests from the focus groups representing Black and Minority Ethnic (BME), Young Offenders (YOs), Asian, Travellers, Mature and Disabled and East European. Unfortunately the men's focus groups are less well attended than the women's focus groups. Resident representatives are well publicised on each wing.
- 5.1.4 These groups have achieved much over the year. In the women's prison YOs have access to a computer room, and cultural cooking and baking are available in the training kitchen. It is hoped similar activities will be replicated in the men's prison.
- 5.1.5 Black History Month was celebrated with activities such as dance and hair braiding with specialists invited into the prison to lead these groups.
- 5.1.6 The over 50's population in the women's prison is 13% and in the men's prison is approximately 7%. Specific activities are arranged for these groups such as family days and film clubs for the men and knitting for the women. These clubs have always been well attended by the women and the numbers of men attending is increasing.
- 5.1.7 An analysis of the DIRF submissions for the calendar year 2015 show that more forms are submitted by women (56) than men (47), although the women's prison is approximately one third the size of the men's prison. The majority (90%) of the reports from women are racial and (68%) are prisoner on prisoner whereas in the men's prison although the majority (65%) are racial, 77% are staff on prisoner.
- 5.1.8 The National Offender Management Service (NOMS) carried out Measuring the Quality of Prison Life (MQPL) surveys in May 2015. They found that in the women's prison the BME residents were more positive than White residents in many areas such as Humanity, Respect/Courtesy and Personal Development whereas overall the scores, although better than 2010, had declined since 2013. A similar change in the overall scores comparing 2010, 2013 and 2015 was found in the men's prison but in contrast BME men were less positive about the prison than White participants.
- 5.1.9 This year has seen implementation of NHS Continuing Care in the prison. On arrival residents are asked to complete a questionnaire about their continuing care needs. Those who declare mental health issues are referred to the

MHIRT whilst those who have physical issues are assessed by trained staff to establish their needs.

- 5.1.10 The Foreign National (FN) team has a good working relationship with the Home Office Immigration Enforcement department. During the calendar year 2015, 127 residents were returned to their country of origin saving 13,192 prison days. There are changes in the Home Office rules and the effects of these will be monitored

## **5.2 Education, Learning and Skills**

- 5.2.1 The Education Department has been seeking to improve performance throughout the reporting year following critical feedback from Her Majesty's Inspector of Prisons (HMIP).
- 5.2.2 During the year Ofsted conducted five 'Support and Challenge' visits to the prison and in January identified that improvements had been implemented in all areas. The Board will continue to monitor progress.
- 5.2.3 A Quality Improvement Plan was put in place in order to address the issues raised in the inspection report and regular meetings to review progress were chaired by the Director. The prison has been working towards putting in place a more effective data management system in order to monitor performance. Take up of both English and Maths courses improved. New courses were introduced during the year, and Functional Skills was delivered in workshops.
- 5.2.4 Attendance in Education was identified by HMIP as an issue for concern (attendance this year was 77% for men and 85% for women). A reward system for successful completion of English and Maths courses was introduced, which took the form of a bonus payment.
- 5.2.5 During the year the prison put in place a more robust lesson observation schedule in order to improve the quality of teaching and learning.
- 5.2.6 Vocational courses leading to external qualifications were available in a number of areas including: Catering, Horticulture, Multi-skills, Cleaning, Warehousing, Recycling, Hair & Beauty. The Edexcel qualification was introduced for Foreign National learners wishing to gain a qualification in English. Residents acting as Learning Support Assistants were able to accredit their mentoring skills. Several courses were introduced to help women, in particular, develop their personal and employment skills. Eight weeks prior to release all residents attended a one to one appointment in order to identify any employment needs.
- 5.2.7 The prison has made efforts to increase the use of the Library service; some extensional use in the houseblocks was set up and the library in the new houseblock is under development. The Board monitors the availability of the libraries and is disappointed that over the year around 25% of sessions were cancelled.

### **5.3 Healthcare and Mental Health**

- 5.3.1 The Board recognises the prison's efforts to continue to offer a good standard of care to residents which is in line with care in the community.
- 5.3.2 The admitting nurse writes up care plans on arrival and medication requirements are reviewed by clinical staff, which can result in changes to residents' medication. The Board received a number of applications about these changes, but is satisfied that residents' best interests are considered during this process.
- 5.3.3 There is a high rate (around 25%) of non-attendance at appointments, which the prison is trying to reduce. The Board is satisfied that the appointments' system meets residents' needs, but will continue to monitor the prison's approach to non-attendance.
- 5.3.4 The prison received around 30 complaints per month about the health care provision. The board is satisfied that complaints are handled effectively. Residents are informed they can escalate their complaint to NHS England or the Prisons and Probation Ombudsman (PPO).
- 5.3.5 Residents with mental health needs are able to access support through the MHIRT. During 2015 the overall caseload was 254; this compares with 248 during 2014. 100% of residents referred to the primary mental health pathway were seen within NHS England Improving Access to Psychological Therapies (IAPT) waiting times.
- 5.3.6 Eighteen referrals were made to transfer residents from custody to secure hospitals for treatment of mental disorder. Of these 15 were transferred to hospital under relevant sections and 3 were found to be not suitable and remained in custody. Significant delays occurred in 2 of these transfers.
- 5.3.7 The MHIRT ran awareness sessions to help staff deal more effectively with residents with mental health needs and personality disorders. The prison has a well-resourced Mental Health team which offers support and guidance to officers. The Board notes, however, that dealing with the complex needs of these residents puts a strain on staff and the prison regime.
- 5.3.8 The Healthcare units continue to offer appropriate support to residents. During the year end of life support was provided to 2 residents. In both cases the prison organized early release into the community to give them the opportunity to spend their last days outside the prison estate. One resident breached the terms of her early release and subsequently died in the Healthcare Unit. The Board commends the compassionate end of life care shown to this individual and her family.
- 5.3.9 The Health Promotion Action Group met regularly to plan awareness-raising events such as for breast cancer, diabetes, and oral health. Residents were

able to access screening programmes for breast and cervical cancer, but bowel cancer screening is not currently available.

5.3.10 At the beginning of the year the Board was concerned that the men's population had increased by around 50% without any increase in Healthcare beds. The Board has monitored this and is satisfied that sufficient beds were available during the year.

5.3.11 The prison worked closely with Peterborough City Council to progress the requirements and responsibilities of the Social Care Act 2015. The Council appointed a member of staff to work on site. Effective use was made of peer carer support.

#### **5.4 Purposeful Activity and Work**

5.4.1 The prison provides a range of activities where industry-based skills are developed, including carpentry, multi-skills and recycling workshops and a laundry facility. The Board has noted that a number of workshop sessions were cancelled. There were over 300 cancellations during the year, the majority of which were Workshop 1 in the women's prison.

5.4.2 On a typical day 69% of women were in full time work and 12% in part-time work. Corresponding figures for men were 57% in full-time work and 12% in part-time work. These figures aggregate to 76% of men and 82% of women attending work.

5.4.3 Cleaning courses were offered on both sides of the prison, giving basic skills to prepare residents for work.

5.4.4 The new laundry was introduced during the year and secured cleaning contracts with HMP Bronzefield and local homeless charities. There are plans to introduce a dry cleaning facility to further develop skills for employability.

5.4.5 The Female Sanctuary hair and beauty salon offered vocational qualifications in partnership with Peterborough Regional College.

5.4.6 Residents were able to develop their catering skills, and gain accreditation, in the Vita Nova restaurants in both prisons, and men worked towards vocational qualification in the kitchens. The Board is pleased that a local environmental health assessment awarded both Vita Nova restaurants a 5 star rating.

5.4.7 In 2016 the prison hoped to open a call centre, where residents will field calls via an averter, which controls the ability of residents to directly speak with customers. Local employment will be offered to residents on release who have completed the training course. The Board is disappointed there have been delays in its introduction and that it was still not in operation at the beginning of March.

- 5.4.8 Laundry workers in the new houseblock follow a 'real work' regime as lunch is provided in the houseblock's Vita Nova restaurant, meaning they do not have to return to their wings.
- 5.4.9 The Prison has built on strong links within the local community to increase the number of residents granted Release On Temporary Licence (ROTL) for employment. On a typical day there were 14 men and 1 woman engaging with the ROTL process working in placements such as the Park Inn, Sue Ryder, YMCA, Barnardo's Charity shop, FRE Mechanics, ARGOS and the prison's Outside Links service.
- 5.4.10 Greggs held 6 workshops in the female estate aimed at improving residents' chances of gaining employment on release.

## 5.5 Resettlement

- 5.5.1 The resettlement team continues to be an enthusiastic, committed and innovative group of staff that actively review, change and develop strategies to meet their own high expectations and those of prison managers.
- 5.5.2 Outside Links celebrated its first birthday in October 2015 and continues to provide a base for prisoners on release. It offers support to ex-offenders and other agencies can refer those at risk in the community. In December 2014, 2 months after they opened, there were 14 'drop-ins', in December 2015 there were 205. Drugsfam now use the facilities to meet regularly.
- 5.5.3 There are many agencies working in partnership with the prison offering advice, practical support and programs which all contribute to the integrated programs necessary to equip a prisoner for release, Home Detention Curfew (HDC) and ROTL. The Link continues to provide facilities for partner agencies.
- 5.5.4 The Board notes that responsibility for residents' housing and finance needs passed to the CRC in March 2016. It will be important to monitor this over the forthcoming year.
- 5.5.5 Activity Boards comprising Resettlement, Offender Management Unit, Education and Residence take into account the initial resettlement plan and assist in devising a program that will meet the identified needs of the resident in preparation for their release. If a resident returns to the prison they retain the same resettlement worker to make positive use of knowledge and information previously obtained.
- 5.5.6 Three weeks prior to discharge all residents are invited to a meeting to ensure that their housing, employment and travel arrangements are in order. Weekly attendance at this meeting varies between 6 to 16 residents.
- 5.5.7 Residents are discharged through the visits entrance where there are facilities to be met by friends and family inside the prison. Outside Links has taken

over from the One Service (which finished in April/May 2015) and continues to offer support to residents on discharge.

- 5.5.8 The Resettlement Manager oversees the welfare of children and families. The identification of primary carers is part of the integrated service offered. Maintaining support on release for residents is more manageable for men, who are more likely to be local, than women.
- 5.5.9 The Board was concerned that at the beginning of February the CRC moved to an out of town location poorly served by public transport. Outside Links offered a room in their city centre facility and this is working well. It also means that clients can access other agencies and there is help from the staff to facilitate this.
- 5.5.10 The Board is also concerned that since the Offender Rehabilitation Act (ORA) 2015 was introduced there has been a disproportionate number of women recalled; the Board will continue to monitor this.

## **5.6 Safer Custody**

- 5.6.1 The Board has noted the continued review and training undertaken to maintain a safer prisons environment. The appointment of a Violence Reduction Manager in January is evidence of the importance the prison places on violence reduction.
- 5.6.2 It is noted that the incidence of violence, particularly in the men's prison, has increased. The average number of serious assaults each month was 4. The increase coincided with population pressures and the admission of a number of prisoners diverted to HMP Peterborough on Tornado transfers.
- 5.6.3 There has also been an increase in the Use of Force, but many incidents are low level (e.g. interventions to prevent self harm).
- 5.6.4 The multi-disciplinary Safer Prisons, Complex Needs and Tactical Tasking Groups continue to monitor general issues of safety in custody, individual needs of vulnerable residents and operational decisions needed to maintain the good order of the prison and a safe environment for all residents.
- 5.6.5 The Assessment Care in Custody Teamwork (ACCT) process is consistently quality assured and improvements in application and quality are monitored. ACCT refresher training was rolled out to staff during the year. In last year's report the Board highlighted the need for staff compliance with ACCT procedures, particularly in Reception. It is pleased to note that by August 2015 all Healthcare and Reception staff had undergone additional training.
- 5.6.6 The Antisocial Behaviour Improvement Plan (ASBIP) is automatically applied where physical violence or non-compliance arises but has only been a partial success because of other demands made on staff. The prison promotes a robust approach to challenging residents' unacceptable behavior.

- 5.6.7 The incidence of suspected NPS use continues to be of concern; for example over a 2 day period in February there were 8 suspected incidents and during the year the effects of suspected NPS use resulted in the re-location of residents to Healthcare units and several hospital visits. Residents' awareness of the dangers of NPS was raised in a number of ways: videos were taken of residents under the influence of NPS and these could be played back to them; some posters were displayed on noticeboards. The Board has noted the PPO recommendation that prisons should put in place an education programme for residents outlining the effects and risks of using NPS, and will monitor this during the coming year.
- 5.6.8 There were 4 deaths in custody during the reporting year. Of these, 2 were due to natural causes, 1 was self inflicted and 1 is under investigation. The Staff Care Team and Family Liaison officers acted sensitively and professionally in their respective roles.

## **5.7 Segregation, Care & Separation, Close Supervision**

- 5.7.1 Both Male and Female Separation and Care units continue to be run by teams of staff who apply to work within the units, illustrating a high level of dedication. Staff show flexibility and firmness when dealing with various challenging behaviours. There continue to be occasional external delays following the decision to move a resident with mental health needs to a hospital, which can result in residents being held in conditions, which do not meet their needs. The staff in the units have strong management backup with visual presence and practical support. There is flexibility between male and female units with regards to staff, and officers are redeployed when appropriate. A satisfactory level of regime is maintained and the paperwork appears to be kept up-to-date.
- 5.7.2 The Board was pleased that the Daily Briefing Sheet (internal communication tool that is copied to IMB) was improved to include new admissions to Separation and Care, spaces available on Separation and Care, and the tracking of residents held elsewhere in the establishment under Separation and Care conditions. There have been some concerns about residents held on the wings under Rule 53/4 when MSCU is full, which is being monitored by the prison to ensure the residents receive the same internal checks.
- 5.7.3 The rules surrounding the time limits for retention in Separation and Care have altered this year and a member of the Controller team now always chairs any 42 day reviews. During the year there have been 5 residents in MSCU who have been kept there for more than 42 days.
- 5.7.4 All residents are seen during a weekly round by the on call IMB member.
- 5.7.5 The on call IMB member attends as many Rule 45 reviews as possible (84% of review boards this year) or, if unable to attend, will check the paperwork afterwards. Reasonable notice is usually received and procedures at review boards have been followed at all times.

- 5.7.6 Special Accommodation was used 15 times during the year. This has been part of a strategy to intervene earlier where there is a risk of the damage to the regular cells and harm being caused to the individual.
- 5.7.7 There was a Death In Custody (DIC) in MSCU, which is being investigated at the time of writing.
- 5.7.8 An increase in the men's population (approximately 300 extra residents) has forced the prison to manage Separation and Care accommodation more tightly and has put pressure on staff. In the men's unit at the beginning of the year average occupancy was 11, rising to 12 at the end of the year. The corresponding number in the women's unit at the beginning of the year was 6 which rose to 10 at the end of the year. Each unit contains 13 standard cells, one anti-vandal cell and one special cell.
- 5.7.9 A lot of good work was done by staff in previous years around the care plans of long term residents but an approximate 50% increase in the men's prison population has increased the workload of staff. For example, the number of adjudications, which take place in the Unit and use staff time each day, rose from 2268 in the previous reporting year to 3226 this year.
- 5.7.10 Quarterly meetings review the management of residents in Separation and Care which IMB members attend. The statistics are analysed carefully and no specific trends have been identified.
- 5.7.11 The Duty Manager carries out adjudications 6 days each week and IMB members attend occasionally. A standardisation meeting is held every quarter at which specific cases are discussed. Few adjudications are overturned.

## **5.8 Residential Services**

- 5.8.1 Houseblock 5 in the men's prison was opened in January 2015 and has been in full operation throughout the reporting year. Its operation has been successfully integrated into the prison regime.
- 5.8.2 The increased prison population has led to a corresponding increase in numbers of residents in the Male Separation and Care and Healthcare Units. There is no evidence that the increased capacity has placed pressure on other facilities such as Visits.
- 5.8.3 During the year NOMS required the prison to provide 48 extra beds for men. This increase in the prison population significantly reduced the number of single cells available in the men's prison.
- 5.8.4 A new Male Residence Manager was appointed in November 2015. He has re-emphasised discipline, getting the basics right, and the importance of early intervention by staff.
- 5.8.5 A non-smoking wing was introduced in each prison at the end of February. Feedback indicates that these arrangements are working well.

- 5.8.6 At the end of the reporting year Wing E1 on the women's side was converted to a semi-open regime, where residents have free access to an outside recreation area. The initial response from residents has been favourable.
- 5.8.7 The prison and the Board monitored visiting arrangements during the year. There are concerns that residents book visits which are then not taken up thereby depriving other residents of the visit slot.
- 5.8.8 Unlock times and time for association are good. The weekday minimum unlock time for residents who do not take part in purposeful activity is around 5 hours. For other residents it is at least 10.5 hours. Prison regime is only restricted for exceptional reasons such as a serious incident. The Board believes that unlock time is better than other comparable prisons.
- 5.8.9 The IMB attended a number of resident consultation meetings during the reporting year. Attendance and follow up of requests is very variable.
- 5.8.10 The Mother and Baby Unit was inspected by Ofsted and rated 'Outstanding'. The Unit continues to provide excellent support to mothers and babies. Towards the end of the year there were, on average, 7 mothers in the unit.
- 5.8.11 In-cell telephony is available in the new houseblock, and is in the process of being installed across the whole estate.

## **6 ADDITIONAL AREAS TO REPORT ON**

### **6.1 Recruitment and Training of New Staff**

6.1.1 Last year's Annual Report highlighted the need to give new staff the opportunity to develop experience in coping with challenging situations and individuals whilst being adequately supported and mentored. The Board is pleased to report that managers and staff at HMP Peterborough have made a number of significant changes to the recruitment and training of new officers and that new staff are much more positive about their initial experiences.

6.1.2 During the reporting year the prison recruited 70 extra Prison Custody Officers (PCO) and ran 4 Initial Training Courses (ITC) for PCOs and 3 for Operational Support Officers (OSO). There were a number of changes to the recruitment process, for example using video interviewing and the ITC itself was updated.

6.1.3 Improvements include giving new Prison Custody Officers a mentor and a line manager straightaway and then working the same shift pattern as their mentor for the first 4 weeks after 'going live'. The course now includes more frequent, focused job shadowing using the 'You Learn You Try' approach, which allows trainees to see recent classroom learning put into practice in the prison.

6.1.4 The Board spoke to a number of new staff at the end of the reporting year and their feedback was generally positive. In particular, new officers felt well prepared by the ITC for working in the prison and well supported by their mentors and other colleagues. They found the more focused shadowing helpful in reinforcing learning, for example having the opportunity to fill in ACCT books following a classroom session on this topic. Some more experienced staff, however, observed that the 4-week mentoring period could put additional strain on the rest of the team.

### **6.2 Video Courts**

6.2.1 The Board has monitored the use of Video Courts and is pleased there has been an increase in their use. Use rose to 68% for men (52% in the previous reporting year), and 43% for women (32% in the previous reporting year).

6.2.2 Anecdotal evidence suggests that residents are sometimes late for their Video Court appearance. The Board will monitor this during the coming year.

## 7. THE WORK OF THE INDEPENDENT MONITORING BOARD

### 7.1 The work of the Independent Monitoring Board

- 7.1.1 During the reporting year four members of the Board resigned.
- 7.1.2 At the end of the reporting year there were twelve members. Three members completed their probationary period during the year.
- 7.1.3 At the end of 2015 a new Vice Chair was elected.
- 7.1.4 The Board Development Officer was re-elected. A new Information Officer was elected at the beginning of 2016.
- 7.1.5 Rota visits occur weekly. Male and Female Healthcare, Male and Female Separation and Care and the kitchen are visited weekly. Other areas of the prison are visited regularly.
- 7.1.6 The Board continued to use the Wing Monitoring Template to ensure a consistent approach to monitoring the Wings.
- 7.1.7 Applications are dealt with weekly for both men and women residents. Board members try to visit all residents who have submitted an application and talk through their concerns. If this is not possible a written response will be sent.

**7.2 Board Statistics**

<b>BOARD STATISTICS 2015-2016</b>	
Recommended Complement of Board Members	20
Number of Board Members at the start of the Reporting period	16
Number of Board members at the end of the Reporting period: 2015 - 2016	12
Number of new Members joining within the Reporting period	0
Number of Members leaving within the Reporting period	4
Total number of Board Meetings during the reporting period	11 + 1 Annual Team Performance Review instead of Board Meeting
Total number of visits to the prison	771
Total number of Applications received	824
Total number of Separation & Care Reviews held	543
Total number of Separation & Care Sessions attended — these may cover multiple Reviews	455 (84%)
Date of Annual Team Performance Review	20 <sup>th</sup> November 2015

**7.3 Statistics on Applications to the IMB**

CODE	SUBJECT OF APPLICATION	YEAR 2015-16	YEAR 2014-15	YEAR 2013 - 14	YEAR 2012 -13
A	Accommodation	43	34	28	41
B	Adjudications	10	14	10	7
C	Equality & Diversity (Inc. Religion)	24	14	21	31
D	Education, employment, training inc. IEP	41	33	46	46
E1	Family, visits, mail & phone	53	31	51	17
E2	Finance/pay	50	32	31	7
F	Food, kitchen related	20	5	16	20
G	Health related	87	81	83	79
H1	Property (current establishment)	106	62	28	45
H2	Property (during transfer, in another establishment)	66	60	48	40
H3	Canteen, facilities, catalogue shopping, Argos	20	24	18	16
I	Sentence related (inc HDC, ROTL, release dates, parole, re-cat)	85	63	64	79
J	Staff/prisoner concerns inc. bullying	58	82	65	79
K	Transfers	38	23	44	16
L	Miscellaneous	123	88	85	89
	TOTAL APPLICATIONS	824	646	638	612

**7.4 Breakdown of applications for Male & Female prisons.**

<b>CODE</b>	<b>SUBJECT OF APPLICATION</b>	<b>NO OF APPS - MALE</b>	<b>% TOTAL MALE APPS</b>	<b>NO OF APPS – FEMALE</b>	<b>% TOTAL FEMALE APPS</b>
A	Accommodation	30	5%	13	7%
B	Adjudications	8	1%	2	1%
C	Equality & Diversity (inc. Religion)	16	2%	8	4%
D	Education, employment, training inc. IEP	35	5%	6	3%
E1	Family, visits, mail & phone	39	6%	14	8%
E2	Finance/pay	43	7%	7	4%
F	Food, kitchen related	14	2%	6	3%
G	Health related	60	9%	27	15%
H1	Property (current establishment)	80	12%	26	14%
H2	Property (during transfer, in another establishment)	59	9%	7	4%
H3	Canteen, facilities, catalogue shopping, Argos	15	2%	5	3%
I	Sentence related (inc HDC, ROTL, release dates, parole, re-cat)	66	10%	19	10%
J	Staff/prisoner concerns inc. bullying	40	6%	18	10%
K	Transfers	35	5%	3	2%
L	Miscellaneous	103	16%	20	11%
	<b>TOTAL APPLICATIONS</b>	<b>643</b>		<b>181</b>	

**7.5 Board Applications**

- 7.5.1 The number of applications to the Board increased in line with the prison population increase: the prison population increased by approximately 30% and applications increased by 28%.
- 7.5.2 The highest proportion of applications (21%) related to property issues, both at this prison and sending prisons. Residents reported instances of property going missing either between prisons, from courts to prison, or from within the prison itself. The Board notes there are often delays in residents receiving replies to applications sent to other prisons concerning property.
- 7.5.1 Health related applications (11%) were the second most common. Many of these related to medication issues (see section 5.3.2)

END OF REPORT