



Annual Report
of the
Independent Monitoring Board
at

HMP/YOI Peterborough

for reporting Year
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Monitoring fairness and respect for people in custody

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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 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.

Main judgements

Are prisoners treated fairly?

Overall, the Board believes residents are treated fairly at HMP/YOI Peterborough noting in particular that Healthcare is at least as good as in the community (8.1), Social Care is embedded across the prison (8.6) and internal complaints are almost all dealt with within the agreed timescale (5.4). It is of concern that more than half of women sent to the prison arrive after 19.30 following long journeys on shared prison escort vehicles, however they are still processed professionally and compassionately by reception staff who are themselves working late (4.6, 4.7, 4.8).

Are prisoners treated humanely?

In general both the women's and men's prisons treat residents humanely and decently. Time out of cell is good on both sides and the regime is rarely reduced (7.3). The women's prison is consistently clean, bright and well cared for (7.1), however the Board has been concerned about standards of cleanliness and control on some male wings this year (7.2) and also the lack of experienced staff working in Male Residence (4.5). Incidents of violence and Use of Force are also high (4.1, 4.2).

Are prisoners prepared well for their release?

Preparation for release is very important at HMP/YOI Peterborough as evidenced by the good attendance at Learning and Skills sessions (9.3), provision of high quality work (Section 10), support for Distance Learning (9.4) and innovative post release support (11.1). Residents are encouraged to maintain family ties (11.2, 11.3). The number of residents with accommodation on release (11.4) has, however, fallen since becoming the responsibility of the Community Rehabilitation Company (CRC).

Main Areas for Development

TO THE MINISTER

There are a number of Indeterminate Public Protection (IPP) prisoners in the prison who report 'feeling lost within the system'. The Board believes IPP prisoners should be given a release date to work towards so they can begin preparing for life outside prison. (5.5)

TO THE PRISON SERVICE

Transporting men and women on the same prison escort vehicles is not fair to women as they already have further to travel to a suitable prison than a man and are often dropped off after male establishments en route have been visited. The Board would urge the Prison Service to redraw the escort contract to take better account of the needs of women. (4.6, 4.7, 4.8)

TO THE DIRECTOR

The prison must continue to focus on keeping residents safe whilst at HMP/YOI Peterborough given the high number of violent incidents. The Board welcomes the ongoing work on de-escalation techniques. (4.1, 4.2, 4.3)

The Board has highlighted a number of concerns with Male Residence this year, particularly cleanliness and poor control of residents' behaviour, which it hopes will be resolved in the coming year. (7.2)

The prison suffers from a lack of experienced officers in some areas, particularly male residence and should ensure efforts to provide support and manpower at busy times are consistent and reliable. (4.5)

TO THE PROVIDER (of Healthcare/Education/Maintenance etc)

None

Improvements

The Male Separation and Care Unit has been full or almost full throughout the reporting year and continues to pose a constant challenge to staff and managers; despite this residents in the unit receive the appropriate daily regime. (6.2)

The Board is pleased there has been a focus on trying to reduce non-attendance at Healthcare appointments and hopes this will continue. (8.3)

3 DESCRIPTION OF THE PRISON

- 3.1 Her Majesty's Prison (HMP) and Young Offenders Institution (YOI) Peterborough is a private prison on a brownfield site in the city centre made up of 2 separate establishments which share the same staff and management. It opened in March 2005 and is run by Sodexo Justice Services under contract to the Ministry of Justice.
- 3.2 HMP/YOI Peterborough Men's prison is a Category B local prison. The Operational Capacity (Op Cap) is 916 including 144 Additional Prisoner Places (APP) as agreed between Her Majesty's Prison Service (HMPS) and Sodexo. Most cells are doubled. There are 3 modern residential houseblocks containing 12 wings, including Early Days in Custody, Drug Detoxification, Veterans in Custody, and Safeguarding. Facilities include a large gym, chapel, workshops, classrooms and a library.
- 3.3 HMP/YOI Peterborough Women's prison serves the East Midlands, East of England and Essex. The Op Cap is 396 including 36 APP places. There are 2 modern houseblocks containing 10 wings 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. There is also a 12 bed Mother and Baby Unit. Facilities are similar to those in the male prison apart from a smaller gym being supplemented by a dance and exercise studio.
- 3.4 Healthcare is provided by Cimaron (doctors), Sodexo (nurses) and the Cambridge and Peterborough NHS Foundation Trust (Mental Health). Sodexo provides Maintenance and Education.

B Evidence sections 4 – 11

4 SAFETY

- 4.1 Violence in the men's prison remained high. In the reporting year there were 73 serious assaults compared to 35 in the previous year. Potting and spitting were included in the criteria for serious assaults from January 2017. In comparison, there were 9 serious assaults in the women's prison compared to 5 in the previous year.
- 4.2 Use of force incidents also remained high (650 men and 229 women) but the Board has no reason to believe force was used inappropriately. Many incidents were low level.
- 4.3 Body worn cameras were introduced during the reporting year, and it is hoped these will lead to a reduction in violence. The Board is aware of the Director's focus on reducing Use of Force and violence, for example through greater use of de-escalation techniques.
- 4.4 Freeflow in the men's prison was improved by adding one more officer.
- 4.5 During the reporting year it became apparent male residence had a high number of inexperienced staff compared to other areas of the prison. In October an additional officer was allocated to houseblocks 3 and 4 at mealtimes, but the Board has observed that this does not always happen and indiscipline continues to be of concern at these times.
- 4.6 Following the closure of HMP Holloway in April 2016 the Board became increasingly concerned about women arriving late, often well beyond 19.30. For the 9 months from April to the end of December 2016, 281 women came to Peterborough from courts in Basildon, Chelmsford, Colchester and Southend with 153 arriving after 19.30 on weekdays or 15.30 on Saturdays. This represents 54.5% of women from the courts previously served by Holloway. Half of all receptions from Southend and Colchester arrived late.
- 4.7 The Board believes that transporting men and women on the same escort vehicles does not provide fair and decent treatment for women because prison escort vehicles pick up and drop off men to other courts and prisons en route to HMP/YOI Peterborough. This results in women spending far too long on vehicles. Examples include a woman sent into custody in Chelmsford spending 6 1/2 hours on the escort van, which picked up and dropped off in Chelmsford and Bedford and a woman starting her period and arriving distressed and extremely soiled.
- 4.8 The Board commends the Reception staff at HMP/YOI Peterborough for maintaining a decent and compassionate service to all late arrivals and offering full first night processing apart from non-essential property despite an average shift finish of 23.15 on weekdays and 19.30 on Saturdays. In addition, the Board notes the impact of late arrivals on nursing staff and also residents who work in Reception.
- 4.9 Induction on male wings has been improved by locating the Reception Connections worker on the induction wing. The Board notes there is limited provision for non-English speakers, with translation not being consistently available and materials available in English only.
- 4.10 There were 4 deaths in custody during the year, all female (2 natural causes, 1 cause of death unascertained and 1 cause of death still unknown). Following Prison and Probation Ombudsman (PPO) recommendations the prison reminded all staff to conduct and record welfare checks when unlocking residents. The Board considers the deaths were handled satisfactorily. Residents were kept informed, and opportunities provided for them to attend services of remembrance in the chapel.

5 EQUALITY AND FAIRNESS

- 5.1 The Director chairs the monthly Joint Diversity and Inclusion meetings which receive reports and requests from focus groups representing Black and Minority Ethnic (BME), Young Offenders (YOs), Asian, Travellers, Mature and Disabled and East European residents. Responses to issues raised by the groups were monitored. Senior managers and resident representatives attend the meetings.
- 5.2 The 19 strong Chaplaincy team continued to provide support for all faith groups in the prison. Chaplaincy also offered residents the 'Life Outside' initiative, which tries to link them into their local religious community on release.
- 5.3 Residents are aware of the complaints system, how to use it and how to complain to the Ombudsman if necessary. There are posters around the prison about the system and Board members carry instructions about the Ombudsman complaints' procedure.
- 5.4 In the reporting year, 95% of over 3000 internal complaints were responded to within time limits. This is in marked contrast to response times for complaints sent to other prisons where only approximately 60% were responded to within time limit. This caused considerable frustration for residents.
- 5.5 At the end of the reporting year there were 22 residents with IPP sentences. One resident told the Board he felt lost within the system and the unknown length of his sentence meant ties with family and friends had been severed.

6 SEGREGATION/CARE AND SEPARATION UNIT

- 6.1 Both Male and Female Separation and Care units (SCUs) are run by teams of staff who apply to work within the units. The staff in both units have strong management backup with visual presence and practical support.
- 6.2 Male Separation and Care continued to be a challenging environment. There are 14 cells and average occupancy was 12.5. In addition, 4156 internal adjudications were conducted on the unit, up from 3226 in the previous year. Despite this, residents received an appropriate regime including access to exercise yards and showers. They were also able to attend gym sessions at weekends. Education and work was not normally allowed but could be authorised if part of a care plan.
- 6.3 The Female SCU has 14 cells for a much lower number of residents. This allowed spaces to be used more strategically. The prison has a list of known drug dealers and those individuals were often brought into segregation for a period before going onto the wings.
- 6.4 All residents are seen weekly by the on-call IMB member. A member of the Chaplaincy team visits daily, and the doctor visits three times a week.
- 6.5 On-call IMB members attended as many Rule 45 reviews as possible. There were 497 Rule 45 reviews in the year of which the Board attended 84%. There were no occasions when a Board member felt unable to confirm proper procedures were followed. Reasonable notice of reviews was given to the Board.

7 ACCOMMODATION AND COMMUNICATION

- 7.1 The standard of accommodation in the women's prison was good throughout the reporting year and rota reports show that the wings were consistently clean and well looked after. The prison encourages residents to care about the environment in which they live. Mealtimes are well managed and women eat at communal tables.
- 7.2 During the reporting year there were repeated issues with cleanliness and control on some men's wings and access areas. The Board recorded these concerns in over half of its weekly rota reports. Observations included: dirty floors, showers and toilets; rubbish not cleared from stairwells; dirty storage cupboards; servery workers incorrectly attired; lunch queues poorly supervised and residents smoking on landings.
- 7.3 Prison regime, including time out of cell and unlock times, is good and is only reduced in exceptional circumstances, such as for a lock-down search. The Board believes time out of cell compares favourably with other similar prisons.
- 7.4 The prison clarified and consistently applied the rules on how prisoners can obtain personal property and the up to date Facilities List is displayed on all wings. Some residents reported concerns about the provision of locking in-cell property boxes and cell clearances, which resulted in property going missing.
- 7.5 The Mother and Baby Unit (MBU), which has places for 12 residents, had an unannounced inspection by Ofsted and was again rated Outstanding. Residents in the wing take responsibility for caring for their children, including food preparation in the unit's kitchen, which prepares mothers for family life on release.
- 7.6 Telephones are now installed in all cells giving residents better opportunities to maintain family links. Residents have, however, complained to Board members about the cost of making calls and retrieving messages.
- 7.7 For the year ending 31st March 2017, over 11,000 separate maintenance incidents were reported and attended to. Over 90% of reported incidents were recorded as being dealt with within 24 hours.

8 HEALTHCARE (including mental health and social care)

- 8.1 The Board recognises the prison's efforts to offer appropriate healthcare services and believes that the provision is broadly in line with that in the community.
- 8.2 E-prescribing was introduced across both prisons, which enhanced efficiency (e.g. medicines are dispensed more quickly and electronic messages can be sent to GPs regarding repeat prescriptions).
- 8.3 Despite efforts by the prison, non-attendance (DNA) rates across most clinics continued at high levels. Rates averaged 24%, with some clinics experiencing rates of 30%. Improvements to the appointments' process were introduced including giving residents more notice, reminding residents they must have nil by mouth before a medical procedure, contacting residents who do not attend and trialing interactive messaging on the electronic kiosk.
- 8.4 The prison offers a range of clinics including dentistry, podiatry and ophthalmology. The weekly well-woman clinic delivers on-site cervical cancer screening. Other screening services, such as bowel and breast cancer, are not offered on site but can be requested by residents.
- 8.5 There were no waiting lists for doctor's appointments and most healthcare services. There were, however, waiting times of up to 8 weeks in male dentistry (although emergencies were seen promptly). Smoking cessation clinics, run by trained Healthcare Assistants, also experienced waiting lists as the implementation of a smoke free environment approached.
- 8.6 The Social Care provision is embedded across the prison and referrals covered a range of areas including MAPPA, safeguarding, post-adoption counselling and discharge planning. Total referrals for the year were 129. The Board is concerned, however, that residents and many prison staff appeared to be unaware that requests can be made for a social care assessment.
- 8.7 The mental health (MH) caseload showed an increase on the previous year. Secondary referrals increased from 254 in 2015/16 to 373. In addition, 964 referrals were made through the prison's 'alert' system.
- 8.8 Twenty-nine referrals were made to secure hospitals (compared to 18 in the previous year). In 9 of these cases psychiatrists in the community were already in the process of making a referral to a mental health unit when the patient was received into prison. There were no significant delays in referral and most transfers took place within 2 weeks of receipt of outcome and warrant.
- 8.9 In addition to medication, residents had access to talking therapies. Most of these were one to one because of challenges of arranging group sessions in a secure environment.
- 8.10 Waiting times for appointments with MH clinicians compare well with those in the community. Residents with mild to moderate anxiety or depression were targeted to be seen within 3 weeks (compared to 6 in the community). Those with severe and enduring MH problems were often seen within 2 – 4 days (the NHS target is 7 working days).

9 EDUCATION AND OTHER ACTIVITIES

- 9.1 Education provision is reviewed quarterly at Quality Improvement Group (QIG) meetings. Two residents (one from each prison) who work as Learning and Skills Champions attend meetings and summarise feedback from residents. They also had weekly meetings with the Education manager, giving them the opportunity to influence the provision.
- 9.2 Residents' English and maths skills are assessed at induction. Where these are below level 1 residents attend classes to develop their skills before being allocated to other purposeful activity.
- 9.3 Learning and Skills attendance was close to the 80% target and achievement rates were over 80%. Employment/education on release was 33% for men and 15% for women.
- 9.4 Distance Learning, including 6 Open University courses, was undertaken by 36 men and 31 women. A member of staff provided support including applying for funding, arranging tutorials and obtaining resources. Peterborough was ranked 8th across all prisons in England for its success in gaining funding from the Prisoner Education Trust.
- 9.5 The Board notes that 208 Library sessions were cancelled during the year, representing 38% of planned provision. Additional staffing is being sought to rectify this.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

- 10.1 The prison provides a range of opportunities for residents to develop industry-based skills, including carpentry, catering, recycling, cleaning and laundry work. The prison delivered 92% of planned activity in workshops and over 95% including the gym and education.
- 10.2 In the women's prison there are enough full-time employment and education opportunities for everyone. Sixty percent of men worked full-time and part-time work was available for the remainder.
- 10.3 The laundry processes all linen for HMP Peterborough and also has the contract for another prison. Additionally, they supported a local charity by washing bedding and sleeping bags for the homeless through the winter months.
- 10.4 Both Vita Nova restaurants retained their 5-star food hygiene rating and continued to provide 'real work' opportunities where residents could work towards a level 2 qualification.
- 10.5 The male contact centre opened in July 2016 and provided opportunities for employment on release.
- 10.6 Around 40 residents were granted Release on Temporary Licence (ROTL) to work in the local community. Placements included Argos, YMCA, Park Inn, a local community café, Outside Links and Sue Ryder.
- 10.7 The prison continued to offer a range of accredited vocational courses including Gym levels 1 and 2, First Aid, Food Safety levels 1 and 2.

11 RESETTLEMENT PREPARATION

- 11.1 The prison's Outside Links service continues to function well. It acts as a referral agency for the homeless and works with Cambridgeshire police in an effort to reduce re-offending. The service was open on Christmas Day when 12 clients attended. The CRC used the facility to see clients in a city-centre location.
- 11.2 Family days continue to be a feature of the regime. Six family days were held in each prison and there were additional days for women long-term residents and young offenders. MBU residents were offered additional family visits (approximately 12 a month) from Social Services vetted family members as well as their usual entitlement to visits in the Visits Hall.
- 11.3 The dedicated family support team, Family Matters, worked with outside agencies to help residents maintain family links.
- 11.4 The CRC became responsible for accommodation on release in April 2016. The number of residents with long term accommodation on release fell during the reporting year to 63% of men and 68% of women.
- 11.5 Recall figures increased significantly. All recalls were allocated to a Rehabilitation Officer and a questionnaire completed to establish what went wrong. The prison works closely with outside probation staff from the CRC or National Probation Service (NPS) to share information and maintain good relationships for the benefit of residents.
- 11.6 The prison runs Trauma Informed training in partnership with CRC and NPS staff and is the first prison in the country to have such an initiative.
- 11.7 The Most In Need project has been further developed during the reporting year. This focussed originally on men and women who had had 15 or more spells in custody at HMP Peterborough but has widened out to include high risk individuals from Essex and London who previously were sent to Holloway. The project aims to address the reasons why individuals repeatedly come into custody and works with internal and external agencies to support them during custody and re-integration into the community.
- 11.8 The Foreign National Team continued to support foreign national residents. During 2016, 163 residents were assisted in returning to their country of origin.

C_ Section – Work of Board

BOARD STATISTICS	
Recommended Complement of Board Members	20
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	11
Total number of visits to the Establishment	635
Total number of segregation reviews attended	497

D Section - Applications

Female Prison

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	12	13
B	Discipline including adjudications, IEP, sanctions	2	2
C	Equality	4	8
D	Purposeful Activity including education, work, training, library, regime, time out of cell	16	6
E 1	Letters, visits, phones, public protection restrictions	10	14
E 2	Finance including pay, private monies, spends	3	7
F	Food and kitchens	7	6
G	Health including physical, mental, social care	30	27
H 1	Property within this establishment	17	26
H 2	Property during transfer or in another establishment or location	12	7
H 3	Canteen, facility list, catalogue(s)	7	5
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	16	19
J	Staff/prisoner concerns including bullying	29	18
K	Transfers	8	3
L	Miscellaneous	37	20
	Total number of IMB applications	210	181

Section E - Applications

Male Prison

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	20	30
B	Discipline including adjudications, IEP, sanctions	7	8
C	Equality	5	16
D	Purposeful Activity including education, work, training, library, regime, time out of cell	30	35
E 1	Letters, visits, phones, public protection restrictions	23	39
E 2	Finance including pay, private monies, spends	22	43
F	Food and kitchens	10	14
G	Health including physical, mental, social care	47	60
H 1	Property within this establishment	70	80
H 2	Property during transfer or in another establishment or location	53	59
H 3	Canteen, facility list, catalogue(s)	11	15
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	36	66
J	Staff/prisoner concerns including bullying	64	40
K	Transfers	22	35
L	Miscellaneous	136	103
	Total number of IMB applications	556	643