Annual Report
of the
Independent Monitoring Board
at
HMP Humber

for reporting Year
(January 2017 to December 2017)

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Monitoring fairness and respect for people in custody
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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.

This report represents the findings of the Independent Monitoring Board at HMP Humber for the period 1 January 2017 – 31 December 2017. IMB evidence comes from observations made on visits, scrutiny of records and of data, informal contacts with prisoners and staff, surveys and prison applications.
EXECUTIVE SUMMARY

Main judgements

Are prisoners treated fairly?
Overall, prisoners receive fair treatment in HMP Humber.

There is a positive attitude towards supporting prisoners in maintaining good relationships with their friends and family (5.6 Equality & Fairness).

The proactive introduction of new workshops supports prisoners to gain skills that can be utilised on release in the job market (9.2 Education & Other Activities).

However, despite the updated equality strategy there has only been one equality action meeting held in the last six months (5.1 Equality & Fairness).

Are prisoners treated humanely?
In general, the prisoners are treated in a humane way at HMP Humber. This is shown by the use of segregation remaining relatively low despite high levels of incidents in the establishment (6.2 Segregation/Care & Separation Unit).

Listeners have been made available at key times within the regime to support prisoners in times of personal crisis. (4.5 Safety).

Many of the cells and other facilities could be improved as work repair orders remain outstanding as a result of Amey not completing work in a timely fashion (7.4 Accommodation & Communication).

Access to a Listener (trained by the Samaritans) during the reception process improves the safety and humane treatment of prisoners (4.1 Safety).

Are prisoners prepared well for their release?
Links with local employers are strong. This is to secure contract work for prisoners both during their sentence and after release (10.1 Work, Vocational Training & Employment).

Outcomes of the Offender Management Model are closely monitored to ensure all men are monitored right the way through the 7 identified pathways (11.2/11.3 Resettlement Preparation).
Main Areas for Development

TO THE MINISTER

The Board would like the Minister to review the provision of how prisoners’ property is transferred between establishments to ensure it follows men between establishments (7.7 Accommodation & Communication).

TO THE PRISON SERVICE

The exercise yards within the segregation unit are stark and uninviting. The IMB raised this in their 2016 report (6.1 Segregation/Care & Separation Unit).

TO THE GOVERNOR

The Board has seen an overall improvement in the welfare and general safety of the men during this reporting year.

The Board will continue to monitor the induction process to ensure that prisoners are fully aware of the role of the IMB (4.2 Safety).

The Board is pleased to see an increase in the number of visits sessions for men and the refurbishment of the visits hall plus additional facilities for families (5.6 Equality & Fairness).

Despite the challenges of PS and high levels of incidents the Board is impressed with the work of staff both on wings and in the segregation unit in supporting men (6.2 Segregation/Care & Separation Unit).

The Board is encouraged by the change to the new core day which will re-instate the hot meal being served in the evening (7.8 Accommodation & Communication).

The IMB congratulates the Governor and her staff on the coding workshop preparing men for employment (9.2 Education & Other Activities) and the innovative links with local industry that have been forged (10.1 Work, Vocational Training & Employment).

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

Amey should improve the standard of their work throughout the prison, improve time scales for undertaking the work and ensure that subcontractors deliver work to an acceptable standard.

A large number of men entering the establishment suffer with mental health issues. The Board would like to see more full-time personnel to support these men rather than the reliance on agency staff (8.7/8.8 Healthcare).

The Board would like to see more opportunities for men to gain qualifications for the work they complete in workshops (9.3 Education & Other Activities).
Improvements

The prison continues to work hard and, through the implementation of a number of strategic and procedural changes, is succeeding in improving staff morale and conditions for the prisoners.

As the end of the reporting year approached, a large number of new staff were recruited enabling fewer Healthcare appointments to be missed.

Body worn cameras have been introduced and the preparation for the introduction of Key Workers has begun. These new measures should decrease the administrative tasks and release more staff time, in order to further enhance staff/prisoner relationships.
3. DESCRIPTION OF THE PRISON

3.1 HMP Humber is a Category C Resettlement and Training prison, formed from a merger of HMP Everthorpe and HMP Wolds in April 2014. The prison holds up to 1062 Adults.

3.2 The original Everthorpe site was built in 1958 as a Borstal and the site subsequently expanded further to include up to seven residential wings, a segregation unit with accommodation for 14 prisoners and a separate small residential unit for up to 14 Cat D prisoners. There were, at the time of the merger, 19 operational workshops, kitchen, gym chaplaincy, visits centre, healthcare, two education areas and a library. The site also included gardens and administration offices. Over the years it fulfilled a variety of roles and before the merger it was operating as a CAT C male training prison.

3.3 The original Wolds site was built in 1992 as a remand prison and was the very first privately-run prison in Europe. The site includes up to seven residential wings and one segregation unit with accommodation for 18 prisoners. There were, at the time of the merger, 8 operational workshops, kitchen, gym, chaplaincy, visits centre, healthcare, one education area and a library. The site also included gardens and administrative offices. Before the merger the Wolds was operating as a privately-run CAT C male training prison.

3.4 The two prisons were built on adjacent sites and operated independently of each other. In April 2013 the contract to run a new prison, formed by a merger of the two separate prisons, was awarded to the prison service. The newly formed HMP Humber operated under one governor and senior management team from April 2014 across two sites which were still separated by a wall.

3.5 The building contractors commenced work in January 2014 to unite the two sites and created a connecting walkway which became operational on May 1st 2015. This was the date on which the site became operational as a single prison. Since this date there has been an extensive rationalisation of several functions and use of buildings to operate more efficiently. There is now one large segregation unit with accommodation for 18.

3.6 The new site operates with one kitchen and a bakery, two libraries (one of which is run on a part time basis), one visits centre, one chaplaincy, one healthcare surgery and a separate mental health unit. The site has provision for several workshops, and currently 21 are operational.
Evidence sections 4 – 11

4. SAFETY

4.1 The reception process generally works well. New arrivals are processed quickly by reception staff and transferred swiftly to the induction unit, H wing. They are seen by a range of prison personnel to identify their individual needs. Peer workers will offer them a hot drink and support. The peer workers are also Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners).

4.2 Induction commences the day after arrival, with an informative PowerPoint presentation from two officers. The published week-long induction programme is to support prisoner integration into the regime and is delivered by staff from a wide range of departments. The Board will continue to monitor the induction process to ensure that prisoners are fully aware of the role of the IMB.

4.3 The prisoner population at HMP Humber contains a high proportion of vulnerable individuals, many of whom have experienced negative life events, including drug and alcohol abuse, mental health problems, family background and relationship problems, social disadvantage or isolation and previous sexual or physical abuse. These problems are exacerbated by the use of psychoactive substances (PS). There are currently 11 listeners, and the Samaritans attend the prison on a regular basis. The Governor and her team work proactively to ensure that the prison population is balanced across the wings. PS continues to be a major problem in the prison, increasing the level of violence on the wings. The level of violence is closely monitored. The Command Suite has been opened 22 times this reporting year. However, the Board was not always notified in a timely fashion and this was raised as unacceptable. The prison has tightened its procedures, and this is much improved.

4.4 There are regular Safer Custody meetings attended by prison staff, the mental health team, and representatives from the IMB Board, Mental Health, Samaritans, Listeners and the Humber Pilots. Data is presented at these monthly meetings, and individuals causing concern are discussed. Action is agreed and written in the minutes. The outcome of this action is then discussed at the next meeting. The Listeners (prisoners) who are located on wings to support the men are represented at these meetings. They report any problems they have in carrying out their role at the meeting. They are generally positive about the work they do. The majority of Safer Prisons reports relate to prisoners in conflict with other prisoners within the prison; on investigation, much of this conflict can be attributed to drug use and debts.

4.5 Individual prisoners in crisis are discussed at the safer custody meetings. Data is reviewed in order to capture patterns. For example, if it has identified that several self-harm incidents occurred just after evening lock up Listeners are made available on the wings during this time to support prisoners.

4.6 The number of prisoners on open ACCT files has fluctuated throughout the year but has been very high at times, with the highest (59) being opened in April and a total of 524 throughout the year. The strategy that whoever opens the ACCT fully manages the process end to end has significantly improved the management of ACCTs but has also had a positive impact on the quality of the documents which are now generally well completed. Considerable work has also been done to try to reduce the number of ACCTS, but it still remains high, which has a significant impact on staffing as frequent reviews are required. ACCT reviews in the segregation unit are now done by Governor Grades, resulting in better management of the risks, especially for vulnerable
prisoners. Board members continue to thoroughly check open ACCTs on the wings and in the segregation unit and, where possible, attend the reviews.

4.7 There has been a strong emphasis on Safer Custody within the prison over the last two years and therefore there have been significant improvements. Despite this there were still a significant number of self-harm incidents during the year and two deaths in custody during the year. There continues to be clear direction to Safer Custody from the Senior Management Team and a genuine commitment to support prisoners who do not feel safe.

4.8 A new initiative is 'Andy's man club'. It is a support group for prisoners who can meet weekly to discuss any issues of concern. There are no restrictions on who can attend. The Board believes this is a good support mechanism for men, but it is too early for the Board to comment on its impact.

4.9 The Humber pilots continue to support the men on their journey through custody by providing an additional mechanism for communication and consultancy between the prison management and its residents.
5. EQUALITY AND FAIRNESS

5.1 There is a small equality team comprising an equality manager, one part-time administrative support and some prison officers. There is an equality strategy which has been recently updated to consider most of the protected characteristics. Senior managers have been identified to lead protected characteristic strands, but they are not yet taking responsibility for these areas. The Board is concerned that there has only been one equality action team meeting in the previous six months.

5.2 There have been 39 discrimination incident reporting forms (DIRFs) submitted this year compared to 38 in 2016. Most related to race or religious discrimination. DIRFs are available on all wings. The equality manager carries out the investigations. Replies are polite and signed off by the deputy governor.

5.3 Chaplaincy facilities for the establishment are located in zone two and include a chapel, multi-faith room and two group rooms, which facilitate a range of weekly activities, including study groups and meditation. Friday Muslim prayers are held in the multi-faith room and washing facilities are available. The chaplaincy visits all new arrivals and those held in the segregation unit daily. Chaplains attend segregation review boards, and see all prisoners subject to assessment, care in custody and teamwork (ACCT) case management monitoring at least weekly. The managing chaplain, or one of his team, attends a variety of relevant prison meetings, as well as ACCT reviews.

5.4 General complaints procedures are well managed and responsive. The Board feels that prisoners are not using the general applications process correctly and are going straight into the complaints procedure.

5.5 The prison uses the national incentives and earned privileges (IEP) scheme to encourage positive behaviour. On average around 40% of prisoners are on the enhanced level, 54% on standard and 6% on basic. Unemployed prisoners on the basic level can spend up to 23 hours a day in their cells, alone and without a television. The prison also encourages positive behaviour through a wing cleaning competition every other month.

5.6 Visits sessions have been increased since our last report. Visitors spoken to by the IMB are positive about their visits experience. Visitors move promptly into the visits hall and searching is respectful, and considerate to children. The visits room is reasonably relaxed and comfortable having been refurbished this year. There are refreshments available, and orderlies help to assist visitors. There are also some toys for children. Lincoln Action Trust provide childcare / play facilities in Visits and for Family Days. Legal visits take place three mornings a week. There are also some initiatives to support prisoners’ family contact, including regular family visits and reading schemes.

5.7 Some prisoners said they had problems sending or receiving mail. Due to the increased concerns around illegal drugs the Governor has introduced an additional security measure of photocopying all prisoner mail which does on occasion cause some backlog. It is only fair to say that Royal Mail delivery has deteriorated since the closure of Hull sorting office.

5.8 The two libraries, one on each zone, are run by East Riding of Yorkshire Council. Most prisoners can attend sessions twice a week. These are quite short at only 30 minutes. Literacy support is available through the Turning Pages programme. The library stock is reasonably good including some legal books and other materials to meet prisoners’ diverse needs and abilities plus local newspapers.
6. **SEGREGATION/CARE AND SEPARATION UNIT**

6.1 The segregation unit comprises 14 cells and a special cell. The segregation environment is reasonably decent, and cells are largely free of graffiti. The two exercise yards are stark with graffiti etched into brickwork. Two prisoners can exercise at the same time, one in each yard. The Board re-emphasises its comments from their 2016 report that the exercise yards are not appropriate. There had been some effort to improve the shower unit, but it remains in poor condition with deficient ventilation and drainage.

6.2 The Board is encouraged that despite the high levels of incidents within the prison the use of the segregation unit remains relatively low. The average stay for a prisoner in segregation is around 15 days. This reduction in the use of the segregation unit has become possible due to the hard work of officers on wings who have managed prisoners more effectively. The Board believes that the segregation unit should only be used as a last resort and is pleased to be able to make this observation.

6.3 The segregation unit is visited regularly by the IMB and many rota reports comment on the observed excellent relationships between the staff and those held in segregation. Officers know and interact with the men well. Segregation reviews showed that managers try to minimise the time prisoners remain in segregation. Care plans drawn up for prisoners held for more than 30 days demonstrated good efforts to reintegrate them. Segregated prisoners also have daily access to exercise, telephones, showers, distraction packs, library books and some educational activities.

6.4 The majority of segregation review boards are attended by the key personnel. This has improved through the year. The Board attended 233 Rule 45s plus a number of ACCT reviews. Board members are always able to speak freely with all prisoners held in the segregation unit. The Board notes that there have been a number of occasions where the IMB had not been informed of a new arrival. This therefore reduces the Board's ability to speak to the individual within 24 hours.

6.5 The Kairos unit (which is a separate building within the establishment) is a facility for self-isolators enabling them to work and study without mixing with the rest of the population. The Board have reported very positively about the work being conducted on this unit.
7. **ACCOMMODATION AND COMMUNICATION**

7.1 First night cells are clean and have a television and a kettle. Most cells are in reasonable condition, and prisoners sign a compact and generally take responsibility for keeping them clean. They have access to adequate stocks of cleaning materials. There has been some improvement in the cleanliness of the in-cell toilets since the last report, and new in-cell furniture is being installed in zone one units. External windows on zone one, which are most vulnerable to security breaches, have had security grilles fitted to them. Many window grilles are filled with litter and debris, and there are many with protruding aerials extended by prisoners to improve their cell TV signal. Communal areas on residential wings are mostly clean and litter free.

7.2 Prisoners have good access to showers and most are able to shower every day. Showers in zone two units are clean with adequate privacy while the facilities in zone one are not to the same standard.

7.3 There are sufficient telephones on residential units offering some privacy for prisoners.

7.4 The quality of food is reasonable, although portions for the evening meal can be small. Prisoners can buy a wide range of products from the prison shop and many use this to supplement the small portions. Breakfast packs are issued the evening before. The serving of food is supervised by staff.

7.5 Small work items with funding and day to day maintenance that Amey is contracted for is a concern to the Board. Considerable delays in getting repairs done means cells are out of service for an unreasonable length of time which can have an impact on the number of prisoners HMP Humber is able to accommodate.

7.6 Kitchen equipment is not being repaired in a timely manner which can impact on the catering staff's ability to produce a varied menu. The performance of Amey and the quality and timeliness of their work was previously raised as a concern by this Board in their last report.

7.7 Prisoners’ property is generally well managed within the prison. However, the Board receives a number of applications concerning property not being received from previous prisons for various reasons. Responses to prisoners’ complaints from other establishments are often late or not received at all. The Board will continue to monitor the situation.

7.8 The introduction of a new core day saw a rise in complaints to the IMB regarding the change in the time of the hot meal. This was changed to lunch time, with cold food such as a sandwich served in the evening. Another change to the core day is due in the New Year and the IMB are pleased to report that the hot meal will again be served in the evening.
8. HEALTHCARE (including mental health and social care)

8.1 Health care is delivered from two health care centres, one in each of the two zones. Clinical rooms in the health care centre in zone two are clean and well equipped. Waiting rooms in both centres are in a poor condition and poorly ventilated. It is notable that the walls display no health information. Medical emergencies are well managed by appropriately trained staff.

8.2 The confidential complaints system has recently been overhauled following delays in responding to complaints. This backlog has now been cleared and responses are now being completed in a more timely manner.

8.3 The health care department was supporting the prison to be smoke-free from January 2018 and smoking cessation clinics were well attended.

8.4 Psychoactive Substances (PS) continue to be a major issue for healthcare within HMP Humber. There were 533 calls in the reporting period making an average of 10 calls per week. Staff are well trained on PS drugs and are adept at identifying and dealing with these.

8.5 Health care staff frequently visit prisoners on the wing when required. The non-attendance rate for most clinics is high. Information on those who do not attend is collected and analysed, with actions taken to decrease the rate.

8.6 Prisoners with social care needs are identified promptly, and staff work closely with East Riding of Yorkshire Council to ensure prompt assessments by qualified social worker. Person-centred care plans help to ensure that social care needs are managed by appropriately trained staff.

8.7 The Board notes that there are a large number of men entering the prison who have mental health issues. This means that the mental health team are under considerable pressure. At times, we find, the number of open ACCTs which the mental health team are dealing with interferes with their other work, especially preventative treatment. The mental health team are often supporting in excess of 150 prisoners, with several under the care programme approach (CPA). Most prisoners are seen on the wings or in activities to improve engagement. The referral and allocation process is generally prompt and effective. Waiting times for routine nurse and psychiatrist appointments is reasonable at around two and nine weeks respectively, but those with urgent need are seen more quickly.

8.8 The Board is pleased to report that the mental health team now has a full-time team leader. Unfortunately, we are concerned that there is a shortage of permanently attached mental health nurses on the team, with up to 50% of places covered by agency staff. We hope that this will improve in the future.

8.9 In relation to substance abuse issues, DART supports around 44% of the prison population. Practitioners see all new referrals promptly, provide induction groups for new arrivals, and see those in their caseload regularly in accordance with need. With support from other areas of Healthcare they provided a 12-session group to support F wing prisoners reduce their opiates substitute dependence. All prisoners can access a range of mutual aid groups, including Narcotics Anonymous, Alcoholics Anonymous and self-management and recovery training (SMART).
9. EDUCATION AND OTHER ACTIVITIES

9.1 A broad range of learning is available for men in HMP Humber: basic/functional/entry level skills, English and Mathematics to level 2 and NVQs in practical subjects to level 2. Some level 3 learning is delivered and there is limited access to OU and distance learning. The education and vocational training provision from Novus is good. Most teaching is at the required level, particularly in practical subjects, and prisoners who completed their courses achieved well. The Novus ‘Across the Gate’ programme is a successful job brokerage scheme that helps prisoners to get a job after release. Facilities for vocational training are good.

9.2 The prison has introduced a well-equipped workshop for prisoners to develop computer and smartphone apps by writing computer code. Prisoners benefit from teaching by outside experts via electronic communication, as well as the prison’s instructor. Prisoners worked enthusiastically and were aware that they were developing skills that are in demand in the job market.

9.3 There are limited opportunities for prisoners working in prison workshops to gain qualifications to help them with employment after release. Most workshops do not offer vocational qualifications and, where they do, few prisoners take them. Many prisoners need to improve their English and mathematics skills and as a result, many prisoners received poor preparation for employment after release.

9.4 The PE department has consistently operated at a very high standard throughout the year. The prison officers are highly motivated and often put in extra effort. They ran three Personal Achievement Development Scheme (PADS) courses in 2017 and are supporting the smoking cessation programme. The courses in Rugby League coaching are very popular. These are run for free by Hull Kingston Rovers. Twenty men take a challenging 12-week course with a completion rate of approximately 50%. Due to the high use of the gym officers have submitted an application for capital to replace some of the ageing equipment.

9.5 The prisoner pay policy does not incentivise attendance in education, and the pay differential between work and education is a barrier to attending classes. The Board is encouraged to see that this is currently being addressed.
10. WORK, VOCATIONAL TRAINING and EMPLOYMENT

10.1 The Governor and senior managers have a good strategy and partnership arrangements for learning and skills. Managers continue to develop innovative links with local industry to secure contract work for the prison and encourage employers to consider employing prisoners after release. A good example of this is Siemens interviewing men whilst in prison and subsequently offering them work on their release. Managers are successfully addressing weaknesses in prisoner allocation to work. Attendance and punctuality has improved but there is still work to do in this area.

10.2 As identified above there are limited opportunities for men working in workshops to gain qualifications to help them with employment after release. Most workshops do not offer vocational qualifications and, where they do, few prisoners take them.

10.3 The Board is concerned that despite the fact there are 858 activity places there are not enough activity places for the whole population. About a quarter of prisoners, over 300, have no activity, and many who do have jobs are underemployed which generally does not involve a full working day.

10.4 The Board notes that due to the figures above on occasions there are significant numbers of prisoners on the wings during work time.
11. RESETTLEMENT PREPARATION

11.1 Following the adoption by HMP Humber of its *Reducing Re-Offending Strategy (May 2016)*, which the IMB noted in its Annual Report for 2016, work progressed throughout 2017 towards the adoption of a new Offender Management Model. It is intended to be integrated with the existing Reducing Reoffending Strategy and to provide a coordinated focus for what the prison does in terms of preparing prisoners for their release, from Inductions/Assessment, Sentence Plans to a more effective Through the Gate Service (TGS). The development of this new Offender Model involved close liaison with Probation, CRS/Purple Futures, Offender Supervisors and other involved parties, and is expected to be rolled out early in 2018.

11.2 The achievements and outcomes of the Offender Management Model are closely monitored by an expanded bi-monthly Reducing Reoffending/ QIG Meeting, attended by IMB observers. This reviews progress on the 7 pathways identified by NOMIS: viz. Accommodation/Shelter, Education/Employment, Healthcare, Drugs & Alcohol/DART, National Careers Service (NCS), Children & Families, OM Programmes, plus input from the Chaplaincy, Across the Gate and Humber Pilots.

11.3 From the evidence of our regular IMB attendance at the Reducing Reoffending/QIG meetings, it would seem that the delivery of an effective resettlement programme has improved during the year under review, in terms of the provision of suitable accommodation for men on release (through the work of Shelter, APM) and employment, with the assistance of NCS and Job Centre Plus.

11.4 The IMB welcomes the forthcoming implementation of the new Offender Management Model in 2018, aimed at the more successful resettlement of prisoners released from HMP Humber. We shall monitor closely the success of its integration into the Induction Programme, Sentencing Planning and effective liaison between Offender Supervisors and Offender Managers/Probation in the community.
B  Section – Work of Board

The Board currently comprises 16 members. All core duties are performed: weekly rota visits, applications and monthly Board meetings.

Weekly rota visits continue to take place, following a system which reflects the scale and variety of the areas visited and the need to record members’ findings effectively and objectively. During the year, we have endeavored to raise the profile of the IMB by increasing the number of visits to workshops ensuring all are visited by the IMB on a regular basis.

All prisoners in the SEG are spoken to and prisoner applications are answered, speaking to the prisoners themselves where possible. In addition, open ACCT documents on the wings visited are regularly checked for completeness and accuracy to ensure that the process is being followed. ACCT reviews and Rule 45 boards are regularly attended. Attending such activities brought members of the Board into direct contact with both prisoners and staff.

A Board meeting is held each month, which the No. 1 Governor or a member of the Senior Management Team attends, and serious concerns that were identified during visits are raised.

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<td>Number of Board members at the end of the reporting period</td>
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<tr>
<td>J</td>
<td>Staff/prisoner concerns including bullying</td>
<td>26</td>
<td>21</td>
</tr>
<tr>
<td>K</td>
<td>Transfers</td>
<td>55</td>
<td>39</td>
</tr>
<tr>
<td>L</td>
<td>Miscellaneous</td>
<td>72</td>
<td>75</td>
</tr>
<tr>
<td></td>
<td><strong>Total number of IMB applications</strong></td>
<td><strong>493</strong></td>
<td><strong>429</strong></td>
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