



Annual Report
of the
Independent Monitoring Board
at

HMP/YOI Peterborough

for reporting Year
April 2017 - March 2018

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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. Most complaints are answered within time limits (5.2), and there is now a confidential healthcare complaints system (8.2). Handling of residents' property (7.4), however, remains a consistent theme of prison complaints and applications to the Board. Prison regime, including time out of cell and unlock times, is generally good. The Board has observed, however, that meals tend to be served early and food is not always reserved for residents returning from activities on time (7.3). Preparations for the introduction of no-smoking were thorough (7.5), and there was sufficient capacity for those wanting to access smoking cessation support (8.8).

Are prisoners treated humanely?

The Board has concerns about the healthcare provision (Section 8) and is monitoring the prison's response to issues raised by NHS England and the Care Quality Commission (CQC). Mental health and social care provision, however, is good (8.9, 8.10). The high use of full searching in the women's prison was criticised by HMIP, but the Board notes this issue had been addressed by the end of the reporting year (4.6). Safety continues to be of concern, particularly in the men's prison where violence and use of force increased (4.1, 4.2). Drug issues remain challenging, again in the men's prison (4.7). Positive progress has been made towards improving the standard of accommodation in the men's prison, and the standard remains good in the women's prison (7.1, 7.2).

Are prisoners prepared well for their release?

Resettlement at HMP/YOI Peterborough continues to be good, evidenced by the range of courses preparing residents for release (11.3, 11.4), the vocational training offer (10.3), and post-release support offered by The Link (11.5) and Outside Links (11.1). The Board is disappointed, however, that accommodation on release (11.6) continues to be a problem.

Main Areas for Development

TO THE MINISTER

The lack of suitable accommodation on release is a concern (11.6). The Board believes that proper resourcing of accommodation could be cost-effective in reducing re-offending.

TO THE PRISON SERVICE

Widespread drug use and availability in the men's prison continues to have a negative impact on residents' safety (4.7). The Board hopes the prison service will consider introducing more robust measures to reduce availability.

TO THE DIRECTOR

The healthcare provision is the Board's greatest area of concern. The prison must continue to implement and adhere to the NHS England and CQC action plan (8.1).

There should be a continuing emphasis on the safety of residents at HMP/YOI Peterborough (Section 4).

Improvements

A continuing concern for the Board is the level of violence (4.1) but it welcomes the work being done to identify and address the causes of violence (4.3).

Measures have been put in place to maintain a consistent and robust approach to managing residents' behaviour (4.3, 9.2) and improve the appearance and cleanliness of wings (7.2). It is hoped management and regime changes planned for the coming year will bring further improvement.

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) was reduced on 31st December 2017 from 916 to 868, as agreed between Her Majesty's Prison Service (HMPS) and Sodexo. Many cells are doubled. There are 3 modern residential houseblocks containing 12 wings, including Early Days in Custody, Drug Detoxification 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. In January 2018 the Op Cap increased from 396 to 408. 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.

Preparations were made to accommodate restricted status (RS) prisoners and it is anticipated they will be received in the next reporting year.

- 3.4 Healthcare is provided by Cimarron (doctors), Sodexo (nurses) and the Cambridge and Peterborough NHS Foundation Trust (Mental Health). Sodexo provides Facilities Management and Education.
- 3.5 HMIP inspected the women's prison in September and graded the provision as follows:
Safety: Not sufficiently good
Respect: Reasonably good
Purposeful activity: Reasonably good
Resettlement: Good
- 3.6 A Measuring the Quality of Prison Life Plus (MQPL+) survey of both prisons was undertaken in June.

Evidence sections 4 – 11

4 SAFETY

- 4.1 Violence continued to escalate with 116 serious assaults (73 last year) in the men's prison and 17 (9 last year) in the women's prison. This contributed to an increase in the use of force by officers. Force was used on 883 occasions (650 last year) in the men's prison and 287 occasions (229 last year) in the women's prison.
- 4.2 The Board had concerns about the amount of force used in both prisons but felt force was, overall, applied fairly. When HMIP noted that in the women's prison use of force was high (compared to other prisons) and de-escalation not always evident the Board monitored management's response which was targeted and prompt. The MQPL+ report identified that violence, or the threat of violence, was frequent in the men's prison. The number of applications to the Board about staff/prisoner concerns including bullying doubled (93 last year and 191 in this reporting year).
- 4.3 The Board welcomes the work which has been done to identify and address the causes of violence. Additional staff were allocated to the men's wings, PCOs were appointed to take charge of wings, and pay increases have helped retain experienced staff. Body-worn cameras were used in both prisons which helped gather evidence of violent incidents. At the end of the year Anti-social Behaviour Intervention Plans (ASBIPs) were replaced with the national Challenge and Support Intervention Plan (CSIP).
- 4.4 PCO recruitment continued and 125 PCOs started during the year. This, however, led to an increase in officers who lack experience and skills to de-escalate violent situations. In the men's prison Key Workers have been recruited and trained in preparation for the scheme's introduction in May.
- 4.5 Self-harm remained high in both prisons. In the men's prison there were 790 incidents and 627 ACCTs were opened. In the women's prison there were 1053 incidents and 979 ACCTs opened. A small number of residents contributed to a high proportion of these incidents. There is a multi-disciplinary approach to managing complex needs, and care plans are developed and monitored for high risks residents. Each week a caseload of more than 20 women and 10 men is examined at the Complex Needs meeting. In the women's prison the trauma informed initiative has produced positive results.
- 4.6 HMIP drew attention to the high use of full searching in the women's prison. As a result, rules were re-emphasised, staff re-trained, and better use made of intelligence. Numbers fell from between 10-20 per month to only 3 in March, 2 of which resulted in finds.
- 4.7 Drug issues remain challenging, particularly in the men's prison. The MQPL+ report noted there was widespread drug use and availability. Use of New Psychoactive Substances (NPS) continues to be a concern. The mandatory drug testing (MDT) target of 9.8% in the men's prison was usually exceeded and was often more than 20%.
- 4.8 There were two deaths in custody, both women. One was due to natural causes and the other is still under investigation and awaiting the PPO report.
- 4.9 In January a resident escaped from the men's prison whilst being escorted from the gym to his wing. Security has since been strengthened in both prisons and escort rules re-emphasised. The Board was concerned that as a result vulnerable prisoners (VPs) had to be escorted to activities through locked-down general areas. There was no increase in violence, but VPs were subject to cat-calls and abuse.
- 4.10 Staffing in Reception was reprofiled to 2 shifts to help deal more effectively with late arrivals. This was a concern for the Board last year as some women arrived late after

long journeys. HMIP criticised the lack of Listeners in the women's reception on their first night. The Board will monitor this.

5 EQUALITY AND FAIRNESS

- 5.1 HMIP noted that equality and diversity work in the women's prison was well developed, and the provision for foreign national (FN) women was good. There are monthly Joint Diversity and Inclusion meetings which are attended by resident representatives from both prisons. The Diversity team arranges group meetings including Over 50s, Foreign Nationals and Veterans.
- 5.2 The Board notes that 92% of complaints in the men's prison were answered within time limits and 94% in the women's prison. The figures fall short of the target of 95% but it is hoped recent managerial changes will have a positive effect.
- 5.3 The Board commends the work carried out by the multi-faith chaplaincy team. Residents were able to attend a range of religious services, study groups and festivals, as well as receiving one to one support. The Muslim Chaplaincy arranged a series of visiting speakers and these talks were well attended. The chaplaincy team has, however, been without a Head since February 2017. An appointment was made but delays in clearance deferred the start date. It is anticipated the new Head Chaplain will start work at the beginning of the next reporting year.
- 5.4 Many residents have low literacy levels and depend upon Connection Workers and friends to assist them with written and spoken English. Few documents, including induction paperwork, are translated. The Board is pleased, however, that English for speakers of other languages classes are offered in the Education department.
- 5.5 Visitor numbers continue to be monitored. 38,000 were booked of which 24,000 took place and nearly 14,000 were no shows. The prison has taken measures to decrease no-shows but without success to date.
- 5.6 Peterborough City Council's Neighbourhood Services Community Cohesion team publicised the Board's January recruitment campaign. There was an increase in interest from diverse communities.

6 SEGREGATION/CARE AND SEPARATION UNIT

- 6.1 The men's separation and care unit (MSCU) operated at full capacity throughout the year with average occupancy of 13 in a unit of 14 cells. On several occasions men, often located in the unit for own interest, refused to return to normal location. Average occupancy in the women's unit (FSCU), which also has 14 cells, was 7.
- 6.2 The Board is informed via the night reports of residents being moved onto the units. All residents are seen weekly by the on-call IMB member.
- 6.3 Most residents received an appropriate regime depending on engagement and behavior. Access to showers and exercise yards was good. Residents in both prisons were able to visit the gym once a week. Residents had in-cell telephony unless there were specific reasons why they should not e.g. causing damage to property. This helped residents maintain contact with families. Residents who have been in the unit for more than 14 days have care plans, which may include access to education and other activities. Lower occupancy levels in the FSCU provided more opportunities for staff to engage with residents.
- 6.4 One resident with complex needs spent 162 days in the women's unit. Her needs were discussed at the weekly Complex Needs meetings, the prison worked with the HMPPS women's team and the Board attended her 42-day reviews. The Board monitored the treatment of the resident and was satisfied attempts had been made to return her to normal location.
- 6.5 The Board visited the units at least once each week and spoke to all residents unlocked. There were 417 segregation reviews in the year of which the Board attended 86%. There were no occasions when a Board member felt unable to confirm proper procedures were followed.

7 ACCOMMODATION (including communication)

- 7.1 The standard of accommodation in the women's prison remains good. HMIP described the environment as 'generally excellent'. Board observations in rota reports endorsed this. The prison encourages residents to care about the environment in which they live, and most wings have good displays of personal and family art and photographs.
- 7.2 Cleanliness and control on some men's wings and access areas continued to be a concern. Observations in rota reports included: dirty floors, showers and toilets; rubbish not cleared from common areas; dirty storage cupboards; servery workers incorrectly attired; lunch queues poorly supervised and residents vaping on landings, in stairwells and when moving about the prison, residents loitering in hub areas, damaged and incomplete information displays. Some positive progress has been made since management changes in September 2017, with redecoration and improved control of common areas; however, this is not yet consistent. This is evidenced by rota reports mentioning issues 16 times in the first half year and 7 in the second.
- 7.3 Prison regime, including time out of cell and unlock times, is generally good, although the Board observed that meals tend to be served early. On occasion food had not been reserved for residents returning from activities on time, so they had inadequate or no meals. It was also observed that meals, medication and exercise are all offered within a short time frame, leading exercise in the open air to be curtailed frequently. The daily regime in the men's prison is to be revised in May 2018.
- 7.4 Handling of residents' property remains a consistent theme of applications and causes considerable frustration to residents. In the reporting year 2017-8 the prison made good will payments 82 times relating to property lost or stolen in the establishment; of these, 59% related to male residence. Despite the introduction of a new cell clearance procedure in December 2017, this continues to be a concern. The Board, however, understands that senior residential officers will soon carry keys to double lock vacated cells thus preventing unauthorized access. This will be monitored.
- 7.5 The women's prison became smoke-free on September 11th 2017. The men's prison followed on January 29th 2018. The preparation and resident consultation was thorough and implementation was on the whole smooth, backed up by an increased emphasis on searches of both visitors and residential accommodation.

8 HEALTHCARE (including mental health and social care)

- 8.1 HMIP was critical of aspects of the healthcare provision in the women's prison including leadership and management; irregular clinical supervision of nurses; the monitoring and analysis of serious incidents; the lack of a separate confidential health complaints system; and inconsistent primary care provision. Two Requirement Notices were issued by the CQC. During the year the Board had noted concerns about the Healthcare provision across both prisons (see 8.3).
- 8.2 Following the inspection a comprehensive action plan was put in place. The Board is monitoring this, and Board members attend healthcare Clinical Governance meetings. Several improvements, including a confidential complaints' system, a review of systems and procedures and strengthening of leadership and management had been introduced by the end of the reporting year.
- 8.3 Healthcare applications to the Board increased (77 last year compared to 126 this year). Issues raised included complaints about delays in obtaining repeat prescriptions and some non-critical medication; dispensing of medication at irregular times during the day; and dispensing of discharge medication.
- 8.4 On rota visits the Board observed unrest in the men's prison when medicines were dispensed, and the pressure this placed on officers and nurses. A new system is being introduced in May 2018 which it is hoped will improve efficiency and confidentiality.
- 8.5 Residents can book healthcare appointments through the electronic kiosk and waiting times for GP and nurse clinics were low. There were, however, longer waiting times for dentistry (approximately 4 weeks) podiatry and ophthalmology. Additional capacity was introduced for dentistry and podiatry and there are plans to increase ophthalmology capacity in the next reporting year.
- 8.6 Non-attendance (DNA) at appointments continues to be of concern. GP appointments in the men's prison had a DNA rate of 31% and in the women's 12%. During the reporting year a team of officers was tasked with challenging non-attendance in the men's prison. The Board is pleased to note early signs of this approach having a positive effect.
- 8.7 Residents are screened on arrival in the prison, and during induction have a secondary screening. The prison is taking steps to introduce bowel cancer screening.
- 8.8 Health promotion activity focused on smoking cessation. There was sufficient capacity for all residents who wanted to access support.
- 8.9 There is a good Mental Health provision in the prison. The number of referrals to transfer residents to secure hospitals for treatment of mental disorder rose from 29 last year to 51 this year, where there were significant delays in only 2 cases. Mental health referrals also increased. Of the women surveyed by HMIP, 66% said they had mental health problems.
- 8.10 The Social Care provision continues to demonstrate good practice and HMIP noted the provision was 'impressive'. Over a 2-year period there were 400 referrals. It is still the case, however, that some staff are unaware of the social care referral procedure.

9 EDUCATION AND OTHER ACTIVITIES

- 9.1 In both prisons good opportunities are available for residents to develop their skills and gain qualifications. Several residents are employed as learning and skills champions. They promote education opportunities, support learners in classrooms and attend Education Quality Improvement Group meetings. HMIP noted that learning, skills and work had benefited from some excellent attention from prison managers and women had good opportunities to develop their skills.
- 9.2 Maximising attendance in the men's prison is a priority and a team has been appointed to challenge non-attendance. The year to date attendance at learning and skills sessions in December was 74% against a target of 80%. In the women's prison, however, the target was exceeded by 4%.
- 9.3 English and Maths skills are assessed at induction, and residents with skills below level 1 attend classes. Achievements in most qualifications are good and there is a focus on improving English and Maths success.
- 9.4 In December 2017 an additional officer was profiled to work in the libraries which resulted in fewer closures arising from staff re-deployment.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

- 10.1 Employment opportunities in a contact centre have been extended to the women's prison (the men's contact centre opened in the previous reporting year). A range of other purposeful employment opportunities is available including those in the kitchen and restaurants, the laundry and recycling workshop.
- 10.2 Good relationships have been developed with local employers and agencies, leading to Release on Temporary Licence (ROTL) placements and opportunities for permanent employment.
- 10.3 Both Vita Nova restaurants and the kitchen provide valuable opportunities for residents to gain NVQ catering qualifications. Residents can work towards a range of other vocational qualifications including COSHH, Retail, First Aid, Gym, Food Safety, Recycling and Customer Service.
- 10.4 Effective links have been established with the local community. There was exhibition of art by women residents in a community café; Jailbirds products were sold in a number of local retail outlets; Vita Nova supplied food for Peterborough City Council; women from the carpentry class created a Nativity scene for Peterborough Cathedral, and donations were made to local charities from the revenue generated by prison enterprises.

11 RESETTLEMENT PREPARATION

- 11.1 Outside Links continues its excellent work supporting residents on release and was praised by HMIP as a model of good practice. In addition to the city-centre location in Peterborough there is now provision in Cambridge and Huntingdon. Peterborough Outside Links was again open on Christmas Day and Boxing Day.
- 11.2 The Family Matters team works to promote family engagement and offer ongoing parenting programmes. Staff are also being trained in Restorative Justice to identify residents who may be willing to consider this path. Family support is also available through the prison's Social Care provision.
- 11.3 The Most in Need project continues to work with residents to help them reduce re-offending. The project was expanded during the year.
- 11.4 The new Road to Success course, devised by the residents, aims to help re-integration into society. Twenty-two courses were delivered on the male side with total attendance 559, and 18 on the female side with 280 attending.
- 11.5 The Rehabilitation team continues to work closely with Community Rehabilitation Companies (CRCs). The prison provided pin numbers to enable residents to use phones independently in The Link resettlement centres, enabling them to take responsibility for their own resettlement.
- 11.6 Accommodation on release remains an issue, despite CRC and the Rehabilitation team's efforts. Long term accommodation on release was 61% for men and 68% for women. HMIP noted that around 30% of women left the prison without settled accommodation. The prison, however, finds most women a bed for the first nights after release. The Board received an application from a resident who had been granted parole at the end of January, but by the end of March he was still waiting for accommodation in a safe hostel in Peterborough.

Section – Work of Board

| BOARD STATISTICS | |
|--|-----|
| Recommended Complement of Board Members | 20 |
| Number of Board members at the start of the reporting period | 11 |
| Number of Board members at the end of the reporting period | 11 |
| Total number of visits to the Establishment | 631 |
| Total number of segregation reviews attended | 417 |

Section - Applications

Men's Prison

| Code | Subject | Current reporting year | Previous reporting year |
|------|--|------------------------|-------------------------|
| A | Accommodation including laundry, clothing, ablutions | 30 | 20 |
| B | Discipline including adjudications, IEP, sanctions | 4 | 7 |
| C | Equality | 12 | 5 |
| D | Purposeful Activity including education, work, training, library, regime, time out of cell | 47 | 30 |
| E 1 | Letters, visits, phones, public protection restrictions | 35 | 23 |
| E 2 | Finance including pay, private monies, spends | 34 | 22 |
| F | Food and kitchens | 20 | 10 |
| G | Health including physical, mental, social care | 82 | 47 |
| H 1 | Property within this establishment | 52 | 70 |
| H 2 | Property during transfer or in another establishment or location | 18 | 53 |
| H 3 | Canteen, facility list, catalogue(s) | 5 | 11 |
| I | Sentence management including HDC, ROTL, parole, release dates, re-categorisation | 68 | 36 |
| J | Staff/prisoner concerns including bullying | 129 | 64 |
| K | Transfers | 26 | 22 |
| | Total number of IMB applications | 562 | 556 (inc 136 misc) |

Women's Prison

| Code | Subject | Current reporting year | Previous reporting year |
|-------------|--|-------------------------------|--------------------------------|
| A | Accommodation including laundry, clothing, ablutions | 10 | 12 |
| B | Discipline including adjudications, IEP, sanctions | 2 | 2 |
| C | Equality | 3 | 4 |
| D | Purposeful Activity including education, work, training, library, regime, time out of cell | 11 | 16 |
| E 1 | Letters, visits, phones, public protection restrictions | 20 | 10 |
| E 2 | Finance including pay, private monies, spends | 19 | 3 |
| F | Food and kitchens | 11 | 7 |
| G | Health including physical, mental, social care | 44 | 30 |
| H 1 | Property within this establishment | 19 | 17 |
| H 2 | Property during transfer or in another establishment or location | 7 | 12 |
| H 3 | Canteen, facility list, catalogue(s) | 7 | 7 |
| I | Sentence management including HDC, ROTL, parole, release dates, re-categorisation | 28 | 16 |
| J | Staff/prisoner concerns including bullying | 62 | 29 |
| K | Transfers | 11 | 8 |
| | Total number of IMB applications | 254 | 210 (inc 37 misc) |