



Annual Report
of the
Independent Monitoring Board
at

HMP Humber

for reporting Year
January 2019 to December 2019

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Monitoring fairness and respect for people in custody

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STATUTORY ROLE

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 (IMB) at HMP Humber for the period 1 January 2019 – 31 December 2019. IMB evidence comes from observations made on visits; scrutiny of records and of data; informal contacts with prisoners and staff; surveys and prison applications.

Main judgements

Are prisoners treated fairly?

Overall, prisoners receive fair treatment in HMP Humber.

There continues to be a positive attitude towards supporting prisoners in maintaining good relationships with their friends and family (see paragraph 5.8).

A strong commitment to developing partnerships with business, industry and community organisations linked to learning and qualifications is a key priority, designed to support prisoners on release (see paragraph 9.2).

Are prisoners treated humanely?

The Humber Pilot initiative strengthens the culture of rehabilitation inside prison, bridges the gap between prison and community, and makes the best use of the resources available, including the skills that prisoners have to make a difference to them and their peers (see paragraph 4.3).

In general, the prisoners are treated in a humane way. This is shown by the use of segregation remaining low and the exceptional standards of care, professionalism and interpersonal skills within the segregation unit in a sometimes difficult and challenging environment (see paragraphs 6.2, 6.3 and 6.5).

Are prisoners prepared well for their release?

There are good opportunities for prisoners working in the kitchens, bakery, visits servery, Code 4000 (IT coding workshop), various vocational workshops and on wing serveries to gain qualifications to help them with employment after release (see paragraph 9.5).

Outcomes of the offender management model are closely monitored, to ensure that all men are monitored right through the seven identified pathways (see paragraphs 11.2 and 11.3).

A two-week Ready 4 Release programme, designed to support prisoners prior to release, is being well received by the men (see paragraph 11.6).

Main areas for development

TO THE MINISTER

The Board would like the Minister to review the availability of establishments who have specialist staff and facilities to deal with prisoners with mental health issues, allowing more of them to be moved to a secure mental health setting so they can be better supported (see paragraph 4.5).

TO THE PRISON SERVICE

The Board would like the Prison Service to review the process of men allocated to prison who appear to have serious mental health issues and who should be moved to a secure mental health setting which better suits their needs (see paragraph 4.5).

The Board receives a large number of applications about loss of prisoners' property. Responses to prisoners' complaints from other establishments are often late or not received at all. The Board will continue to monitor the situation. Can the Prison Service implement an improved system for handling prisoners' property, in order to reduce these unacceptable losses and to minimise the stress to prisoners, extra work for prison staff and the number of compensation claims (see paragraphs 7.11 and 7.12)?

TO THE GOVERNOR

The Board has seen an overall improvement in the welfare and general safety of the prisoners during this reporting year. This is demonstrated in the evidence gathered by the Board from rota visits and by its analysis of information provided by the prison; this conclusion is further supported by the reduction in the number of applications to the Board, from 493 in 2017 to 305 in 2019 – a 39% reduction.

The Board is encouraged to see that, as a result of the proactive approach taken by managers, and the increase in physical security, there has been a reduction in the supply of drugs into the prison (see paragraph 4.6).

The Board congratulates the Governor and her staff on their professionalism, thoroughness and compassion at assessment, care in custody and teamwork (ACCT) reviews. Reviews attended by the Board are of a very high quality (see paragraph 4.11).

The Board is also encouraged by the continued great work conducted by the Humber Pilots (see paragraph 4.).

The Board is encouraged by the reduction in the average number of days that a prisoner is held in segregation, and congratulates the Governor and her staff on their exceptional standards of care, professionalism and interpersonal skills in a sometimes difficult and challenging environment (see paragraphs 6.2, 6.3 and 6.5).

The Board is pleased to see that the implementation of a new clothing and bedding policy has helped to ensure that prisoners are given all the relevant supplies as soon as they enter the establishment (see paragraph 7.2).

The Board asks the Governor to review the processes for safeguarding prisoner property when they are transferred to the segregation unit, particularly for those who share cells (see paragraph 7.10).

The Board appreciates the constraints of the current storage capacity available for the greatly increased prison population at the establishment but asks the Governor to look at strategies to address this as a priority (see paragraph 7.11).

The Board is pleased to see the increase in overall number of activity places and the continued high attendance rates at work, which are well over the target (see paragraphs 10.2 and 10.3).

TO THE PROVIDER (of healthcare/education/maintenance etc)

The Board is encouraged to see that the walls of waiting rooms now display some literature but would like to see this updated more regularly, as many items are now out of date (see paragraph 8.1).

The Board would encourage healthcare staff to ensure that they are responding to the Patient Advice and Liaison Service (PALS) in a timely manner, as the Board received 55 applications relating to healthcare issues during this reporting year (see paragraph 8.3).

The Board is pleased to see the continued commitment to developing partnerships with business, industry and community organisations, in order to link learning and qualifications with opportunities for prisoners on release (see paragraph 9.2).

Improvements

Throughout the reporting year a continued programme of recruiting new staff has been ongoing. As a result of this, there are large numbers of inexperienced officers within the establishment. Managers and more experienced officers have supported the new officers extremely well in order to ensure a stable regime, which has, in itself, brought improvements to staff morale and to conditions for prisoners.

Body-worn cameras have now been fully rolled out, as well as the new key worker programme. The Board looks forward to being able to report positively on the impact of the key worker programme in their next annual report.

These new measures should decrease the number of administrative tasks and release more staff time, in order to enhance staff-prisoner relationships further.

The Board is encouraged to see that appointments for the GP and dentist are timely (see paragraph

- 3.1 HMP Humber is a category C training and resettlement prison, formed from a merger of HMP Everthorpe and HMP Wolds in April 2014. The prison holds up to 1,062 adult males. In 2018, Humber was reclassified as a 'complex prison'.
- 3.2 The original Wolds site (now called 'zone 1') was built in 1992 as a remand prison, and was the first privately run prison in Europe. The site includes up to seven residential wings and one segregation unit. There were, at the time of the merger, eight operational workshops, a kitchen, a gym, a chaplaincy, a visits centre, a health unit, an education area and a library. The site also included gardens and administrative offices. Before the merger, the Wolds was operating as a privately-run category C male training prison.
- 3.3 The original Everthorpe site (now called 'zone 2') was built in 1958 as a borstal, and the site subsequently expanded further to include up to seven residential wings, a segregation unit and a separate small residential unit for up to 14 category D prisoners. There were, at the time of the merger, 19 operational workshops, a kitchen, a gym, a chaplaincy, a visits centre, a healthcare unit, two education areas and a library. The site also included gardens and administrative offices. Over the years, it fulfilled a variety of roles, and before the merger it was operating as a public sector category 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. From April 2014, the reformed HMP Humber operated under one Governor and a senior management team across two sites, which were still separated by a wall.
- 3.5 In January 2014, the building contractors began work to unite the two sites, and created a connecting walkway which became operational on 1 May 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 14.
- 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, two gyms, one healthcare surgery and a separate mental health unit. The site has provision for several workshops, and currently 25 are operational.
- 3.7 At the end of 2019, the prison held ~~25 people under the age of 21~~, 352 people between the age of 22 and 29 years, and 12 over the age of 60. The oldest person is aged 69 years of age.

Evidence sections 4 – 11

4. SAFETY

- 4.1 The reception process works well. New arrivals are processed quickly by reception staff and transferred swiftly to the induction unit, H wing. It is a testament to the staff who are always busy, work extremely hard and are always very helpful towards the Board.
- 4.2 Once on the induction wing, prisoners are seen by a range of prison staff, to identify their individual needs. The peer workers are also Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners). The challenge, support and intervention plan (CSIP) scheme, introduced last year, is showing benefits and may also be contributing to the improved safer custody statistics. The number of CSIPs opened is steady, at just under 40 per month, and the focus now is on improving the quality of the open plans.
- 4.3 Induction begins on the day after arrival, with an informative PowerPoint presentation delivered by officers and/or Humber pilots. The Humber Pilot Project, is designed and led by serving prisoners. Through peer-to-peer support, advice and guidance, it helps prisoners to progress and navigate their prison journey positively. The project involves prisoners, staff and managers, and provides a mechanism for communication and consultancy between the prison and its residents, streamlining current mentor/representative roles and replacing the former prisoner council. The project strengthens the culture of rehabilitation inside prison, bridges the gap between prison and the community, and makes the best use of the resources available, including the skills that prisoners have to make a difference to them and their peers. At the heart of the Humber Pilot vision is progression, with a core focus on not just improving prison life, but also increasing the employment opportunities of pilots (see also paragraph 4.15).
- 4.4 The published week-long induction programme is to support prisoner integration into the regime, and it is delivered by staff from a wide range of departments. We will continue to monitor the induction process, to ensure that prisoners are fully aware of the role of the Board. The Board do not deliver this.
- 4.5 The prisoner population at HMP Humber contains a large number 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. It is clear that a small but significant number of prisoners has serious mental health issues and should be moved to an establishment better suited to their needs. Places in a secure mental health setting are limited, resulting in some very unwell long-term prisoners being held in isolation, on four or five observations per hour, for several weeks before being transferred or swapped for similarly unwell prisoners from other category C prisons. This is disruptive for everyone and cannot be in the best interests of these vulnerable prisoners.
- 4.6 The impact of new psychoactive substances (NPS) continues to cause problems in the prison, but a concerted effort by managers and staff has considerably reduced supply. It seems that the main route into the prison is through visits, so extra measures are constantly being implemented to counter this trend. Within this reporting year, 171

parcels were intercepted. This is a significant increase from the previous reporting year, and testament to the additional physical security that has been implemented. As part of the Ten Prisons Project, the establishment was able to improve closed-circuit television across the site, as well as employ an additional eight operational support grade staff to help with procedural security across the site. There are several Listeners, and the Samaritans attend the prison regularly to support them.

- 4.7 Recorded levels of self-harm, violence, protesting behaviour and prisoners under the influence of drugs or alcohol (UTI) are all on a downward trend this year. These and other metrics are closely monitored by prison managers and reviewed at the monthly meetings of the safety and security committee. These meetings are attended by managers and team leaders, as well as the police intelligence officer and representatives from the Samaritans and the Listeners.
- 4.8 The number of UTIs, which peaked at 95 in February 2019, coincided with peaks in violence, indiscipline and use of force in the same month. In the following months, the trend has been steadily downward, indicating a link to the reduced availability of drugs in the prison. This might also explain a peak in self-harm events in April 2019, perhaps arising from addicted prisoners struggling to cope. The number of UTIs was down to 27 in December 2019, which is very low historically.
- 4.9 There are regular safer custody meetings, attended by prison staff, the mental health team, and representatives from the Board, Samaritans, Listeners and the Humber pilots. Data are presented at these monthly meetings, and individuals causing concern are discussed. Action is agreed and written in the minutes. The impact of this action is then discussed at the next meeting. Listeners, who are made available on wings to support prisoners, are represented at these meetings and report any problems they have in carrying out their role at the meeting. They are very positive about the work they do. There is a definite can-do attitude among the safer custody staff. Staff and managers are knowledgeable about prisoners who are of particular concern, and there are clear plans to support and manage these prisoners.
- 4.10 Support for self-isolating prisoners has greatly improved. Self-isolators can attend the Kairos unit (a separate building within the establishment). This is a day centre which provides support for prisoners who self-isolate or are otherwise vulnerable and in need of support. This is currently attended by an average of eight to 10 prisoners each day. The Board has reported very positively about the work being conducted on this unit and the atmosphere we have observed there.
- 4.11 Individual prisoners in crisis are discussed at the safer custody meetings. Data are 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.
- 4.11 The number of ACCTs is on a stable trend, although the numbers per month in the reporting period fluctuated between 39 and 61, with a total of 564 throughout the year, which is 10% less than in 2019. The majority of ACCTs are opened as a result of self-injury or a statement of intent to self-injure. It is difficult to draw any conclusions from the absolute numbers of ACCTs opened, and the Board focuses on the quality of the process, which is very good. We attend many ACCT reviews and see the professionalism, thoroughness and compassion with which they are carried out. Since June 2019, the Board has been maintaining its own ACCT reviews log, which by the end of the reporting year had 16 entries. The log indicates that the reviews are of a very high quality.

- 4.12 All ACCTs are checked for quality and trends by the safer prisons hub manager. Feedback is given to the ACCT leader, so that quality can be improved. There is currently a focus on the quality of conversations, handovers and post-closure reviews. This proactive attention to the value of the process helps to improve outcomes and is a useful learning experience for all concerned.
- 4.13 There has been a strong emphasis on safer custody within the prison, and this has shown some improvements. The level of violence is closely monitored. Despite this, there was still a large number of self-harm incidents and four deaths in custody during the reporting year (two of the latter were from natural causes, one was an accident and one was apparently self-inflicted). An additional death occurred 48 hours after release from custody. The prison responds quickly, learning from the recent deaths in custody, and uses a death in custody action plan to implement further strategies for improvements. The command suite has been opened six times in this reporting year. This figure has reduced considerably, owing to the change in national directive of incidents at height not being reported to the National Incident Management Unit until after the 30-minute mark. There continues to be clear direction on safer custody from the senior management team, and a genuine commitment to support prisoners who do not feel safe.
- 4.14 The popularity of Andy's Man Club (meetings held for prisoners encouraging them to talk about their mental health) continues to grow, with about 100 prisoners now attending the meetings, which are held on the wings on Saturdays. The Listener scheme is also well embedded. At the end of the reporting year, there were 11 Listeners, and a large number of applicants is currently being considered to increase that number. The Board believes that this is a good support mechanism for prisoners, and attendance remains strong.
- 4.15 In 2019, the Humber Pilots (see paragraph 4.3), through their 27 wing-based pilots and nine core team members, have continued to offer information, advice and guidance (IAG) to all prisoners at the establishment. They have:
- supported 25 prisoners to complete the IAG course successfully
 - helped, supported and recruited new prisoners to the independent substance-free living unit on J wing
 - helped facilitate safer custody training for 50 prisoners and mentors
 - offered IAG to prisoners on the basic regime, those on an ACCT and those who are self-isolating during core working day
 - presented the safer prison workshop to all new arrivals on induction
 - been involved in the provision and the handing out of Christmas gifts during visits
 - asked for new items to be added to the facilities list
 - been involved in the setting up of the 'Parkrun 5k' at the establishment
 - supported the children and families audit across the prison.
- 4.16 The core team members each have special areas that they cover, which include the offender management unit, residence, reducing reoffending, healthcare and safer custody. They look at issues across the wings and troubleshoot using function heads, who they meet regularly.
- 4.17 Force was used to restrain prisoners on 458 occasions during this reporting year, showing a downward trend compared with the previous reporting year, when there had been 628 such incidents. All incidents involving the use of force are documented. Humber continues to compare favourably with similar prisons in relation to its levels of

violence and use of force. The use of body-worn cameras by officers has been fully rolled out and acts as vital evidence when the use of restraint on prisoners is required.

- 4.18 The introduction of key workers was fully rolled out in 2019. All prisoners arriving at the establishment now receive a key worker, and the process is further explained to them during induction. Weekly 45-minute key worker sessions, recorded on the same day on P-Nomis, ensure fairness and accountability. Staff training ensures consistency and professional standards. A manager is available to advise and take feed-back from sessions, which are planned and timetabled. The prompt recording of each session is accessible to all departments of the prison, but specific issues and alarms – for instance, in security and welfare – are relayed immediately.
- 4.19 The Board is closely monitoring how the positive impact of key worker contact with officers might reduce the number of written complaints, in both the prison and IMB complaints systems. To date, the impact appears to be positive, as discussed later in this report.

5. EQUALITY AND FAIRNESS

- 5.1 The equality team is made up of a manager and a part-time prison officer support. The complement also includes oversight from a senior manager and is in line with other prisons in relation to staffing levels. There is an equality strategy, and this has been updated to consider most of the protected characteristics. Senior managers have been identified to lead protected characteristic strands.
- 5.2 Monitoring data are rigorously interrogated at the quarterly equalities action meeting, attended by the governor, members of the senior management team, the Board and others, and appropriate action is taken which the board is aware of. The Board is pleased to see that some of the prisoner forums have been reintroduced, as well as the fact that a number of events have been arranged for specific groups – for example, older prisoners, Gypsies and Travellers, and black and minority ethnic prisoners. All of these events were well received by the prisoners.
- 5.3 There have been 71 discrimination incident reporting forms (DIRFs) submitted during this reporting year, compared with 68 in 2018. DIRFs are available on all wings. The equality manager carries out the investigations. Replies are polite, and signed off by the deputy governor. There are also arrangements for the DIRFs to be independently audited.
- 5.4 The number of foreign national prisoners has remained stable throughout the reporting year. During 2019, the prison had an average of 33 such prisoners. The months with the highest numbers were November and December 2019, with 42. Home Office immigration enforcement staff visit the establishment every month and speak with foreign nationals who have requested a meeting, or if information needs to be shared or gathered.
- 5.5 There are 20 religions recorded at the prison. Some prisoners have identified themselves as being of 'other' or no religion. Prisoners continue to report that the chaplaincy provides invaluable pastoral support. Active participation in services is encouraged. Support is offered to families following a death in custody, and also to other prisoners who may be affected. 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. Muslim Friday prayers are held in the multi-faith room, and washing facilities are available. Regular services for other faith groups are available. The chaplaincy team is supported by a number of volunteers. The chaplaincy visits all new arrivals and those held on the segregation unit daily. Chaplains attend segregation review boards and see all prisoners subject to ACCT case management monitoring at least weekly. The Board is satisfied that a wide range of faiths are catered for, and a real commitment to the prisoners is clearly demonstrated.
- 5.6 The complaints procedure is well managed and responsive most of the time. The Board feels that prisoners are not using the general applications process fully, and are going straight into the complaints procedure instead. The number of applications to the Board has continued to reduce. The key worker scheme has now been fully introduced, and the Board will monitor its effectiveness going forward.
- 5.7 The prison uses the national incentives and earned privileges (IEP) scheme to encourage positive behaviour. On average, around 41% of prisoners are on the enhanced level, 52% on standard and 7% 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 wing cleaning competitions every other month.

The Board receives very few applications concerning the current IEP scheme and will monitor the effect of the introduction of the proposed new scheme in the coming year.

- 5.8 Visits session numbers have been maintained through this reporting period. Visitors we have spoken to have been positive about their visits experience. They are moved promptly into the visits hall. A new system for visits was put into place in July 2019, and appears to be working well. It was implemented to try to stop the passing of banned items from visitors to prisoners (see section 7 for further details). The officers and staff are now more vigilant in the visits hall, and all visiting family members and friends are rigorously searched by staff and Yorkshire Area Support Team officers, using the search and drug detection dogs, before they go into the hall. Despite the more rigorous approach, searching still remains respectful and considerate. The visits room is reasonably relaxed and comfortable, having been refurbished last year. There are refreshments available, and orderlies help to assist visitors. There are also some toys available for children. Lincoln Action Trust provides structured play opportunities, and facilities in visits and for family days. Legal visits take place on three mornings a week. There are also some initiatives to support prisoners' family contact, including regular family visits and reading schemes.
- 5.9 Security staff regularly review the list of prisoners and/or their visitors who, because of behavioural problems during visits or attempts to pass or receive banned items, are subject to a regime of closed visits for a period of time, or banned from visiting altogether. The Board often attends these meetings, and can confirm that the decisions made are consistent and proportionate.
- 5.10 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 fairly short, at only 30 minutes. Literacy support is available through the Turning Pages programme. The library stock is reasonably good, and includes some legal books, other materials to meet prisoners' diverse needs and abilities, and local newspapers.

6. SEGREGATION/CARE AND SEPARATION UNIT

- 6.1 The segregation unit comprises 14 cells and one special cell. The segregation environment is reasonably decent, and cells are largely free of graffiti. The Board is pleased to see that the two exercise yards have been refurbished during this reporting year. Bids submitted last year under the Ten Prisons Project have allowed for full refurbishment of the showers on the unit, including wet room flooring and trickle vent windows.
- 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 length of stay for a prisoner in segregation is around 10 days, with seven prisoners being held on the unit for over 42 days in the last quarter and on virtual segregation. This reduction in the use of the segregation unit has become possible owing to the hard work of officers on the wings, who have managed prisoners more effectively. The Board believes that the segregation unit should be used only as a last resort, and is pleased to be able to make this observation.
- 6.3 All prisoners receive regular visits from the duty governor, chaplain and healthcare staff/general practitioner (GP). The Board visits the unit at least once a week, and many rota reports comment on the observed excellent relationships between the staff and prisoners there. Officers know, and interact with, the prisoners well. Segregation reviews showed that managers try to minimise the time prisoners that 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 key personnel. Reviews are conducted regularly, and are timely, fair and professional. All prisoners are on CSIPs. In ACCT reviews, staff have shown exceptional understanding of the prisoners and concern for their welfare. The Board attended 295 Rule 45 reviews and a number of ACCT reviews. Board members are always able to speak freely with all prisoners held on the segregation unit. We are pleased that we are now notified in the majority of cases of a new arrival, allowing us to speak to the individual within 24 hours if required.
- 6.5 The number of adjudications is down from the previous year, again reflective of the current state of the prison, and all logs and records are up to date. Officers working on the segregation unit are highly trained, displaying exceptional standards of care, professionalism and interpersonal skills in a sometimes difficult and challenging environment.
- 6.6 When there have been dirty protests, prisoners have been served a meal at their door. When the protest ends, the prisoner is placed in a clean environment and the dirty cell is carefully cleaned by a specialist company. Screens are used when prisoners are on dirty protest or the observation panel glass has been broken, in order to reduce the risk to prisoners and staff of being spat at or having urine or faeces thrown at them.

7. ACCOMMODATION (INCLUDING COMMUNICATION)

- 7.1 HMP Humber was part of the then Prisons Minister's Ten Prisons Project. Through this, the prison was able to bid for additional funds during this reporting year. Part of this funding allowed for a focus on deep cleaning, and, in zone 2, an improvement to living conditions in J, K, L and M wings in particular, including in-cell furniture replacement. Deep cleaning and redecoration were provided by outside contractors. New serveries, flooring and shower screens were installed. This work has now been completed to a high standard. Assurance checks to residential accommodation are carried out on two wings each week in rotation.
- 7.2 In July 2019, decency was not good and first night conditions were poor, especially for late arrivals on Friday when the stores were closed. Basic equipment, such as quilts, pillows and kettles, was not always provided. However, in September, a new clothing exchange and bedding policy was introduced. This has provided prisoners with all they require when they arrive on the wing with a pack assigned to each cell. The wing now ensures that it has a good supply of stores and there is a new initiative which allows prisoners to buy kettles. The new system is working well and the IMB has seen a reduction in complaints of this nature.
- 7.3 During the early part of 2019, rats continued to be an issue. A detailed action plan was devised and implemented successfully, and this has vastly reduced the problem. The amount of litter around the establishment has also reduced, due partly to the fitting of new grilles to cell windows, but also to the hard work of staff undertaking regular checks.
- 7.4 As part of the cell refurbishment, in-cell telephones have been provided. These have been well received by prisoners, and they are given sufficient time each day to use them. The Board is pleased to see more confidentiality for prisoners when making personal calls, but this is still potentially an issue for those in a shared cell.
- 7.5 New menus have been introduced during this reporting period (in February 2019), and prisoner feedback on these has generally been positive, with the wider choice and increase in availability of salads, fruit and vegetables being specifically commented on. Board members have given positive feedback on the meals they have tasted. There has been discussion over the use of individual portion containers; if these are introduced, it is acknowledged that there will need to be additional training on portion control.
- 7.6 There have been instances when Board members have observed lunch being served particularly early (11.15am). This has been addressed as part of the action plan, and the wing informed that lunch should not be served before 11.30am, but it is something that Board members are aware of and are keeping under review.
- 7.7 There appears to have been progress on equipment issues in the kitchens during this reporting period, with reports of repairs to ovens, hotplates, slicers and new fryers being installed in February 2019. In April, a refrigerator was reported to us as needing repair, but there were no other reports to the Board about equipment needing repair.
- 7.8 The catering manager has informed the Board that there are now plenty of kitchen 'whites' in the establishment, and that these have been distributed to the wings. In May, the Board reported observing lunches being served by prisoners wearing whites and plastic gloves, and we have consistently seen prisoners working in the kitchen wearing appropriate clothing. Blue folders and posters containing information regarding

cleaning routines and correct temperatures have been prepared for the wings during this reporting period. The Board will continue to monitor this key area.

- 7.9 The Board is, in the main, satisfied that prisoners held in HMP Humber have adequate access to canteen and mail order catalogues. No concerns have been raised about the availability of a facilities list. However, the Board is concerned at the level of complaints from prisoners about the handling of their property. In the past year, applications to the Board about this issue have made up approximately 20% of all those received. These complaints are fairly evenly divided between those relating to property in this prison and those regarding property in a previous prison.
- 7.10 Members of Board have raised concerns about the safeguarding of prisoners' property when they are transferred to the segregation unit, especially for those held in a shared cell. We are concerned at the unnecessary stress this causes to prisoners, the extra work caused to staff and the levels of compensation that are being paid out. The Board hopes that attempts will be made to improve the quality of the property transfer process within the prison.
- 7.11 There have also been concerns raised about the space available in reception for the handling and storing of prisoners' property. The Board appreciates the constraints of the storage capacity available for a greatly increased prison population at Humber. The reception area was designed for 340 (HMP Wolds in 1991) but now needs to deal with a prison capacity of 1,062. The Board considers that this is an issue which needs to be addressed as a priority, and urges the Governor to look at strategies to address this.
- 7.12 The Board has observed the difficulties that staff have in obtaining responses about property related to a previous prison. In addition, responses to prisoners' complaints from other establishments are often late or not received at all. We continue to hope that this will improve in the future.
- 7.13 The prolonged heat of summer 2019 had an impact on the establishment, and there were ventilation issues in many areas. The governor hired 20 air conditioning units, which were distributed in key areas around the prison. The Board has been advised that there is a bid in for additional funds to alleviate this issue.
- 7.14 The Hope unit (for prisoners serving indeterminate sentences for public protection) can house up to 48 prisoners, and there are currently around 37 residents. They are all taking part in the progressive regime being rolled out on the unit, 12 of the prisoners have already moved on to Stage 2 of the regime and 5 of the prisoners have moved onto stage 3 of the regime.

8. HEALTHCARE (including mental health and social care)

- 8.1 Health services are delivered from two health centres, one in each zone. Clinical rooms are clean and well equipped. Due to the nature of the building, the waiting room in zone 1 is in a better condition and has better ventilation than that in zone 2, although both are still poorly ventilated. This is a concern, particularly in hot weather. Drinking water is provided for prisoners to alleviate this but better ventilation is still a priority. It is noticeable that the walls display limited health information, or, in many cases, out of date. A new member of staff, a 'health promoter' has recently started, and will address this.
- 8.2 Medical emergencies are well managed by appropriately trained staff. In December 2019, there were 74 healthcare staff and 10 vacancies. The majority work in primary care, with the lowest number working in mental health, where there are eight members of staff.
- 8.3 Prisoners are aware of the PALS system which categorises contacts under the 4 Cs – Concerns, Complaints, Comments and Compliments. These are actioned by the team in the required amount of time designated by their own systems. Concerns about health services remained the area with the largest number of applications to the Board during this reporting year.
- 8.4 PS continue to be a major issue. Dynamic searching of prisoners after visits is now taking place to help to address drugs getting into the establishment via this route. Staff are well trained on PS and are adept at identifying and dealing with these.
- 8.5 Routine appointments are timely, and waiting time are: GP 7 days, dental 6 weeks, psychiatry 35 days and drug and alcohol recovery team (DART) 5 days. Data show that attendance rates are at least 88% for GP clinics, 82% for nurse-led clinics, 91% for substance misuse clinics and 82% for mental health clinics. However, attendance is lower at dental clinics, at 76%.
- 8.6 A two-day health screening process is in place for all prisoners entering the establishment, ensuring that their immediate health needs are addressed quickly and efficiently. Screening includes hepatitis B and C, HIV and drug reduction. A care plan can then be put into place, and prisoner needs managed by appropriately trained staff.
- 8.7 The DART supported 4,331 prisoners in 2019, with an average of 361 clients on their caseload per month. The DART caseload increased from an average of 392 at the turn of the year to 460 at its close. Practitioners see all new referrals promptly, provide induction groups for new arrivals, and see those on 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 to reduce their opiate substitute dependence.
- 8.8 Prisoners with social care needs are identified promptly, and staff work closely with East Riding of Yorkshire council to ensure that prompt assessments are made, by qualified social workers. Person-centred care plans help to ensure that social care needs are managed by appropriately trained staff.
- 8.9 The Board notes that a large number of prisoners who enter the prison have mental health issues. This means that the mental health team is under considerable pressure. At times, we find that the number of open ACCTs which the mental health team is dealing with interferes with their other work, especially preventative treatment. The mental health team is often supporting over 150 prisoners, with several under the care

programme approach. Most prisoners are seen on the wings or in activities, to improve engagement.

9. EDUCATION AND OTHER PURPOSEFUL ACTIVITY

- 9.1 A broad range of learning is available at HMP Humber, delivered via the Prison Education Framework (PEF) ~~Offenders' Learning and Skills Service (OLASS)~~ through contracted providers. This consists of basic, functional and entry-level skills, mathematics and English to level 2, and national vocational qualifications in practical subjects to level 2. Some level 3 learning is delivered, and there is some, limited access to the Open University and distance learning. Most teaching is at the required level, particularly in practical subjects. Outcomes are generally acceptable, and prisoners' progress is satisfactory.
- 9.2 Prisoners have agreed action plans with identified outcomes, which are reviewed at regular meetings, and reports are submitted from all departments. There is a continued commitment to developing partnerships with business, industry and community organisations, in order to link learning and qualifications with opportunities for prisoners on release.
- 9.3 The Novus ~~'Across the Gate'~~ 'Through the Gate' programme is a successful job brokerage scheme that helps prisoners to get a job after release. Facilities for vocational training are good. Outcomes are generally acceptable, and the progress of prisoners is satisfactory.
- 9.4 The prison has a well-equipped workshop for prisoners to develop computer and smartphone apps by writing computer code. They benefit from teaching by outside experts via electronic communication, as well as the prison's instructor. They work enthusiastically and are aware that they are developing skills that are in demand in the job market.
- 9.5 There are good opportunities for prisoners working in the kitchens, bakery, visits serveries and on wing serveries to gain qualifications to help them with employment after release.
- 9.6 The PE department has consistently operated to a very high standard throughout the reporting year. The prison officers are highly motivated and professional, and often put in extra effort. The 'personal achievement development scheme', which received a Butler Trust Commendation, has been very successful and is popular with the prisoners.

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 Greene King (a large national brewery), which held a recruitment event for prisoners. Following this event, seven prisoners were offered a work placement on release.
- 10.2 The Board is pleased to see an increase in the overall number of activity places in 2019 to 965, an increase of 57 during this reporting year. On average, during the reporting year 800 prisoners were allocated to work, with 878 jobs (some of which are only part time) available for a prison population of about 1,017. This leaves around 139 prisoners with no activity. Some are unfit for work and some refuse to engage in work, despite best efforts.
- 10.3 Currently, attendance at work is regularly over the target of 80%, regularly achieving 90% and above. This has been achieved while supporting as many prisoners as possible to attend interventions such as the Thinking Skills Programme or Resolve, and other activities run through the gym, equalities, chaplaincy and children & families teams.
- 10.4 The Board notes that, owing to the figures above and the part-time nature of some activities, on occasion there are still large numbers of prisoners on the wings during work time, spending many hours locked in their cells.

11. RESETTLEMENT PREPARATION

- 11.1 Preparation for resettlement is a vibrant area of the prison which is developing very positively. Funding from the Ten Prisons Project has enabled innovative developments, which have had a significant impact on the experiences of prisoners preparing for release.
- 11.2 The achievements and outcomes of the offender management model are closely monitored by a bi-monthly reducing reoffending/quality information group (QIG) meeting, attended by Board observers. This reviews progress on the basic custody screening tool seven pathways identified by P-Nomis: including accommodation/shelter; education/employment; healthcare; drugs and alcohol/DART; children and families; plus input from the chaplaincy, Across the Gate and Humber pilots.
- 11.3 From the evidence of our regular Board 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 prisoners on release (through the work of Shelter).
- 11.4 Funding has enabled the appointment of seven community rehabilitation company (CRC) workers during this reporting year, who work with prisoners in the last 12 weeks before release. Some individuals in the CRC are working with high intensity across the gate. The chaplaincy and Shelter both contribute to the work on resettlement.
- 11.5 The prison normally holds 13 family days per year. Each of these can accommodate a maximum of 13 prisoners attending each one, with up to 65 family guests invited in total. This represents a significant increase in the number of family days held from 2018. The Board is encouraged to see this, and the positive impact for prisoners and their families.
- 11.6 A new programme has been developed and is being delivered in partnership with the integrated Through the Gate service. The programme, called Ready 4 Release, runs over two weeks. The first week takes place 10–12 weeks before discharge, and the second 5–6 weeks before discharge. A range of key topics are covered, including finances, education, accommodation, food preparation, attitude management, health, family dynamics, licences and community-based interventions. All of these areas are designed to support prisoners on release.
- 11.7 A visit by the executive director of Prisons in August 2019 commented on the good rehabilitative culture strategy and action plan, and noted that there was evidence of innovative rehabilitation work across the prison.

Section C – The work of the IMB

The Board has been able to meet its commitment to monitoring duties and has been able to report efficiently on issues of concern and good practice identified at each of those visits. Prior to each Board meeting, the Chair presents these issues to the Governor. The Governor continues to be active in promptly addressing the issues raised and reporting back to the Board. The Board is appreciative of this and other information about the activities and operation of the prison provided by the Governor at each meeting. Important issues raised during the Board meeting are noted and followed up by members during their rota visits.

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 reporting year, we have endeavoured to raise the profile of the Board by increasing the number of visits to workshops, ensuring that all are visited by the Board regularly.

Board meetings have been generally well attended and a full coverage of duties continues, reflecting the level of commitment of members. The Governor or, on occasions, her deputy always attends the meetings to update members on current issues and developments, and provides feedback on issues raised by the Board.

For annual reporting purposes, each member of the Board is allocated to at least one specialist monitoring area. This improves the Board's overall knowledge and depth of monitoring.

We speak to all prisoners on the segregation unit, and answer prisoner applications, speaking to the prisoners themselves where possible. In addition, we regularly check open ACCT documents for completeness and accuracy on the wings we visit, to ensure that the process is being followed. We regularly attend ACCT reviews and Rule 45 boards. Attending such activities brought members of the Board into direct contact with prisoners and staff alike.

During the reporting year, the Board has also attended, as observers, a range of prison meetings, to extend its depth of monitoring and to inform itself of events and changes. A Board representative has also been present at a number of other prison events over the reporting year.

The Board launched a recruitment campaign in early 2019, which resulted in one new member joining us. We are planning another campaign in early 2020, and looking at how to advertise more widely using a range of social media platforms such as LinkedIn, Facebook and Instagram.

BOARD STATISTICS	
Recommended complement of Board members	24
Number of Board members at the start of the reporting period	16
Number of Board members at the end of the reporting period	13*
Total number of visits to the establishment	384
Total number of segregation reviews attended	242

* One member is on sabbatical and one member is still on probation

Section D – Applications to the IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	19	27
B	Discipline, including adjudications, IEP, sanctions	1	5
C	Equality	10	7
D	Purposeful activity, including education, work, training, library, regime, time out of cell	19	28
E 1	Letters, visits, telephones, public protection restrictions	16	13
E 2	Finance, including pay, private monies, spends	3	0
F	Food and kitchens	2	16
G	Health, including physical, mental, social care	55	48
H 1	Property within this establishment	31	42
H 2	Property during transfer or in another establishment or location	26	35
H 3	Canteen, facility list, catalogue(s)	23	17
I	Sentence management, including home detention curfew, release on temporary licence, parole, release dates, recategorisation	17	34
J	Staff–prisoner concerns, including bullying	31	34
K	Transfers	26	32
L	Miscellaneous	26	44
	Total number of IMB applications	305	382