



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

ANNUAL REPORT

1 APRIL 2010

TO

31 MARCH 2011

## **SECTION ONE**

### **Statutory Role of the IMB**

1.1 The Prisons Act 1952 require that every prison to be monitored by an Independent Board (IMB) appointed by the Home Secretary from members of the community in which the prison is situated.

1.2 The IMB 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 standards and requirements placed on it and what impact these have on those in custody

1.3 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 excepting for medical records.

## SECTION TWO

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## **SECTION THREE**

### **Description of the Prison**

3.1 Her Majesty's Prison (HMP) and Young Offenders Institution (YOI) Peterborough is a male Category B (Cat B) local prison and a Female closed prison managed by Sodexo Justice Services formerly Kalyx and is currently the only dual purpose prison, with male and female prisoners, in the country. The female prison also contains a Mother and Baby Unit.

3.2 In the male prison the catchment area originally was Cambridgeshire. This rapidly became unsustainable because of overcrowding in London and so prisoners from wider afield began to be admitted. This has continued to date, with the doubling up of many cells, to assist in the accommodation of the general increase in the prison population. Within that general increase in the prison population there has also been an increase in the numbers of elderly prisoners and those with severe mental health issues.

3.3 The female prison had a catchment area which included Cambridgeshire and the surrounding counties of Nottinghamshire, Leicestershire, Lincolnshire, Northamptonshire, Warwickshire, Norfolk and Suffolk. It now takes in prisoners from anywhere in England and Wales. In addition a Young Offenders Unit was opened, for female prisoners, in December 2006 and a 1<sup>st</sup> Stage Lifer Unit again for female prisoners in March 2007. There are female prisoners with severe mental health issues within the female prison population.

3.4 The introduction and implementation of 'Free flow' has made a huge difference to the regimes within the Female prison and is now being rolled out on the Male side.

3.5 The LINK centres in the two prisons continue to develop, providing a link between prison and the community at large and connecting prisoners to services on the outside. Due to financial constraints Citizens Advice Bureaux (CAB) and other organisations have ceased to offer their services within the prison.

3.6 During the course of the year a new Director was appointed following which a number of changes to the management and prison structure have been implemented. These changes are continuing.

3.7 The work of both prisons is affected by the fact that they are continually disadvantaged when compared with the Public Sector establishments. This is particularly noticeable in the area of prisoner finance.

3.8 As mentioned in the last reporting year, the plans to increase the size of the male prison are progressing. The Chair and Vice Chair have had sight of the detailed plans which have been presented for final approval.

## **SECTION FOUR**

### **Executive Summary**

4.1 During the reporting year a new Director has been appointed. The staff have commented positively on his visibility and increased contact with both staff and prisoners. Morale within the prison has greatly improved.

4.2 Organizational changes have been implemented and where appropriate consultation with the staff on the proposed change, such as to shift pattern, has taken place.

4.3 The Director has introduced an informative Director's Weekly Briefing for staff which not only includes important information for staff but also has a section for the functioning of departments and the role of their staff

4.4 This year's report reflects the continued progress being achieved in many areas to ensure that prisoners are being treated positively and are being supported throughout their term at Her Majesty's Prison and Young Offender's Institution (HMP/YOI) Peterborough.

4.5 The following areas are a few of those elaborated further in the report;

4.6 There has been improvement in Workshop activity and variety and in Education and the Gardens (Section 5.2)

4.7 In Education all courses follow an accredited syllabus. The Art department continues to stimulate creative work and a number of pieces of Art have been accepted for The Koestler Trust Art Exhibition (Sections 5.2.1 and 5.2.3)

4.8 Although the staffing levels in Education are satisfactory there is difficulty in retaining staff as financial rewards are more attractive elsewhere. (section 5.2.4)

4.9 There has been a continued improvement in the delivery of Healthcare and the Wellbeing Centre has been highlighted as an area of best practice. It has been suggested that this could be an exemplar for other establishments to follow. (Section 5.3.2)

4.10 Issues still remain between the Prison and the Primary Care Trust relating to funding of services. An example of this that an anticoagulation machine is unusable as the calibration needs to be by the local hospital and there is no action to resolve this to ensure this essential piece of equipment is functioning (Section 5.3.13)

4.11 There are concerns about the continued number of prisoners with severe mental health issues. Support has improved with the increased staffing levels and from Cambridge and Peterborough Mental Health Foundation Trust with several transfers to appropriate specialist Units which can provide the specialist help required. (Section 5.3.15)

4.12 The Prison has 'Family Days' for both male and female prisoners and a similar event is held on a regular basis for female lifers when they can get together with their extended family in the female gym for activities organized by the staff. (Section 6.14.3)

4.13 A 'kiosk' system has been installed during the year. Through the kiosk prisoners can order personal items, choose their meals and check their finances. For those who have difficulty reading English there are pictorial representations. This has been well received by both prisoners and staff. (Section 6.7.1)

4.14 The Prison is piloting a 'Social Impact Bond' initiative. This scheme, a joint project between the Ministry of Justice and Social Finance (an ethical banking organization,) is funded by investors and provides funding for mentors to help ex-prisoners adjust to life outside of prison.

4.15 HMP/YOI Peterborough must be congratulated as it has retained its five star award for Occupational Health and Safety Audit and has been awarded for the first time four stars for the Environmental Audio. Both of these awards are given by the British Safety Council.(Section 6.6.1)

4.16 The Board is however concerned that having a 'not to be exceeded target' is not an ideal way of measuring the effectiveness of Health and Safety within the Prison. (Section 6.6.3)

4.17 A new Facilities Manager has been appointed. There is now a proactive maintenance plan as well as a system for completing essential repairs. A Site Sustainability Plan has also been developed to reduce the Carbon Footprint of the prison (Section 6.5.3)

4.18 Because of the delay in the appointment of the Facilities Manager it was felt that the department had been disadvantaged and the staff became reactive rather than proactive. The Board felt that some parts of the Prison were not adequately maintained illustrated by a roof vent becoming completely dislodged during high winds (Section 6.5.1 and 6.5.2)

4.19 In last year's report the Board expressed concerns that they were not being informed of 'serious incidents'. This matter has been brought to the attention of the new Director and agreement has been reached concerning 'call-outs. This will be monitored

4.20 After discussion with the new Director fourteen day reviews are now being held on set days which enables Board Members to attend on a regular basis.(Section 5.6.1)

## **Issues for the Minister**

1. Last year's report highlighted under issues for the Prison Service, the continuing anomalies and consequent difficulties that occur as HMP/YOI Peterborough is part of the Contracted Out estate. These difficulties continue and the example of P.NOMIS not being available in the contracted estate remains. We also understand that prison officers of the contracted estate are not allowed to join the National Control and Restraint (C&R) Teams. Thus staff are being disadvantaged. At meetings attended by Board Members there have been suggestions that in the future there could be even greater division between the public and contracted estate. The Board finds totally unacceptable and needs to be addressed if more of the Prison Estate is to become Contracted Out.
2. There are continuing concerns about the increasing number of prisoners with severe mental health issues. Support has improved with the higher staffing levels and from Cambridge and Peterborough Mental Health Foundation Trust and there have been a few transfers to appropriate specialist Units. The Board still considers that the Prison System is not the best way of treating these vulnerable members of society. (Section 5.3.13/15)

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

1. There is still uncertainty regarding Prison Healthcare with the potential demise of the Primary Care Trusts (PCTs). This need to be resolved.
2. The prison is piloting a new substance misuse programme. Building Skills for Recovery (BSR) is an amalgamation of four earlier programmes. The Board notes that this initiative only covers drug misuse at the moment, but hopes that alcohol misuse will soon be included. (Section 5.3.9)
3. The transferring of Prisoner's funds between the Public Estate and the Contracted Out Estate requires a review as the current system creates considerable delays in the transfer of funds which in turn causes distress to prisoners.

### **Issues for the Prison**

1. There has been continuing discussion between the PCT and the Prison concerning the funding of Healthcare for the prisoners. Progress is being made by the Partnership Board. It is hoped this will be maintained despite lack of clarification of funding with the demise of PCTs.(Section 5.3.13)
2. Listeners are an important group of prisoners trained by The Samaritans to help other prisoners. There has been a decrease in the number of female listeners, as prisoners have been discharged. Such an important resource should not be put under pressure and an active recruitment programme should be maintained. (Section 4.5.2)
3. Staff corruption continues to be a concern and the Board is pleased to note a firm approach is being taken and this approach should continue.(Section 6.15.5)
4. The Director is aware that the operation of the 'Personal Officer Scheme' has been poor. The Board considers that despite some improvements there is still much to be done. (Section 6.2)

## **SECTION FIVE**

### **Diversity**

5.1.1 During the reporting year, the Black and Minority Ethnic (BME) populations have increased in both the male and female prisons and so have, on occasion, the number of Foreign National Prisoners (FNP).

5.1.2 Ethnic monitoring has shown that the BME population continues to average approximately 19% in the prison as a whole with FN numbers significantly lower. However, there are a number of FNPs from Eastern European and South East Asian countries, many of whom speak little or no English. The prison continues to invest in translation services, including the provision of equipment and necessary training for staff.

5.1.3 The new protocol that was established last year to work with new arrivals with disability issues is working well as it continues with their through care whilst they remain at HMP/YOI Peterborough.

5.1.4 In summary, the prison has a Race Equality Plan, an Equality and Diversity Strategy and a Disability Programme all of which continue to be put into action and appear to be serving the prison well.

### **Learning and Skills**

#### **Education:**

5.2.1 The six week courses, offered in both the Male and Female prisons this year, have been well received. All courses follow an accredited syllabus. Basic and Higher Literacy and Numeracy, English for Speakers of Other Languages, Information Technology, Communication Skills, Stories connect, Money management, Art and Business Studies are central to the curriculum whilst other areas, Horticulture, Hairdressing, Cookery integrate with industries. The Education Department provides a good working environment for prisoners and in addition to academic qualifications staff encourage the development of individual talents.

5.2.2 Some excellent creative work has been produced in Communication Studies producing anthologies of prisoners' poetry and a wide variety of creative art work has again been witnessed in the Art department.

5.2.3 A number of pieces of art were accepted as part of the Koestler Award Exhibition.

5.2.4 Staffing levels are satisfactory but retention of staff is disappointing, consequent upon more competitive salaries elsewhere.

#### **Workshops**

5.2.5 The workshops continue to offer a wide variety of work for the prisoners.

5.2.6 Since the last report a new partnership with Wash has been made to replace Compass in the washing machine repair shop. This is going very well.

5.2.7 Re-cycling continues to flourish and the Sue Ryder Hospice continues to send bags of clothing to the workshop.

5.2.8 The cookery and domestic science workshop is popular with the women prisoners and enables educational courses to be taken as well.

5.2.9 A new sewing workshop has been created and is proving a success with items being made for Dr. Barnado's charity amongst other things.

5.2.10 The gardens on both sides of the prison continue to flourish and have provided vegetables for the prison kitchen and flower displays, some of which can be sold to officers.

5.2.11 The carpentry workshop has proved a success and with the arrival of new raw materials it is hoped it will continue in the same way.

## **Healthcare**

5.3.1 The board is pleased to report the continuing good progress of healthcare provision within the prison.

5.3.2 This was confirmed by a recent announced inspection by Her Majesty's Chief Inspector. The provisional outcome included positive comments with regard to various healthcare practices and clinical systems. Whilst it was noted some outcomes were not being achieved through communication and management gaps these did not undermine the improved clinical procedures. Areas receiving significant praise included IDTS and CARATS. It was particularly pleasing to note the Wellbeing Centre being highlighted as an area of best practice. It has been suggested that this could be an exemplar for other establishments to follow.

5.3.3 The dentistry facility also received very positive feedback.

5.3.4 Earlier in the year the board had become concerned about the quality of care plan record keeping as well as the delayed delivery of spectacle orders. Whilst it took time to rectify these matters the board is now confident both these issues have been resolved. There is now a dedicated lead nurse on both the male and female side of the prison overseeing care plans resulting in a vast improvement in quality of both the plans and the record keeping. A more robust financial system now helps to ensure most spectacle orders are delivered in a timely manner.

5.3.5 The female healthcare centre had been doubling up as a first night centre but the board is pleased to report this practice ceased at the beginning of the calendar year.

5.3.6 Prisoner healthcare complaints are investigated on a daily basis. The healthcare manager looks at female complaints and a senior member of staff looks at male complaints. Taking this early initiative has resulted in a significant drop in healthcare complaints overall.

5.3.7 Prison Health Performance Indicators continue to be monitored. A quality assurance inspection by The Health & Social Care in Criminal Justice Partnership Board took place in 2010 and reported satisfaction in the required reporting standard. An unannounced inspection looking at mental health provision then took place in December 2010 and also gave a positive response. The previous annual report noted a concern around the quality of pharmacy provision but we are pleased to state this is no longer the case.

5.3.8 The board is particularly pleased to note the improved working arrangement with the PCT resulting in the healthcare facility on both sides of the prison being fully staffed.

5.3.9 The prison is one of nine piloting a new substance misuse programme. Building Skills for Recovery (BSR) is an amalgamation of four earlier programmes. One of the main advantages of this programme is that prisoners can slot in at any point meaning that if someone moves establishment or they are released they can continue the programme where they left off and not have to go all the way back to the beginning of the course. The programme is run over 15 sessions in 4 weeks. The Board notes this initiative is only covering drug misuse at the moment and hopes that alcohol misuse will soon be included.

### **Mental Health**

5.3.10 A Multidisciplinary Team which includes both Healthcare professionals and Safer Custody Team members has been successfully developed to discuss plans for the management of prisoners with psychiatric problems.

5.3.11 The Mental Health Team works jointly with IDTS (Integrated Drug Treatment Strategy) to identify prisoners/patients who are both substance misusers and who have in addition an identifiable but separate psychiatric disorder not related to their substance misuse.

5.3.12 The Primary Care Mental Health Team had been developed with plans for the safe management of mental health problems, wherever possible, in Primary Care. This is under review due to the Health Service reorganization.

### **Partnership Board**

5.3.13 In the past the Board has been aware of issues with regard to the funding of the Healthcare in the prison; we feel that the prison is being expected to fund items and services that should be included in the funding supplied by the Health Service to the PCT for HMP/YOI Peterborough as the prisoners are part of the community of Peterborough whilst at HMP/YOI Peterborough. For example for the past 2 years a coagulation measuring machine has been inoperable because the calibration needs to be done by the hospital and there has been no co-ordination to action this. Hopefully with a new direction from all parties we would like to see a resolution of this and similar problems.

5.3.14 With the proposed demise of PCTs and the funding being transferred to the doctors surgeries the Board is concerned for the future provision of healthcare in the Prison.

5.3.15 The Mental Health In Reach team is proactive in identifying increasing numbers of prisoners with severe mental health issues and arranging transfers to a specialist hospital environment wherever possible. This is a great improvement to the situation which occurred earlier in the reporting period when a severe lack of staff resulted in limited psychiatric support being available. Support for In Reach from Cambridgeshire and Peterborough Mental Health Foundation Trust has improved over the reporting year. The team expect access to the trust IT systems to be available at Peterborough very soon. Good psychiatrist support is in place.

From 31<sup>st</sup> March 2011 Primary Mental Health at HMP Peterborough will be managed by the In Reach team and current primary mental health staff will transfer over to work for the Trust. There will be

three mental health nurses dealing with primary mental health issues. The Mental Health team covers both male and female prisons

### **Mother and Baby Unit**

5.3.16 The Mother and Baby Unit (MBU) responded well to the challenge of supporting a mother who delivered at 25 weeks, providing several visits a week to the Neonatal Intensive Care Unit at a hospital outside the region where the baby had been taken. They also provided a separate fridge for storage of expressed milk. Staff also assisted with an emergency delivery which occurred in the MBU Office.

5.3.17 A midwife is currently visiting two days a week with the expectation that this will go up to 2½ days a week once a drop-in clinic for all expectant mothers begins. The Health Visitor visits once a week. There continues to be a good relationship with Peterborough City Hospital Maternity unit. During the year 2 babies were subject to immediate removal from the mother after birth. The unit is about to house its first Young Offender mothers.

### **Male Safer Custody/Violence Reduction Safer Custody**

5.4.1 The progress made over last year has continued and the prison continues to build and strive to improve the structures already in place to ensure the safety of prisoners. Monthly meetings also continue to be held which are attended by some of the Listeners and also the Samaritans.

5.4.2 Due to recent training the number of listeners has risen and now totals 11. These increased numbers have helped to ensure that the prison receives a good coverage and that prisoners are captured. It has also resulted in an increased number of calls although this can vary. The Samaritans continue to provide great support and are working with the Safer Custody Coordinator to ensure a proactive approach is adopted. Over this last year they have put in 1200 hours into attending the prison for example for weekly meetings, training. The listeners' visibility is also higher due to special 'T' shirts and badges which they now wear and which makes it easier for prisoners to identify them. A listener will see new prisoners when they arrive in Reception or by the following morning in Induction. The Listener Suite on W1 also appears to be working well where most listening takes place.

5.4.3 Prisoners placed on ACCT documents are currently higher than seen previously but this has been variable over the year. This is felt to be a positive point so that prisoners can be given the help and support that is needed.

### **Male Violence Reduction**

5.4.4 Although there are no specific guidelines laid down on how to monitor or reduce violence within prisons, Peterborough take it extremely seriously and have strong systems in place. Changes have been made recently to the Violence Reduction system where a more robust approach is being adopted. This is due to the fact that incidences of violence appear to have risen. There does not appear to be one particular area or reason for this other than perhaps the type of prisoners sent to

the prison. It is hoped that this new approach will act as a deterrent and, already in the short time that it has been implemented, the signs are positive with the number of assaults reducing. Due to the fact that everything will be reported however minor, this more robust approach will increase the reporting figures but it will ensure that all instances are captured and that no acts of violence/bullying will be tolerated by the prison. It will also mean that staff must take more ownership and be more challenging to prisoners. Although significant improvements have been made over the year, staff need to ensure that there is a more consistent approach adopted especially that SIRs and the VR paperwork all tie in together and are completed.

5.4.5 Prisoners can be placed on Stage 1 for any anti-social behaviour such as threats, name calling, music too loud etc. Where there is any act of violence or discriminatory behaviour it will result in a prisoner immediately being placed on Violence Reduction Stage 2 and demoted to basic regime for 28 days. They will also be seen by the Safer Custody Coordinator and Security and challenged about their behaviour. Changes have also been made to Stage 3 prisoners where they will be placed in the Separation and Care Unit on Rule 45. Additionally, telephone and mail monitoring will be put in place and their level of risk assessed.

### **Deaths in Custody**

5.5.1 There were no deaths in custody during this reporting period.

### **Separation & Care (Male and Female)**

5.6.1 During the last three months of the reporting year the fourteen day reviews have taken place on set days and when changes to these arrangements have occurred, the board members have been informed. The female reviews, however, are long as they take place at the same time as the ACCT review. The majority of the fourteen day reviews are being attended by Board members.

5.6.2 Seventy two hour reviews by their nature are not at fixed times and there are numerous changes to the times and days of these reviews. This makes it difficult for the board to attend on a regular basis. Paper work is checked.

5.6.3 Although there have been occasions when Board members have not been informed about prisoners being taken to Separation and Care this is improving. The Board checks the paper work and speaks to the prisoners, as soon as is reasonably possible, after they have been separated. Health checks are consistently done when prisoners are sent to Separation and Care.

5.6.4 Male and Female Separation and Care have a dedicated staff and are well run. During the reporting year the Board was concerned that prisoners were being kept in separation and care beyond the twenty eight days. The reasons given for this were:

- Mental health issues of the prisoners, where sending them back to wings might result in harm to themselves or others.
- Where a prisoner is at risk of harm as a result of the crime committed.
- Where the prisoner refused to go back to the wing for various reasons . This resulted in an increase in loss of privileges and has to be carefully monitored by the Board.

## **Adjudications**

5.6.5 These occur daily in the male prison and wherever necessary in the female prison. Internal adjudicators are led by the appropriate level of management and the Director adjudicates on the male and female prisons monthly. These are monitored by the Board on a regular basis and procedures about witnesses, legal representation and evidence are followed. The outside adjudicator comes into the prison every two to three weeks.

## **SECTION SIX**

**6.1 Induction:** On arrival, all prisoners are provided with information on the way the prison operates and what is expected of them whilst they at HMP/YOI Peterborough. The pack also contains information about the services from Outside Agencies that are available to them whilst in prison and on release.

**6.2 Personal Officer Scheme:** Since the prison opened, there have been some difficulties with the Personal Officer Scheme. The system now in place sees each officer on a wing allocated a number of cells, and he/she acts as the Personal Officer for prisoners housed there. Officers are required to see each prisoner on a weekly basis and deal with any issues of concern. A record of these meetings is entered on the Prisoner's Record. However, many prisoners have suggested to Board Members that the scheme is not working as envisaged.

**6.3 Incentive and Earned Privilege Scheme (IEP)** Prisoners, for some time, have been expressing concerns about the award of IEPs. They do not seem to understand why some IEPs were issued. The prison has responded by issuing a leaflet which explains the reason why IEPs are issued. This has also been issued as a Prison Service Order (PSO).

**6.4 Reception:** The management of the Reception Areas has been reorganised to allow for a more streamlined system during the times when arrivals and departures are expected. Staff have also had additional training to deal more effectively with prisoners' property. Prisoners' property has been an area of much concern over recent years.

Staff are helpful and considerate to prisoners, especially those admitted for the first time. Prisoners are treated with respect, dignity, tolerance and courtesy.

During the year the department took delivery of a BOSS chair for intimate body scans.

### **Maintenance:**

**6.5.1** This department was disadvantaged during the reporting year because it took the prison some time to recruit a new Facilities Manager. As a consequence the maintenance team appeared to be more reactive than proactive. The heating system continued to cause problems and it became apparent during the reporting year that several aspects of the prison had not been maintained adequately since it opened.

**6.5.2** For example a roof vent was completely dislodged, in high winds, and could have caused severe injury if prisoners or staff had been in the area where the part landed.

**6.5.3** Following the appointment of the new Facilities Manager there is now in place a proactive system of maintenance as well as a system for completing essential repairs. In addition a new initiative, the Site Sustainability Plan, has been put in place reducing the Carbon Footprint of the prison. The prison is engaged in waste recycling and white goods refurbishment, but there is recognition that energy use needs to be better managed. In addition the plan is also targeting a reduction general and food waste and the conservation of water.

## **Fire, Health & Safety:**

6.6.1 HMP/YOI Peterborough retained five stars for the Occupational Health and Safety Audit and for the first time was awarded four stars for the Environmental Audit. These awards are made by the British Safety Council as part of their Five Star Audit which is an internationally recognised audit system..

6.6.2 Accident and Safety: Reporting of all accidents, trips, and falls together with disease control are reported under the requirement 'Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations' (Riddor).

6.6.3 The Board considers that having a 'not to be exceeded target' is not an ideal way of measuring the effectiveness of Health and Safety within the Prison.

6.6.4 The new Health and Safety Officer has instigated a number of improvements to the regime. Efforts are being made to instil an awareness of Health and safety risks into both management and staff when carrying out their daily duties.

6.6.5 Legionnaires' Disease. All aspects of the water system are checked regularly. An outside specialist group is on contract to take and test samples at all places where the disease is most likely to develop. This sampling is done weekly.

6.6.6 Health and Safety Prison Group: Peterborough is one of a group of four prisons. Corporate responsibility for these four prisons is managed from within Peterborough prison.

## **Canteen**

6.7.1 During the course of the past year a new system has been installed for ordering prisoners' personal items as well as their meals. Each wing now has a "kiosk" machine which prisoners can use any time of the week to check their finances, enter orders for their "canteen", request phone credit and choose their menu for the following week. In order to help those who cannot speak English or who have difficulty in reading, there are also pictorial representations of the items. The system has bedded in quickly and has had a very popular response from both prisoners and officers as orders can be changed or added to during the week which has led to fewer problems in delivery and has freed up officers' time. There is also the option of donating a small sum to charity each week, which is regularly used by some prisoners. Leading on from its initial success, plans are currently being drawn up for prisoners to be able to make appointments with Healthcare and to book visits.

6.7.2 The prison shop has found the system has worked well at the point of delivery and is efficiently managed. The majority of prisoners on both sides seem satisfied with the range of items they can order and although they are open to suggestions from the prisoners as to improving and expanding stock items, lack of space dictates a limit to the range of goods they can hold.

## **Kitchen**

6.8 Standards in the kitchen have continued to improve as a result of the work carried out by the very dedicated staff team. Prisoners are offered a varied daily menu including special dietary requirements and ethnic food choices. There is always fresh fruit available and the Prison Gardens provide seasonal fare.

## **Property**

6.9 There have been significant improvements to the position reported last year in regards to the difficulties experienced by some prisoners in having some items in their possession that were allowed at other establishments and the problems experienced with transfers. A revised facilities list recently introduced allows for more in possession property and this is to be further improved with additional allowance for higher regimes.

## **Library**

6.10 The administration of the male and female libraries is managed and administered by one operational officer who has sole responsibility for both prisons. The library on Female side is accessed in the mornings and the Male library is accessed in the afternoons. There is also evening and weekend access for the wings. There is a Sunday morning chess club and Stories on Computer for prisoners' families. Access for Separation and Care prisoners is sometimes limited because of reviews/adjudications and book return is unreliable.

## **Wings /Staffing**

6.11 The Board is pleased to report that staffing levels and retention have improved in the year in line with the increase in staff morale. The Prison continues to attract recruits to its staff.

## **Mail**

6.12.1 Over the course of the reporting year, the Board dealt with a considerable number of complaints from prisoners about the quality of the mail service within the prison. The number of complaints received on this issue had dropped from the previous year.

6.12.2 The Board therefore undertook a "mail audit" which included tracking some ingoing and outgoing post, to and from an inmate. One of the main complaints is the time it takes for a letter to reach a prisoner from the time it is actually posted on the outside.

6.12.3 Outgoing mail, which has to be posted unsealed, is collected from the red wing boxes each night. It is then taken to the Post Room for security checks and processing.

## **World Faith**

6.13 The Co-ordinating Chaplain continues to bring energy and enthusiasm into his job. Assisting him there is one full time chaplain and 5 part-time chaplains working between one day and four days a week. Last year there was an issue with under-representation for Roman Catholic prisoners. This has been addressed with a priest working sixteen hours a week. There is still a problem finding a Buddhist priest but this is common to many prisons. Services are well attended on both sides of the prison as well as other courses and meetings.

## **Visits**

6.14.1 Concern had been expressed for some time that a number of drugs and sim card passes were taking place in the visits halls, undetected. It was suggested that this was due to a shortage of operational staff in these areas. On occasions there were only three officers present while prison policy suggested that five should be on duty (on the male side). Often, the Closed Circuit TV cameras were not being watched and the 'drug dogs' were not being regularly deployed at the busiest times and it was at these times that staff shortage was also most acute.

6.14.2 After highlighting this problem on several occasions, the number of officers on duty in the visits halls has been increased. On every occasion in the past few months that the Board members have done a "spot check", they have found adequate staffing levels and visits being monitored.

6.14.3 Family Days : Every three months, family days are arranged for both the male and female sides of the prison. These take place in the female visits hall. They are extremely popular and well attended and the staff go to great lengths to decorate the hall and provide a range of entertainment, activities, stalls and food for prisoners, their partners and their children.

6.14.4 There is a similar event held on a regular basis for female lifers when they can get together with their extended family in the female gym for activities organized by the staff.

## **Security**

6.15.1 The security department has continued to progress over the year. New prisoner profiling will be instigated it is anticipated that this will provide a more efficient, effective way of working.

6.15.2 The department is working closely with the police and their support has been valued. A number of successful initiatives have been put in place which has helped in the detection of crimes and some prosecutions have taken place. Over the year there has been a closer, more effective working with other departments such as public protection and violence reduction. Monthly meetings are held to consider the safety of people within the prison and outside.

6.15.3 The number of Security Information Reports (SIR) is consistent with last year but the intelligence received is of a better quality. There are now two fully trained intelligence analysts and two more officers are to be trained. A system is also in place where some of the intelligence received is passed back to line management in order that they can deal with the issues raised. The targets for Mandatory Drug Tests (MDT) have been successfully achieved on both Male and Female sides of the prison.

6.15.4 On the male side, phones and drugs have continued to be thrown over the perimeter wall but have reduced due to various initiatives being in place. Mobile phone/sim cards continue to be a major focus. The main issue on the female side is the trading of prescription drugs for personal use.

6.15.5 Staff corruption continues to be a main focus and any intelligence is fully investigated and dealt with firmly.

## **SECTION SEVEN**

### **The Work of the Board**

7.1 During the reporting year the Board has been able to recruit four members. This brought the Board up to 19 members out of a compliment of 20. The Board has ten male members and nine female to male.

7.2 An induction programme was organized for new members. This included the appointment of a mentor for each new member. The mentors were planned to undertake a six month programme and then another mentor was appointed for the second six months. Each new member's progress is reviewed by the Chairman and Board Development Officer.

7.3 At the beginning of 2011 a new Chairperson, Vice Chair and Board Development Officer were elected by the Board.

7.4 The Board continues to receive applications from both male and female prisoners. Applications are being dealt with weekly for both male and female prisoners. The numbers during the latter end of the reporting year seem to have been reduced. The reason for this may be a more proactive approach by the prison staff in responding to issues raised by the prisoners or the fact that prisoners are asked to explore all avenues available to them within the prison before they ask to seek assistance from the Board.

7.5 Rota visits occur weekly. Male and Female Healthcare, Male and Female Separation and Care together with the Kitchens are visited weekly. Other section of the male and female estate are visited alternate weeks.

7.6 In last year's report concern was expressed about the relationship between the Board and the Controller. There was instability in the Controller's Office with several changes of staff and the appointment of an Acting Controller. A new Controller has been appointed. It is hoped that a new relationship between the Board and the Controller will be established as initial contact has been positive.

## **Meetings Attended by the Board**

### **Internal**

Diversity

Prison Health Partnership

MAPPA

Self Harm & Suicide Reduction (Female)

Security

Safer Custody (Male & Female)

Violence Reduction (Male & Female)

Complex Needs (Male & Female)

Drugs Strategy

Adjudication Awards

REAT

Prisoner Consultative Meetings (Male & Female)

### **External**

National Foundation Course

Continued Development Course

Board Development Officers Course

IMB National Conference

Eastern Area Chairs Meeting

Contracted Out Prisons Meeting

Eastern Area Cluster Meetings

Breakaway Techniques Course

Female Prisons Meeting

New Chair's, Vice Chair's & BDO Training

7.7 BOARD STATISTICS	
Recommended Complement of Board Members	20
Number of Board Members at the start of the Reporting period	15
Number of Board members at the end of the Reporting period	19
Number of new Members joining within the Reporting period	5
Number of Members leaving within the Reporting period	1
Total number of Board Meetings during the reporting period	12
Average Number of Attendances at Board Meetings during the Reporting period	12
Number of Attendances at Meetings other than Board Meetings	176
Total number of visits to the prison	765
Total number of Applications received	397
Total number of Separation & Care Reviews held	467
Total number of Separation & Care Sessions Attended—These may cover multiple Reviews	168

7.8 CODE	SUBJECT Applications Received		2008/9	2009/10	2010/11
A	Accommodation		42	7	55
B	Adjudications		8	3	11
C	Diversity Related		7	1	11
D	Education/Employment/Training		30	26	66
E	Family/Visits		56	52	62
F	Food/Kitchen Related		9	12	16
G	Health Related		153	88	96
H	Property		98	63	91
I	Sentence Related		99	73	82
J	Staff/Prisoner Related		54	44	82
K	Transfers		49	12	54
L	Miscellaneous		185	16	99
	Total Number of Applications		790	397	725

7.9

### Analysis of MALE Application Clinics

Total Number of Applications 2010/11 409.

Code	Heading	Number		Code	Breakdown	Number
A	Accommodation	31	7.6%	A1	Cell Quality	16
				A2	Wings/all	15
B	Adjudication/ S&C	6	1.5%	B1	Adj. Internal	5
				B2	Adj. External	0
				B3	S & C	1
C	Diversity	3	0.8%	C1	Staff Prejudice	2
				C2	Non Staff Prejudice	1
				C3	Other Issues	0
D	E/T/E & Regimes	40	9.8%	D1	Ed/ Employ.	30
				D2	IEPs	10
E	Family/Visits	27	6.6%	E1	Visits	9
				E2	Resettlement	2

				E3 Mail/Phone	16
F	Food/Kitchen	7	1.7%	F Food Quality	7
G	Healthcare	39	9.5%	G Health/Meds.	39
				H1 Previous Location	2
H	Property	61	14.9%	H2 Current Location	37
				H3 Canteen/Argos/	22
				I1 Basic Sentence	8
				I2 HDC	22
				I3 Immigration	1
I	Sentence Issues	55	13.4%	I4 Category	11
				I5 Police Days	0
				I6 ROTL	6
				I7 Parole Bd/Recall	7
J	Staff/Prisoner issues	37	9.0%	J1 About staff	29
				J2 About prisoners	8
				J3 From Staff	0
K	Transfers	29	7.1%	K Transfers	29
L	Miscellaneous	60	14.7%	L Miscellaneous	60
M	Finance	14	3.4%	M Finance	14
	TOTALS	409			409

## Analysis of FEMALE Application Clinics

Total Number of Applications 2010/11 316.

Code	Heading	Number	%	Code	Breakdown	
A	Accommodation	24	7.6	A1	Cell Quality	11
B	Adjudications/S&C	5	1.6	A2	Wing/all	13
C	Diversity	8	2.5	B1	Adj. Internal	5
D	E/T/E & Regimes	26	8.2	B2	Adj. External	0
E	Family/Visits	35	11.1	B3	Sep & Care	0
F	Food/Kitchen	9	2.8	C1	Staff prejudice	8
G	Healthcare	57	18.0	D1	Ed/Employ.	22
H	Property	30	9.5	D2	IEP	4
I	Sentence Issues	27	8.5	E1	Visits	15
				E2	Resettlement	0
				E3	Mail/Phone	20
				F	Food/Kitchen	9
				G	Health/Meds	57
				H1	Previous Location	6
				H2	Current Location	17
				H3	Canteen/Argos/ Facilities	7
				I2	HDC	15
				I3	Immigration	4
				I4	Categorisation	1
				I5	Police Days	0
				I6	ROTL	4

				17	Parole Bd/Recall	3
				J1	About staff	40
J	Staff/Prisoner Issues	45	14.2	J2	About prisoners	4
				J3	From staff	1
K	Transfers	25	8.0	K	Transfers	25
L	Miscellaneous	25	8.0	L	Miscellaneous	25
	TOTALS	316	100			316