



**ANNUAL REPORT
FOR
HMP LINCOLN**

**01 February 2009
To
31 January 2010**

1 STATUTORY ROLE OF THE IMB

1. The Prisons 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 is situated.

2. 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 custody.

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.

THE INDEPENDENT MONITORING BOARD ANNUAL REPORT FOR HMP LINCOLN

CONTENTS

	Page	
1	Statutory Role of the IMB	1
2	Contents	2
3	Description of Prison	3
4	Executive Summary	3
5	Compulsory Reporting Areas	4
5.1	Diversity	4
5.6	Learning and Skills	4
5.12	Healthcare and Mental Health	5
5.21	Safer Custody	7
5.25	Segregation	7
6	Other Reporting Areas	7
6.1	C-NOMIS	7
6.4	Foreign Nationals	8
6.5	Kitchen	8
7	The work of the Independent Monitoring Board	8
Annex A	Board Statistics	10
Annex B	Application Statistics	11

3 DESCRIPTION OF THE PRISON

3.1 HMP Lincoln is a Category B local and remand prison for men. It was mainly built in Victorian times but has been updated. It has four large residential wings, two small wings, an old chapel and reception, an administration block, a visits hall, a gymnasium, an antiquated gatehouse, a workshop block and numerous temporary buildings.

3.2 The number of prisoners over the reporting period has been between 628 and 702 and the average is 667. HMP Lincoln's Certified Normal Accommodation is 448 and its Operational Capacity is 738. The average length of stay by a prisoner is 36 days.

3.3 Healthcare is delivered by The Lincolnshire Primary Care Trust, Education by Lincoln College and most training by internal prison staff. The Samaritans train Listeners and the Salvation Army offer pastoral care, Alcoholics Anonymous hold group meetings, Prison Visitors visit prisoners and St Barnabas Hospice run the visits refreshment facility.

4 EXECUTIVE SUMMARY

(a) Particular Issues Requiring a Response

(i) Policy Matters

The Lincoln Development Plan

4.1 The Board is concerned that the current financial situation within the country might lead to the postponement of The Lincoln Development Plan with regard to the Gate House, the Segregation Wing, Prisoner Reception and the Visitors Centre. In particular the current Prisoner Reception facilities and the Visitors Centre areas, as have been previously reported, are not fit for purpose and the Board seeks reassurance that these areas will not be affected by any possible cuts in funding.

Mental Healthcare

4.2 The Board wish to draw the attention of the Minister to the unacceptable delays in transferring mentally ill prisoners to a secure hospital, and the apparent lack of beds in secure hospitals for such prisoners, resulting in mentally ill prisoners being kept in an inappropriate environment. (Para 5.16, Page 5 and Paras 5.27, 5.28, 5.29, Page 7).

(ii) Operational Matters

C-Nomis

4.3 The Board reports that the introduction of C-Nomis at HMP Lincoln has not been without problems which have impacted on prisoners and staff. (Paras 6.1-6.3, Page 7).

Gas Contracts

4.4 The Board seeks confirmation that gas contracts will not be entered into that can result in a supply being suspended. (Paras 6.7-6.8, Page 7).

(b) Other issues of concern or excellence

(i) The Kitchen

4.5 The Kitchen staff are to be commended for maintaining their level of performance in temporary premises and by their response to exceptional circumstances. (Para 6.6, Page 8).

(ii) Learning and Skills

4.6 The great improvement in the delivery of Learning and Skills is to be applauded. (Para 5.6, Page 4).

(c) Overall Judgement

4.7 The Board recognises that the prison has continued to improve the standards and requirements placed upon it, working to raise performance and engender good relations between staff and prisoners.

5 COMPULSORY REPORTING AREAS

(i) Diversity

5.1 All diversity issues and statistics are discussed at the bi-monthly meeting of The Lincoln Equality Action Team (LEAT) and the appropriate responses are decided upon. Meetings are held regularly with prisoners from each area of the prison and any diversity issues can be raised. A member of the Board and a prisoner representative are present.

5.2 The Board feels that most aspects of Diversity are addressed, though welcome the recent formation of a prisoner group of disabled and those over 65, which will be able to bring issues to the attention of LEAT. There is a high dependency cell in Healthcare, and mobility and other aids are available for disabled prisoners who will be housed in cells on the ground floor so they can access regimes and facilities.

5.3 Every effort is made to accommodate prisoners who do not speak English with a prisoner who speaks their language and some English. Complaints procedures and policies are clearly displayed on the wings in the most common foreign languages. 'Big Word', the translation facility, is used when appropriate.

5.4 There have been 16 proven racial complaints, and the Board are satisfied that all complaints were thoroughly investigated and an appropriate outcome achieved. The Chaplaincy provide Muslim, Buddhist, Sikh, Roman Catholic and Protestant services and support all religions.

5.5 Prisoners feel happy to ask for help with any literacy problems from fellow prisoners or staff. The Library provides access to information and fiction, and Learning and Skills will assist prisoners who wish to pursue academic qualifications.

(ii) Learning and Skills

5.6 One of the main features of the reporting year 2009-2010 has been the re-inspection of Learning and Skills in June 2009. The effectiveness of provision was graded as 'good' which attests to the progress made since the original inspection. The inspectors also praised the leadership and management of Learning and Skills and said that the prison had 'demonstrated it has a good capacity to improve' and has 'responded well to the challenges from the previous inspection.'

5.7 Prisoners' basic Literacy and Numeracy skills are assessed when they arrive at the prison and Individual Learning Plans are devised. Currently all available courses are full, but new courses are planned and additional space is being provided – this will be used for ICT [PICTA] training. There is pay parity throughout the prison and this helps to raise the status of Learning and Skills and increase the demand among the prisoners. Under a new policy, prisoners will be allocated a job on arrival at HMP Lincoln. This was not the case during the reporting year and valuable time was lost as a result - a highly significant factor when the length of stay of many prisoners is so short.

5.8 The main obstacles to further progress in Learning and Skills are the length of stay which averages 36 days, the lack of spaces and the low educational attainment of many of the prisoners. However, the team are well aware of the difficulties and are constructing courses to cater for these needs. There are very good relationships between the prison, Lincoln College, Lincoln Action Trust and the Lincolnshire Library Service.

5.9 Two areas in particular provide real opportunities to acquire relevant skills for the world outside prison. These are the Kitchen - where a great deal of successful training goes on - and the Laundry.

5.10 Ofsted spoke to a number of prisoners who highlighted 'the helpful tutors and teachers', the help they received with the English Language, the opportunity to acquire a recognised qualification [though they would like more of this] and the 'calm and peaceful' atmosphere in the Education Department.

5.11 The Board is confident that Learning and Skills will continue to build on the strong foundations established during the past year and believes that increasing numbers of prisoners will benefit from the work of the department.

(iii) Healthcare and Mental Health

5.12 2009 proved to be a challenging year for the provision of Healthcare services. The tendering process for a provider caused staff uncertainty, which resulted in a number of staff leaving the service, causing significant staff shortages, particularly in mental health. The tendering process is now complete, and an active recruitment campaign has been successful in recruiting mental health care staff.

5.13 From February 2010, the Lincolnshire Partnership Foundation Trust is responsible for Mental Health Care Services, and Lincolnshire Primary Care Trust the General Health Care services.

5.14 The Board are pleased to note the future arrangements, which should provide an improvement in the care offered to prisoners, particularly in Mental Health. Urgent referrals to Mental Health should be seen within 4 hours and non-urgent referrals will be given a face-to-face assessment within 5 days.

5.15 The Inreach Community Assertive Treatment Team will treat prisoners with severe and complex enduring conditions, and for prisoners with anxiety and depression, the Improving Access to Psychological Therapies Team will provide the care.

5.16 During the year the Board became increasingly concerned regarding the delay in transferring a prisoner to a secure hospital. The process, in reaching the point where it was agreed that the prisoner would go to a secure hospital, seemed over-complicated and lengthy for such a distressed prisoner, and then the wait was protracted by the lack of an available bed. The Board considered the delay to be unacceptable, and made their concerns known both to the Governor and the Director of Offender Management. The prisoner finally went to a secure hospital after a continuous stay of 45 days in Segregation followed by almost 2 weeks in Healthcare.

5.17 The Clinical Rooms in the Healthcare Wing have been refurbished to provide improved facilities for prisoners attending clinic appointments; additional office accommodation has also been created.

Treatment times for Prisoners:

Speciality	Frequency	Waiting Times
Dental	3 Clinics per week	Urgent - 1 week Non-urgent - 12 weeks
Optician	2 Clinics per month	Urgent - 2 weeks Non-urgent - 15 weeks
Genito-Urinary	1 Clinic per week	Urgent - 1 week Non-urgent - 2 weeks
Physiotherapy	1 Clinic per week	Maximum wait 4 weeks

5.18 By the end of 2009, prisoners were remaining on the Residential wings in preference to being transferred to the Healthcare wing for care. This change in service has resulted in a marked reduction in the use of the Healthcare residential facilities. To date no significant concerns have been identified, but this change in service provision is being carefully monitored by the Board.

5.19 Prisoners have the opportunity to put an application in to see a member of Healthcare, and a Healthcare complaint procedure is available if they are not satisfied with the service provided.

5.20 Many prisoners requested assistance for smoking cessation, but due to the lack of trained staff the service was not always available.

(iv) Safer Custody

5.21 It is recognised the staff make considerable efforts to ensure prisoners at risk of suicide and self harm are identified and their care is appropriately recorded in the Assessment Care in Custody Teamwork documentation (ACCT). During 2009, 400 ACCT documents were opened and closely monitored by the prison Suicide and Self Harm Co-ordinator. Members of the IMB also review these documents during their regular Rota visits to the prison.

5.22 The number of incidents of violent, antisocial or bullying behaviour are also closely monitored, reviewed and discussed by members of the Safer Prison Committee as well as incidents of self harm, of which there were 183 during 2009.

5.23 Lincoln Samaritans provide regular training programmes to enable some prisoners to fulfil the role of "Listener". However, because Lincoln is a local prison and the majority of prisoners are moved to other establishments relatively quickly, there is significant difficulty in maintaining an adequate number of Listeners within the prison. When unavailable, the Samaritan telephone service is freely available to prisoners.

5.24 During 2009 there were 3 deaths in custody. The staff demonstrated a high level of professionalism, care and compassion at the time of these regrettable events. The inquests into these deaths have yet to be arranged.

(v) Segregation

5.25 The wing is antiquated, frequently uncomfortably hot and in dire need of refurbishment. It contains 12 cells, including a dirty protest cell, one camera and gated safer cell and one special accommodation cell. The special accommodation cell was used for three prisoners during the reporting period for no more than 3 hours each time and the Board was fully involved in monitoring this use.

5.26 The wing is staffed by dedicated officers who exercise considerable compassion and show great care in their dealings with prisoners located there. They also deal on a daily basis with Governors' Adjudications and every two weeks with an Independent Adjudication Judge. In addition all prisoners are seen on a daily basis by a Governor, by a member of the Chaplaincy and by a doctor and on a weekly basis by a member of the IMB.

5.27 All paperwork is completed and is up to date. The Board is informed of any prisoner moved to Segregation within 24 hours and members of the Board can speak freely to those prisoners at any time. The Board is totally satisfied that review panels are properly conducted.

5.28 During the reporting period there were 4 prisoners detained in the Segregation Unit for periods longer than 28 days and one was held for 45 days. All 4 prisoners were held under rule 45 for Good Order and Discipline. They were all seen regularly by the Board and their reviews were attended. One became time expired and was released and three were returned to normal location.

5.29 The fifth prisoner was moved to a Secure Hospital. He was admitted to the Segregation Unit on 08 October 2009 from the Healthcare where his behaviour was disruptive. During his 45 day stay in Segregation the prisoner was placed in mechanical restraint to prevent him harming himself by head banging. He was also moved to the Special Accommodation on several occasions over a period of two days for short periods. He was accommodated in the Safe Camera Cell and placed on an Enhanced Segregation ACCT. Members of the Board attended all his daily ACCT reviews and urged the governor to effect his move to a Secure Hospital immediately.

5.30 The Governor had been in contact with the Ministry of Justice. Psychiatric teams from a secure hospital had been to assess the prisoner, on three separate occasions, eventually deeming him to be suitable for transfer, but there was no bed available. This prisoner did not communicate with anyone and his behaviour was difficult and disturbing.

5.31 The Board wrote to the Director of Offender Management on 15 November to express concerns regarding his deteriorating mental and physical state and the unsuitability of his situation. The Director replied on 03 December saying that, as the Board were aware, the prisoner had been transferred to a secure hospital on 01 December, three and a half weeks after being accepted for a place. She considered this 'a considerable improvement on delays experienced in the past' and this 'reflected an improvement across the estate in mental health treatment and provision'. The prisoner was transferred into Healthcare on 21 November and from there to a High Security Hospital to receive the appropriate treatment. The Board was told by the Governor of HMP Lincoln that the experience with this prisoner had 'thrown up a few learning points which will be taken on Board'. The Board urges that, in future, provision for such prisoners will be made far more quickly than in this case.

6 OTHER REPORTING AREAS

(i) C-Nomis

6.1 In December 2009, the C-Nomis computer system was introduced after mass training of prison staff. Originally, the system was also intended to be used by the Court, Police and Probation services. This has not materialised, and the Prison service, excluding private prisons, is the sole user.

6.2 The system has resulted in some increased delays in prisoners getting their pay, telephone credit and in arranging visiting orders. There have been problems with the redirection of mail and some duplication of prison staff workload.

6.3 The Board's concern has been expressed to the Governor who has tried to overcome these problems with additional staff support. Although help has been allocated to the visits bookings clerk, an unacceptable delay in arranging visits still exists at the end of January 2010 and looks to continue beyond this time.

(ii) Foreign Nationals

6.4 The foreign national population within the prison has averaged 86 prisoners per month over the reporting period with 28% of these not speaking English . An average of 8 prisoners each month have completed their sentence but are still being detained. The Board, once more, expresses concern that this is an unacceptable number. With the inception of a Foreign National Liaison Officer in 2008 the Board hoped the number would decline. However, the Board is content that the Officer gives time- expired prisoners good support during the waiting period.

(iii) Kitchen

6.5 This past reporting year has proved a challenging one for the kitchen staff who deserve praise for the way they have performed under difficulties which were not of their own making.

6.6 For a large part of the year catering continued to be supplied from the temporary units located in the exercise yard during the kitchen refurbishment. When the kitchen was reopened the staff coped well with the initial move and the subsequent problems, which were soon resolved.

6.7 In early January 2010 the gas supply to the prison was cut off with minimal warning. The Board was alarmed to discover that the prison was on an industrial tariff and, as the demand for gas was very high, the providers of the gas were exercising their right to suspend supply. The Board raised the matter with the newly appointed Governor who had delegated his deputy to pursue the problem. Procurement had negotiated the contract on behalf of a number of prisons. The contract has, the Board are told, been re-negotiated to prevent anything similar happening again.

6.8 Lincoln County Hospital, in the near vicinity of HMP Lincoln, kindly agreed to produce hot food for the prison. The staff dealt with the logistics of this and the inclement weather conditions in an exemplary manner and received the Team of the Month award for their response in a very difficult situation.

6.9 Menus for varying diets continue to be produced without difficulty and complaints about the quality of food are few.

(iv) Property

6.10 The Board is still receiving large numbers of complaints regarding the loss or delay in arrival of property when prisoners are moved from one prison to another. Much of the Board's time is taken up contacting other Boards in an effort to track this property, with very little success. The Board feels that the system is not working well and needs to be reviewed.

7 THE WORK OF THE INDEPENDENT MONITORING BOARD

7.1 During the reporting year three members of the Board resigned for differing personal reasons, making it a busy time for those remaining. The commitment, teamwork and high morale of the Board ensured that the work continued uninterrupted.

7.2 Members of the Board visit areas of the prison each week. Good practice and concerns are noted and then reported in writing. The report is read by the Governor and discussed with him and all Board members at the monthly Board meeting . Here the Governor will agree to address our concerns and, if he fails, the Board raises them with Managers or Ministers. (Para 5.31, Page 7).

7.3 Prisoners Application Clinics changed in October 2009 from being held fortnightly to weekly. The Board is satisfied that this has improved the response time to applications and increased the number of prisoners the Board is able to assist.

7.4 Members of the Board are allocated areas within the prison for their special attention to ensure that nothing is overlooked and alert others to problems which need special monitoring. The Board attends all possible prison meetings, training days, special and seasonal events.

7.5 Well attended Board training evenings are held monthly.

7.6 The Board administers the Lincolnshire Discharged Prisoner's Welfare Charity and this year help was provided to three Charities which support prisoners in Lincolnshire, although the Board hopes, more, to help individual prisoners if they apply.

7.7 The IMB National Council and the IMB Secretariat continue to assist the Board in its work.

COMMITTEES ATTENDED BY THE BOARD

Safer Prisons
Prisoners Representatives
Chaplaincy
Energy
Drugs Strategy
Public Protection Monitoring
Rewards and Recognition
Reducing Offending
Security
Segregation, Monitoring and Review Group
Adjudication Standardisation
Quality Improvement Group
Regimes and Resettlement
Diversity, Race, Equality and Action Team
Trends

BOARD STATISTICS	
Recommended complement of Board Members	17
Number of Board Members at the start of the reporting period	13
Number of Board Members at the end of the reporting period	10
Number of new members joining within the reporting period	0
Number of members leaving within the reporting period	3
Total number of Board meetings during reporting period	12
Average number of attendances at Board meetings during reporting period	10
Total number of visits to the prison (including all meetings)	561
Total number of applications received	225
Total number of segregation reviews held	72
Total number of segregation reviews attended	72
Total number of rota visits	52

APPLICATIONS CLINICS FEB 2009-JAN 2010

A	Accommodation	3
B	Adjudications	2
C	Diversity related	2
D	Education/employment/training	15
E	Family/visits	36
F	Food/kitchen related	5
G	Health related	37
H	Property	33
I	Sentence related	32
J	Staff/prisoner/detainee related	7
K	Transfers	33
L	Miscellaneous	33
	Total number of applications	238

MARGARET BOOTH
CHAIRMAN, IMB
HMP LINCOLN
GREETWELL ROAD
LINCOLN
LN2 4BD