



IMB ANNUAL REPORT FOR HMP LINCOLN

01 February 2013 to 31 January 2014

**THE INDEPENDENT MONITORING BOARD
ANNUAL REPORT
FOR HMP LINCOLN**

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2 STATUTORY ROLE OF THE IMB

- 2.1 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.
- 2.2 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.
- 2.3 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.

3 DESCRIPTION OF THE PRISON

- 3.1 HMP Lincoln was mainly built in Victorian times. It is a Category B Local Prison serving the courts of Lincolnshire. It currently holds both remand and convicted adult/young adult male prisoners, including foreign nationals, life sentenced prisoners and prisoners serving indeterminate sentences for public protection.
- 3.2 The Prison has four large residential wings, a refurbished Care and Separation Unit, a Chapel, a new Reception area, a new Offender Management Unit, Visits Hall, a Gymnasium, a workshop block, an Academy, Gatehouse and a new pedestrian gate entrance and a number of temporary buildings.
- 3.3 The average number of prisoners over the reporting period was 666 which is 91% of the operational capacity. HMP Lincoln's Certified Nominal Accommodation (CNA) was 408 and its Operational Capacity (Op Cap) was 729.
- 3.4 The Lincolnshire Partnership Foundation Trust provided General and Mental Healthcare. The Lincolnshire Action Trust provided resettlement. Education was provided by Milton Keynes College. Most training was provided by Gelders and internal prison staff. The Samaritans trained Listeners. The escort contractor was GeoAmey.

4 EXECUTIVE SUMMARY

4.1 HMP Lincoln has seen a number of changes in 2013 and is in a period of transition. There have been a number of innovative developments and a steady improvement in day to day prison operation and activities.

4.2 In particular the Board was very pleased with the refurbished facilities notably the new Reception, Offender Management Unit and the new pedestrian gatehouse and improved entrance roadway. The improvement in the provision of education, the continued improvements in resettlement and in particular the SPARC project (Para 5.5.3 page 9) are also very pleasing.

4.3 The Board welcomes and supports the findings and recommendations of the HMIP Inspection report of HMP Lincoln received at the end of the reporting period.

4.4 Although the Board recognises the achievements and improvements that have been made in 2013 it still has particular concerns with regard to a number of key fundamental issues. These issues which are set out below, have been raised by the Board throughout the year and we note have also been identified in the HMIP Inspection report.

4.5 Key Issues

4.5.1 The lack of sufficient prisoner clothing (Para 5.7.13 page 12)

4.5.2 The provision of suitable working showers at all times (Para 5.7.7 Page 11)

4.5.3 The general applications process and complaints procedures (Para 5.1.9, 5.1.10 page 6)

4.5.4 The Care and Separation Unit (Para 5.6.7 to 5.6.13 page 10)

4.5.5 The First Night Centre (Para 5.6.5. page 10)

4.6 The Board continues to support the Governor with his implementation of the changes required to improve the rights and decency of all prisoners at HMP Lincoln.

4.7 Particular Issues Requiring a Response.

4.7.1 The key issues identified above in 4.5

4.8 Previous Year's Concerns

4.8.1 Procurement, maintenance and repairs
The time taken to repair and replace items is still a problem (Para 5.7.2 page 11)

4.8.2 Kitchen floor and equipment
The kitchen floor has not been replaced and there are still problems with the

standing water although it is noted that Environment Health have reported the wet floor is being well managed. The time taken to repair items is still a problem (Para 5.7.2, 5.7.4 pages 11)

4.8.3 Adjudications

The Board previously expressed concern that so many cases were remanded lacking the attendance of witnesses and eventually dismissed after this non-attendance.

In response to this concern the Minister responded that unfortunately it is logistically difficult to ensure that all witnesses and reporting officers are able to attend hearings due to the need to maintain sufficient staffing levels on all wings. This situation will be kept under review by the Board.

4.8.4 Mental Health referrals

The Board previously raised concerns that the assessment and removal of prisoners with Mental Health issues takes a long time, far more than the 14 advised in the Bradley report. The issue around the transfer of prisoners to a mental health facility does not seem to have been a significant problem in 2013 although we know nationally there is a recognised shortage of mental health facilities. The main issue within Mental Health is the continuing failure to meet the target for a non-urgent referral. Within HMP Lincoln this seems to be partly due to staff shortages although the referral process appears to be tortuous.

5 **COMPULSORY REPORTING AREAS**

5.1 **Equality and Inclusion**

5.1.1 A member of the Board attended the majority of the meetings of the Equalities Committee and reported to the Board any problems or developments taking place.

5.1.2 A number of equality representatives were in place to support prisoners. They had received some training and were provided with information packs to support them in their role. A number of the equality representatives were usually in attendance at the Equalities meeting.

5.1.3 A range of focus groups were in place for Black, Asian and minority ethnic groups with prisoner representatives at each meeting. A monthly support group for prisoners whom are homosexual, 'Xpressions', was also held. During the latter part of the reporting period a number of these groups had not met and this was being addressed.

5.1.4 During 2013 a Buddy Scheme was introduced but by the end of the reporting period only one Buddy was currently working although approximately 8 further prisoners have been approved to be Buddies. This initiative is designed to support the needs and requirements of older/disabled prisoners.

5.1.5 Although the prison has access to language line for translation purposes, this was not well used and prisoners were not often aware of the facility.

5.1.6 All religions required had been catered for during the reporting period. The prison

also has a large multi-faith area.

- 5.1.7 There are a number of prisoners with a physical disability or reduced mobility capacity and the Board has raised concerns about the lack of facilities in the establishment for prisoners with a physical disability.
- 5.1.8 A successful diversity week was held in October 2013.
- 5.1.9 The Board is particularly concerned with the General Application process. Members frequently heard from prisoners that they had not received a reply to their application. This is a very frustrating issue for prisoners and can lead to unrest. It also results in more applications being submitted and an increase in confidential access applications. The Board has also noticed an increase in applications in 2013, see Annex B on page 15.
- 5.1.10 The lack of a robust application process has also impacted on the provision of an effective complaints system. The number of complaints has risen and there is concern about the quality of the response, resulting in additional complaints being submitted.

5.2 Education, Learning and Skills

- 5.2.1 There are 2 libraries and between them they are open six days a week including Saturdays and they are staffed by 2 members of staff and library orderlies. All prisoners receive weekly access to the library and all new admissions to the prison are able to attend a specific library induction.
- 5.2.2 Following the appointment of the new Education Manager there has been a continued improvement in the provision of education and learning opportunities and the use of the Academy.
- 5.2.3 The Gelders workshops are now working well.
- 5.2.4 The art course is accredited and we now have direct claim status for level 1 and 2 qualifications.
- 5.2.5 The prisoner use of the Life Skills kitchen is improved with increasing numbers attending. All ingredients can only be ordered from 3663 and so they are frozen and tutors are bringing in some fresh ingredients. The Board understands this is now being addressed by the prison.
- 5.2.6 Education attendance by prisoners from all wings is low but steadily improving. This seems to be predominantly caused by prisoners attending healthcare appointments or gymnasium induction, which takes the whole morning or afternoon and can therefore reduce classes by half.
- 5.2.7 A wide range of education courses are available to prisoners including; Art, Computer courses, Health & Safety, Maths, English, Life Skills, Business studies, Employability and ESOL for those people whose first language is not English. A course guide and leaflets are available for prisoners.

5.3 Healthcare and Mental Health

- 5.3.1 The Lincolnshire Partnership Foundation Trust provided healthcare in the prison. It included General and Mental healthcare. Addaction provide drug treatment services.
- 5.3.2 The first reception screening is carried out by the primary healthcare nurse before the prisoner is taken to one of the Residential wings. It is primarily a safety screen but also identifies the prisoners cell status, labour category, and if a medical condition is identified requiring a medical opinion an urgent referral to the General Practitioner is made.
The prison staff have suggested that delays in getting prisoners to the wings is sometimes due to the lack of nurse availability. We have been assured a nurse is available for reception duties from 13.30 – 21.00 hours. When required the nurse is summoned by prison staff using the prison radio. There has however been an occasion when the nurse has not been called until 16.30 when all prisoners have been processed by the prison staff, thus creating a backlog and delays are then inevitable. Ideally the nurse should be called immediately the first prisoner has been processed by the prison staff.
- 5.3.3 Prisoners are required to attend a healthcare registration clinic within five days of arrival at the prison and this is not always achieved. We understand there are plans to have an allocated slot in the induction programme.
- 5.3.4 Generally partnership working between healthcare and the prison has improved but the number of prisoners who fail to attend their medical appointment remains unsatisfactorily high.
- 5.3.5 A Public Health initiative day was held in November 2013. Topics included eating, exercise and smoking. A 3 day course has been established for prisoners to undertake training to become a Health Champion. Currently 6 Prisoners have completed this training. The Health Champions are then able to discuss and give advice to their peer group on healthy living.
- 5.3.6 Major difficulties have been experienced in recruiting Mental Healthcare Staff. The waiting time for prisoners to be seen is currently 3 weeks which fails the target. The target for urgent referrals is however being achieved.

5.4 Purposeful Activity

- 5.4.1 The following table details the types of work available to suitable prisoners within the establishment together with number in each category.

Workshops	Places
Cutting	15
Tailors	40
Textiles	40
Laundry	40
Multi-Skills	35

Orderlies	
Wing Cleaners	A/B Wing 11 C Wing 16 E Wing 16
Painters	2 per Wing
Barbers	1 per Wing
Healthcare	1
First Night Centre	2
FNC Painters	4
Library	3
Reception	4
Education	2
Academy	2
Gym	4
CSU	2
Visits	3
Chapel	1
Waste Management	10
Outside Gardens	10
Kitchen	2 shifts of 25
Gelders Courses	
Painting	12
Carpentry	12
Building	10

- 5.4.2 The prison continued the partnership with the Gelders Group, providing courses in building, painting and decorating and woodworking assisting prisoners to gain fundamental qualifications in these areas. It is hoped that this would give them the relevant experience in order for them to obtain employment upon release. Courses run every 6 weeks, the course lasting 5 weeks with a week's break in between. The building course is particularly popular.
- 5.4.3 Pressure of work in the Activities office meant there was no time to prepare a record of cancellation of work, so there are no details of reasons or frequency. Training of cleaners is no longer carried out by BICs trainers, but has been provided by Initial Cleaning under a partnership agreement between them and Lincolnshire County Council.
- 5.4.4 The number of prisoners unemployed fluctuates but at the end of the reporting period the figure was in the region of 25%, but this included prisoners who are unfit or OAPs.
- 5.4.5 Attendance in all areas of purposeful activity was improving but still not reaching the required levels.
- 5.4.6 With regard to Gym sessions, guidelines call for at least 2.5 hours of PE per week. However, the Governor did not consider this to be adequate and this has been

increased to 3 sessions per week for employed, 2 sessions per week for unemployed and 1 session per week for those on basic. Weekends are reserved for the employed. Gym staff consider the prisoners to have reasonable access. The Gym is a popular area and attendance is good.

5.5 Resettlement

5.5.1 Resettlement provision at HMP Lincoln is provided by The Lincolnshire Action Trust (LAT) who have 14 staff working in, and from, the prison. The services they offer are Employment, Training and Education (for sentenced prisoners only), Accommodation, Child Support, Debt Advice, Accommodation and support services for Bail and Home Detention Curfew. In addition they provide 3 play workers to look after children during each visiting session. The LAT manager attends the prison SMT meeting and thus becomes involved with the various partner agencies that the prison is now working with for resettlement.

5.5.2 Performance targets were met in all the Resettlement areas; education, accommodation and employment.

5.5.3 During the year the SPARC (Supporting People after Remand or Conviction) project was initiated, believed to be the first in UK. Under this project LAT staff attend the Lincoln Courts to interview those who will be going to prison that day. Any immediate needs, such as arranging care or notifying others, are identified and dealt with. Any other relevant problems that are identified are advised to the prison in advance of the person arriving there. If this is HMP Lincoln the same LAT staff member will take part in the induction in the prison the following morning. Since commencing in August 2013 a total of 270 prisoners have been seen and thus have had their entry to prison assisted, which is particularly important for those going there for the first time.

5.5.4 Reconfiguration and Resettlement

During the year information became available that Lincoln would become one of those prisons designated as resettlement prisons. The intention is that the overwhelming majority of prisoners will be released from their local prison with a package of ongoing support to reduce the risk of reoffending. The prison is represented at Reconfiguration meetings in both the East Midlands and Yorkshire and Humberside, to ensure that the establishment is prepared for the changes and that there is a seamless transition into a Resettlement establishment. Resettlement representatives have been appointed to each wing but their effectiveness in assisting resettlement has yet to be evaluated. This is an additional way in which Incentives and earned privileges (IEP) progress can be made.

5.6 Safer Custody

5.6.1 The Safer Custody committee meets monthly. It is a multi-disciplinary group including representatives from Safer Prisons, Security, Mental Healthcare, Health and Safety, Addaction, Chaplaincy, Prison Listeners, Samaritans and the IMB. Information relevant to the care of the prison population is submitted and considered. Prison Listeners report on prisoner contacts, information is shared on ACCT books opened and closed incidents of self harm or death in custody,

violence reduction policies, performance information and departmental reports.

- 5.6.2 459 ACCT books were opened and closed during the reporting period, which is significantly greater than reported for the previous year (350). There were 459 cases of self harm reported.
- 5.6.3 The total number of Violence reduction incidents reported on either the Incident Reporting System (IRS) or the Violence reduction database (VR) in the reporting period was 245. A new Violence reduction policy was being developed.
- 5.6.4 There were 2 deaths in custody during 2013 with inquests still outstanding.
- 5.6.5 The Board was concerned with the conditions and the accommodation in the First Night Centre for main stream prisoners.
- 5.6.6 Board members have heard concerns from a number of prisoners about the revised incentives and earned privileges scheme and have questioned how well the new IEP system is understood by prisoners and what information have they been provided with.
- 5.6.7 In previous Annual Reports the Board has raised concerns that the Care and Separation Unit (CSU) on 'D' Wing was not fit for purpose and there was a delay in the completion of the new CSU on J Wing.
- 5.6.8 The CSU on 'D' Wing was totally damaged by prisoners in May 2013 and was declared not suitable to house any prisoners.
- 5.6.9 The CSU on J Wing was opened on the 25th May 2013 and consists of 11 Cells, which include a 'dirty protest cell', a safer custody gated cell and a special accommodation cell.
- 5.6.10 The new CSU was only in use for 11 days before 3 cells were significantly damaged. Ceilings were pulled down, wash hand basins, toilets, lights and fitted furniture were smashed. The Board therefore wrote to the Minister on 10 July 2013, raising its concerns regarding the design and fabric of this wing which resulted in it being so easily wrecked, with the furniture easily made into weapons.
- 5.6.11 The reply received from the Minister on 15 August 2013 stated that the violence to the CSU in these incidents were so exceptional that it would have been extremely difficult to accommodate these prisoners in a way that could prevent such damage being done whilst maintaining decent conditions. However the damage to the ceilings did cause sufficient concerns that all CSU cells at HMP Lincoln would be provided with new ceilings.
- 5.6.12 We note however that in the recent HMIP Inspection report it states that the newly constructed segregation unit was not sufficiently robust to provide a safe and secure environment; and that the unit was not fit for purpose.
- 5.6.13 The CSU is still therefore a particular concern to the Board which considers it to be not fit for purpose

- 5.6.14 During this reporting period the special accommodation cell was used by 6 prisoners for a period of time ranging from 45 minutes to 14 hours. The Board did take issue with the CSU Governor about the length of the overnight stay.
- 5.6.15 In the special accommodation cell there is also very limited viewing if the prisoner sits in the left hand corner and he cannot be seen through the observation panel. The dirty protest cell also has no toilet.

5.7 Residential Services

- 5.7.1 Prisoners' views on the quality of food were variable but during our rota visits we largely found it to be tasty and nutritious. Small portion size was frequently raised as a problem by prisoners particularly on C and E Wings which are distant from the kitchen and receive their food delivery by a trolley. This is an ongoing problem.
- 5.7.2 Over the last year in the kitchen there have been many breakdowns of equipment which did not get repaired very quickly. The kitchen reports the breakdown to the Works Department who then report it to the Service Contractor. The Service Contractor attends to assess the repair required but have to return at a later date to affect the repair. The Board have been advised that the hot plates are becoming old and are not very efficient.
- 5.7.3 Staffing within the kitchen has been a problem throughout the year including no permanent catering manager in place although the Board understand an offer of appointment has been made following an advertisement at the end of the reporting year. Prisoners have been unable to train for NVQ's because of the lack of qualified staff to teach them.
- 5.7.4 Standing water on the floor of the kitchen has been an on-going problem and frequently reported by IMB members. Environment Health however has reported the wet floor was well managed.
- 5.7.5 The allocation of prisoners to the kitchen is often slow and variable with delays in prisoner induction. There are usually 15 plus prisoners reporting in for a morning or afternoon work placement.
- 5.7.6 The washing machines on the wings seem to be adequate although not all of them work all the time. The use of the machines seems to be better managed when an allocated orderly takes control.
- 5.7.7 The showers on all the wings are a particular concern to the Board. Throughout the year a number of them have been constantly out of use and not always repaired quickly. The Board understand that they are too light weight and are easily vandalised but there are plans to replace them with a more robust model.
- 5.7.8 The atmosphere on the wings is variable and the lack of an SO permanently on each of the wings seems to have been unsettling.

- 5.7.9 The new Core Day was introduced in April 2013. Having all prisoners out on association on a wing worries some staff and they are suggesting only 2 landings should have association at a time.
- 5.7.10 Cleaner orderlies are employed to undertake cleaning on each wing. The cleaning equipment available needs to be of a high quality to ensure adequate cleaning takes place.
- 5.7.11 Although the heating system in the prison is fairly new there appears to be constant problems with hot water and heating.
- 5.7.12 There are a number of CCTV cameras in place but they are not always working especially around the shower area.
- 5.7.13 The availability of sufficient prison clothing is a problem.

6 The Work of the Independent Monitoring Board

- 6.1 During the reporting year two new members who began their probation in January 2013 resigned for personal reasons and one new member resigned when she realised the commitment was incompatible with her work. The remaining two new members successfully completed their probationary period. A further recruitment drive took place towards the end of the reporting period, in order to replace the five members who left the Board at the end of December 2013 due to the 15 year tenure rule. At the end of the reporting period therefore the Board was left with only seven members in place although it is expected a further five new members will be approved to start in March /April 2014. The Commitment, teamwork and high morale of the Board continues, however, as it continues to make refreshing changes.
- 6.2 Members of the Board visit areas of the prison each week. Good practice and concerns are noted and then reported in writing. The rota 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 all their concerns and if not resolved the Board raise them Managers or Ministers.
- 6.3 Prisoners Application Clinics are held weekly. Prisoners are seen within 7 days.
- 6.4 Board members are allocated areas within the prison for their special attention to ensure that nothing is overlooked and to alert colleagues to problems which need special monitoring. The Board attends some prison meetings, IMB and prison staff training, and inquests, special and seasonal events.
- 6.5 The Board administers the Lincolnshire Discharged Prisoners Welfare Charity although no grants were awarded in 2013.
- 6.6 The IMB National Council and the IMB Secretariat continue to assist the Board in its work.

6.7 Committees attended by the Board

- Safer Prisons
- Prisoner representatives
- Security
- Segregation, monitoring and review Group
- Equality
- Resettlement
- Health and Safety
- Senior Management Team

6.8 Board statistics and IMB applications information is contained in Annex A and Annex B respectively. During the reporting period there has been a 36% increase in the number of applications received from prisoners compared to the previous year.

Annex A

BOARD STATISTICS

Recommended complement of Board members	17
Number of Board members at start of the reporting period	15
Number of Board members at the end of the reporting period	7
Number of new members	0
Number leaving	8
Total number of Board meetings	12
Total number of visits (including all meetings)	592
Total number of segregation reviews held	153
Total number of segregation reviews attended	153
Total number of IMB Confidential access	12

Annex B

IMB APPLICATIONS

IMB APPLICATION CLINICS			
Code	Subject	12/13	13/14
A	Accommodation	13	22
B	Adjudications	8	1
C	Equality, Diversity and Religion	6	4
D	Education/Employment/Training	17	27
E1	Family/Employment/Training	35	33
E2	Finance/Pay	2	4
F	Food/Kitchen	8	11
G	Health related	47	62
H1	Property (within HMP Lincoln)	16	42
H2	Property (during transfer or elsewhere	22	31
H3	Canteen, Facilities, Catalogue shopping	7	16
I	Sentence related (including HDC, ROTL parole, release dates, re-Cat etc	28	46
J	Staff/Prisoner related concerns Including bullying	12	26
K	Transfers	49	62
L	Miscellaneous	53	47
Total		318	434

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