



**Independent Monitoring Board**

**HMP Lindholme**

**CAT C - WORKING PRISON**

**Annual Report**

**1<sup>st</sup> February 2013 – 31<sup>st</sup> January 2014**

## SECTION 1

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### STATUTORY ROLE OF THE IMB

The Prison Act 1952 and the Immigration and Asylum Act 1999 requires every prison and IRC to be monitored by an Independent Board appointed by the Secretary of State from members of the community in which the prison or centre is situated.

The Board is specifically charged to:

- (1) Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programs 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.**

To enable the Board to carry out these duties effectively its members have the right of access to every prisoner and every part of the prison and also to the prison's records.

## **SECTION 2**

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## **SECTION 3**

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### **DESCRIPTION OF THE PRISON**

HMP Lindholme is a Category C Male Working Prison, which was opened in 1985. It was formerly an RAF Station and occupies a very large site of approximately 128 acres close to the village of Hatfield Woodhouse, 10 miles to the east of Doncaster, South Yorkshire. It has a C.N.A (Certified Normal Accommodation) of 1010 and an O.C. (Operational Capacity) of 1010.

The Establishment is a mixture of converted former RAF buildings and purpose built new constructions.

Further buildings have been converted to accommodate:-

The Chaplaincy – Library – Security - Prisoners Reception - Textile Workshop - Industrial Workshops - O.M.U. (Offender Management Unit) - Administration Block – Gatehouse and Interventions Unit ( a team from Shelter occupies part of this unit ).

There is also a well-equipped Gymnasium and Visits Centre.

During the Board's reporting year HMP Lindholme has in addition to giving prisoners training for resettlement back into the community, housed a number of FNP's (Foreign National Prisoners) of which there are 33. There are also 58 Lifer Prisoners and 89 IPP prisoners (Indeterminate sentences for public protection).

The prison is part of the public sector and although the prison service is responsible for the operation of the establishment, there are two main service providers – City of Manchester College for Learning and Skills and Nottingham NHS Trust for the provision of Healthcare.

## **SECTION 4**

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### **EXECUTIVE SUMMARY**

#### **4.1 Summary of the Whole Report**

It is inevitable that once again the stringent financial circumstances facing all government and public bodies have impacted on H.M.P Lindholme. However, a decision was made in July 2013 to bring a new Governor to both Lindholme and Moorland in response to concerns that clustering was impacting negatively on three prisons already under significant strain.

A decision was made in November 2013 to remove the three South Yorkshire prisons from the prison competition due to the operational risks this was causing. Lindholme is now going through a process of Fair and Sustainable and benchmarking.

Against the background of change outlined above, the decision following a scathing HMCIP Inspection in February 2013 to close the CAT D facility left a bitter taste as the Board, when attending planning meetings for the opening of a CAT D operation felt that expectations were being raised that could not be fulfilled as the extent of resources and support from NOMS (National Offender Management Service) were vastly underestimated. The Board raised its concerns with senior management on this particular point and the Minister's response was in effect that:-

**“The National Offender Management Service (NOMS) recognises that it got this wrong and will learn lessons so it does not happen again.”**

Effective communication at all levels is the essence of good administration. The Board feels that too often this has not always been the case as evidenced by the number of departmental meetings cancelled at short notice. Given that the benchmarking process will require significant changes, communication will become a matter of the highest priority. The Board would also question the organisation and procedures employed at some departmental meetings as to whether or not those attending share a common understanding of decisions taken.

Throughout the current reporting year the Board has closely monitored D.H.L. The supervision of prisoners, their observation on C.C.T.V. and the personal searches conducted when they leave the premises at the end of a work session, remains a matter of concern, as it does for the civilian staff who operate this department. Some positive steps have been made but there is much room for further improvement.

Following further inefficiencies with procurement - the new Kitchen being one example - the Board has yet to be convinced that the system designed to support the prison in its delivery of cost effectiveness offers value for money, despite the repeated different explanations from the Minister and the experience at ground level.

Once again the decision to adopt the model of a working prison is one of the most important challenges that will face H.M.P. Lindholme in 2014. It will involve a massive “culture change” in terms of current working practices with far reaching consequences for the prison population and staff. The process is one which has already affected the working practices of this Board and will require close monitoring for the foreseeable future.

## 4.2 PARTICULAR ISSUES REQUIRING A RESPONSE

### **An Uncertain Environment**

Although an announcement was made on 22<sup>nd</sup> November 2013 regarding the status of HMP Lindholme, the delay in confirming the transfer of this prison from the public to the private sector and subsequent reversal has had a most corrosive effect on staff morale and confidence, which in turn, quite unintentionally, has impacted on the prison population. Stability and continuity are essential elements in the life of any successful organisation, but given the circumstances prevailing at Lindholme, these have been difficult to sustain. Coupled with this is what appears to be a constant state of change at senior management level whereby no sooner staff are appointed to a particular area of responsibility, they are then moved before they can acquire the necessary experience

This particular problem has been compounded by what the Board perceives to be, as constant change at senior management level. No sooner is a manager assigned a specific area of responsibility, when they are moved elsewhere before they can develop the required experience that the post requires. The perception is one of reacting to events as opposed to acting upon events. Given these circumstances, continuity and stability are in danger of being sacrificed to the general detriment of the prison.

### **Identification of Issues.**

The last Annual Report issued by this Board was published before the H.M.C.I.P. Our findings pre-empted those of the Inspectorate with the exception of their comments concerning “the failings” of the Cat D facility and hence its subsequent closure. The Board expressed the view that the decision to develop a Cat. D provision raised expectations which could not be delivered given the totally inadequate resources that were allocated, and despite the best efforts of the staff. Such resources that were allocated particularly the skills and time of the staff could have been used to greater effect elsewhere in the prison.

**The Minister has since agreed with the Board’s findings concerning the Cat. D. facility:-**

**“The National Offender Management Service (NOMS) recognises that it got this wrong and will learn lessons so it does not happen again.”**

Nevertheless with this exception there are still issues which require attention as demonstrated by a recent survey conducted by the Board itself, involving a sample of ninety prisoners. Given the limited sample of the prisoners surveyed (ninety out of one thousand) the fact that 54% of the sample expressed the view that they had not received sufficient support with their sentence plan or the OMU Department, coupled with the other concerns already expressed, is a worrying trend.

## **Provision of a New Kitchen.**

In each of the Annual Reports issued by the Board since 2009, it has been stated that the kitchen serving the Cat. C Prison was unfit for purpose and only functioned as a result of the professionalism and commitment of the catering staff. In the commercial world it would have been condemned. The decision to build a new kitchen at a cost of £7 million was much welcomed and long overdue, and its completion in April 2013 when it was to be opened, promised to introduce into the prison a long awaited reform. It has remained closed since that date due to an inadequate power supply which at the time of compiling this report is still being remedied at additional cost. The Board is pleased to note that the kitchen was opened on Monday, 23<sup>rd</sup> November.

Once again the system of procurement whereby contracts are awarded has proved to be sadly lacking and represents a gross abuse of taxpayers' money particularly at a time of economic restraint. How is it possible to accept a contract which contains within it such a basic failure, and who was responsible for accepting it on behalf of the British taxpayer? How can a system of procurement which results in such lapses be justified?

## **Tenure of I.M.B. Members.**

The decision to dispense with the services of so many I.M.B. members under the fifteen year rule without seemingly taking into account the circumstances affecting individual Boards will seriously impair their ability to offer a meaningful monitoring service. Many Boards will be forced to reduce the time they can offer in the essential task of "monitoring fairness and respect for people in custody" and this, in turn, will make a mockery of such a laudable aim.

Expertise and experience are cumulative qualities acquired over a period of time and are portent factors when applied to one establishment, ensuring a high standard of monitoring. This will now be lost as a result of an ill thought out policy. One cannot but conclude that there is a hidden agenda of ultimately dispensing with Independent Monitoring Boards, this most worthy arm of voluntary service.

## **Would the Minister Kindly Respond to the Above Concerns?**

### **4.2(a) FURTHER CONCERNS RELATING TO THE ESTABLISHMENT**

#### **Staff Interaction with Prisoners**

The interaction between Wing staff and prisoners can make the difference between a well ordered and safe environment and one where both staff and prisoners feel at risk. Where prisoners feel that staff are inaccessible and dismissive, easily resolved problems become major issues and far more time consuming. It is the view of the Board that much more could be done to develop greater interaction with prisoners by a **“more visible presence of uniformed staff on wing landings”**. Where this is being done the effects are most positive and to the benefit of all.

#### **Escorted Transfers**

The reception of prisoners into this establishment leaves much to be desired and in the view of this Board, falls far short of treating them with humanity and dignity. It has been noted that on numerous occasions when GEOamy transport arrives at the beginning of a lunch break, prisoners have been forced to remain on the vehicle in the absence of uniformed staff being made available to supervise their disembarkation. Prisoners are therefore confined to a limited space which to say the least is claustrophobic and unacceptable. The transfer of prisoners is a time of tension for both staff and prisoners under normal conditions, but given the current policy at Lindholme, aggravates an already questionable procedure. There is clearly a need for a more flexible system of duties to be devised which would ensure the availability of staff at all times.

#### **Management Changes**

The Board's concern is that Managers are given new areas of responsibility, but before they can familiarise themselves with this specific role they are often moved to a different department with additional duties thrust upon them.

#### **Escorts to Hospital**

Despite raising this issue at Board Meetings on several occasions, the Board is still not satisfied that the most efficient arrangements are in place concerning the escorting of prisoners to the local hospitals for consultations/treatment. There is a temptation that the operational requirements of the prison take precedence over medical need.

#### **Security Department**

Security of prisoners and staff is of paramount importance in any prison and the Board have become increasingly concerned during the reporting year about the lack of staff within the department and especially those studying intelligence reports. This issue has been raised on Rota Reports and at Board Meetings.



### **4.3 PREVIOUS YEARS CONCERNS**

The Board is pleased to note that although there are still concerns with cancellation of meetings and line management communication, the prison has taken steps to address the issues raised in the Board's last report regarding theft and rub down searches in the DHL Warehousing Department. The Board will continue to monitor these concerns closely in the coming year.

The Board is still not convinced that the current system of Procurement represents best value for public funds. This has been highlighted in Section 4.2a The Provision of a New Kitchen.

## **SECTION 5**

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### **5.1 EQUALITY / INCLUSION AND CHAPLAINCY**

There have been numerous changes for the better over the year not only in staffing and leadership but also in attitude with Equality and Diversity being given, quite rightly, a higher priority. There is still, however, much more to be done in this area.

Meetings have generally been taking place when scheduled and have been productive. Prisoner engagement is important and can be seen in PEG, (Prisoner Engagement Group) EAT (Equalities Action Team) and DIRF (Discrimination Incident Report Form) meetings.

Care plans for disabled prisoners are being drawn up including personal emergency evacuation plans. Living accommodation is being adapted to meet identified needs.

The DIRF system is regularly reviewed and all prisoners and staff should be aware of it. Whilst the system is open to abuse by the prisoners all DIRFs are investigated. Confidence in the system could be better.

This year has seen a number of foreign nationals moved from HMP Lindholme to our next door neighbours, HMP Moorland. However, those who remain at Lindholme are having their needs addressed by weekly UKBA surgeries.

An area that we are monitoring closely, and will continue to do so, is the allocation of work by ethnic background. The concern being that certain groups get better jobs. There is no proof at present that anything is amiss.

As the age of the prison population within Lindholme rises so will the needs change. Work has been on-going throughout the year to meet these needs. We have this year been following the progress and much more needs to be done.

The chaplaincy within HMP Lindholme has been through a difficult year and the staff within this small but vastly important unit should be praised highly for their sterling efforts. There have been times when services have had to be rescheduled due to the lack of the appropriate minister. Yet the team, still far from full strength, have worked to cover the requirements from all faiths. The situation has not been helped by the prospect of privatisation but it is hoped that now a clearer path is before them the chaplaincy will grow to their correct number of contracted staff.

All religious festivals have been celebrated during the year the prisoners who took part in them have been thankful.

The mental health part of the NHS trust within the prison has been understrength for a major part of the year. This may have meant that some prisoners with mental health issues were

not always identified. However, there is no evidence that those who may suffer from mental health have been poorly treated.

Sexuality issues have not arisen during the year but we continue to be aware that problems could arise.

Online equality training for staff is on-going.

Although it is not known exactly how many prisoners come from a traveller background there is a group set up for them within the prison and in excess of 30 are known to attend. We continue to monitor to identify any potential problems closely.

## **5.2 EDUCATION LEARNING AND SKILLS**

During the reporting year OLASS3 has changed to OLASS4 (Offenders Learning and Skills Service).

The key fundamental change for OLASS4 is that The Manchester College (the OLASS provider) is paid according to how successfully learners achieve. Under OLASS3 the College was funded according to the number of teaching hours 'input' they delivered at each prison in the region.

Under OLASS4 it is vital that disruptions to learning are minimised and class attendance maximised. Without this it is very unlikely that the College will be able to access all of the funding allocated for OLASS, which will impact adversely on prison Purposeful Activity targets.

What types of training can be delivered under OLASS4?

OLASS providers must deliver a core offer made up of three elements:

Basic Skills English and Maths and ESOL (English Speakers of Other Languages).

Vocational Qualifications, including Information and Communications Technology (ICT) Employability skills.

Key to this delivery is the provision of unitised learning modules. Short units of delivery are combined to form full qualifications; in a prison environment this allows learning to be tailored to accommodate short lengths of stay and movement between prisons.

The value of each qualification is principally set according to the time it will take to complete (the breadth of the learning) and the difficulty level.

The Manchester College must therefore deliver a curriculum with an appropriate mix and balance of short and longer courses at different levels to both offer learner differentiation and also to enable them to maximize the funding available.

If the learner withdraws from learning before the planned end date and does not achieve the learning aim then no further payments are made for the learning aim. Separate funding is available for prisoners with learning difficulties.

Currently it is not possible for offenders to undertake an Apprenticeship whilst serving their sentence in the closed estate because they are unable to comply with the terms of the Apprenticeships, Skills, and Children and Learning Act 2009 (including the need to have a contract of employment). However a National Task & Finish Group has been established to look at Apprenticeships for prisoners. This will bring an opportunity for offenders to undertake approved elements of the Apprenticeship framework at the pre-release stage in preparation for application for an Apprenticeship opportunity through the National Apprenticeship Service (NAS) Apprenticeship Vacancies system.

The Board were pleased to note that The National Apprenticeship Service visited the working site during May 2013, as a result of which, there may be an opportunity to become a pilot site for apprenticeships in custody.

During the Board's reporting period there were 5669 (OLASS) units of achievement (qualifications). The prison work areas in Gym, Gardens and DHL have achieved a further 628 qualifications.

### **5.3 HEALTHCARE AND MENTAL HEALTH**

An effective healthcare service for patients is determined by identifying their needs and responding to them within the allocated resources available. Need identification is therefore crucial and in this context opportunities have to be created to give patients within the prison a voice. To this end a service user forum has been established involving the Head of Healthcare, prisoner representatives from each Wing and a Governor. This group now meets on a regular basis, is very “vocal”, and although recently established, has already produced some useful results. A new slip delivery system is now operating which reduces waiting times for prisoners seeking treatment, and a Healthcare Orderly has been appointed to work in the Centre, whose duties are so designed as to make the day to day running of this facility more efficient and “user friendly”.

Added to this is the involvement of the prison in a national website for patient feedback, whereby prisoners can express their opinions as to how they experience health care at Lindholme prison. This in turn helps to establish an open and transparent regime where issues are identified and improvements sought, as well as patients becoming more involved in the development of services for their own specific needs.

The prevalence of Diabetes now receiving national prominence has resonated within H.M.P. Lindholme by the appointment of a specialist nurse qualified in Diabetes care. The prison now provides specialist clinics in all areas of long term medical conditions as laid down by national guidelines.

Health Promotion clinics have continued as part of an on going policy with the addition of a new weight management clinic which has proved to be very popular with already telling results. Smoking cessation clinics continue to produce results which compare favourably with national trends.

Possibly the most significant improvement during the current reporting year has been the introduction of pharmacy services. The appointment of two qualified pharmacy technicians overseen by a senior pharmacist has resulted in more efficient access to medicines and the provision of specialist advice in relation to the use of them. Nursing teams now have more time to focus on nursing activities as opposed to pharmacy issues and complaints from prisoners concerning their medication have reduced quite dramatically.

All in all, Healthcare continues to provide a most acceptable standard of care for the prison population, and one which constantly seeks to look for further improvements. The conscious interaction with prisoners concerning healthcare matters is to be commended as well as the policy of transparency, the sign of a competent and confident organisation. Staff morale has been transformed since the provision of healthcare services by Nottingham Healthcare N.H.S.

The Board would conclude this element of its Annual Report on a cautionary note. The provision of escorting officers for prisoners requiring consultations and other medical procedures at local hospitals is less than satisfactory, and there is a danger that administrative convenience is allowed to over-ride medical necessity. This has been highlighted in Section 4.2 (a).

## **5.4 PURPOSEFUL ACTIVITY (Includes work)**

### **Industrial Area**

Designated as a “Working Prison “, HMP Lindholme has many varied courses designed to give both purposeful activity and knowledge of skills for rehabilitation.

C.I.T. (Construction Industry Training), Horticulture Workshops and Green Houses, Bakery, Waste Management Section, Welding, Vehicle Maintenance, Industrial cleaning and Rail Track training course. The Prison Estate Works Department and Gardens Department are also located in this area. There is also a Retail Distribution Workshop operated under the auspices of DHL which distributes the prisoners’ canteen orders to 7 local prisons.

The Board notes with some degree of satisfaction the further provision of additional work places as part of the drive to establish Lindholme as a working prison.

Bicycle Workshop – refurbishing bicycles for a local charity.

Hardware Assembly – the assembly of snow shovels for a major supermarket chain.

### **Horticulture**

This Department grows bedding plants to enhance the prison grounds and grows vegetables for use in the kitchen.

Attempts are being made to grow a larger range of vegetables for use in the prison kitchen and in the NVQ Catering Bistro. This is a trend which the Board feels should be encouraged.

### **Bakery**

Producing high quality bread and cakes for use in the catering sections this facility has given a number of prisoners the opportunity to gain employment on release.

### **CIT (Construction Industry Training)**

This department comprises successful courses in Joinery, Painting & Decorating, Plastering, Bricklaying and Building Maintenance.

All courses are well attended and produce work to a high standard. Within this Industrial workshop area are further training facilities in Welding, Vehicle Maintenance and Industrial cleaning, all enabling skills to be acquired for use on release.

### **Rail Track**

This is a professional and well managed course allowing only prisoners who are clear of any drug or substance misuse to enrol. It is designed for prisoners close to the end of their sentence as there is scope for employment within the rail industry on release.

## **Waste Management**

Previous Board reports have criticised the prison management for treating this department as a forgotten area. The private sector proposals led to a link with HMP Moorland for some waste disposal, but the Board will continue to monitor this area now these proposals have been dropped.

## **Regime Development Plan**

The Board are pleased to learn that as a working prison further workshops are being planned.

It is envisaged that the Textiles Workshop will increase the regime places to 26.

A Cycle Refurbishment Workshop has been established for 10 places with a possibility in the future of developing a Halfords Academy extending the workshop to 20 places. The CEO visited in November 2013 to issue some certificates to the prisoners.

Negotiations took place towards the end of the reporting year to open a Pallet Re-Cycling facility and a TV and Digital box Disassembly unit, but these will not be introduced until 2014.

Discussions also took place to develop a garden inside the new kitchen compound to give work for the elderly and disabled prisoners and again will not be introduced until March 2014.

Further contracts are being negotiated with XTA Solutions to provide a hardware assembly workshop, rock salt and polymer packaging. Work assembling snow shovels took place between September and December 2013 where 40,000 shovels were assembled for the retail market. 15 prisoners will work in this workshop.

A Plastics Re-Cycling facility opened in December 2013, working directly with ECO Plastics and this workshop will facilitate 30 prisoners.

On all of these "Educational and Skills Training Courses" the Board has been impressed with the level of commitment from the Instructors.



## **5.5 RESETTLEMENT**

The Reducing Reoffending function is made up of the following departments:-

Offender Management Public Protection, Resettlement Services, Programmes, Psychological Services, Accommodation.

The essence of any Resettlement Programme is to equip prisoners for life outside the prison and ensure that the strategies offered are supported by well trained staff.

The reporting year has been difficult for the Reducing Reoffending team with the failure of NOMS to announce the result of the competition to run HMP Lindholme leaving the prison open to losing staff and through fair and open competition at other establishments. It also proved difficult to engage with external agencies for the same reasons.

In November it was confirmed that Lindholme would stay in the public sector and this has been closely followed up by matching to Fair and Sustainable and Benchmarking.

### **Sentence Planning**

The Board is pleased to note that the Resettlement Department has managed to reduce the backlog of Oasys completions. There is still however, the inherent problem of Offenders arriving at Lindholme that do not have a sentence plan.

### **MAPPA**

All Offender Supervisors support the MAPPA (Multi- Agency Public Protection Arrangements) process and ensure that they either attend or produce reports for all MAPPA boards.

### **Advice and Assistance Available to Prisoners**

All offenders are seen by an Offender Supervisor on arrival at Lindholme and should be allocated an Offender Supervisor and Case Administrator within 48 hours. The department supports PID (Prisoner Information Desks) and provides information to ensure that the PID workers can signpost offenders to the correct Offender Management function.

### **ROTL (Release on Temporary Licence) & HDC (Home Detention Curfew)**

The Board is pleased to note the percentage of Offenders being released on HDC has increased, with over 60% of those eligible being released. ROTL has only been used on a minimal amount, but the life sentenced prisoners continue to have access to very good quality accompanied reintegration days.

### **Post Release Accommodation**

The Board is pleased to note that SHELTER, have produced excellent results over the last twelve months, by improving their access to emergency accommodation for those offenders that have no fixed abode. The Prison Service have also facilitated a secondment from Stonham Housing services to increase accommodation prospects for those that fit the HDC criteria but do not have accommodation.

### **Encouraging Family Links**

As part of the Resettlement Programme during 2013 the prison held 4 themed family days. These were arranged during school holidays and were well received by all those that attended.

However Encouraging Family Links is an area that the Board considers could be improved.

## 5.6 SAFER CUSTODY

The Current Safer Custody Team is a unit giving support to prisoners on ACCTs (Assessment, Care, Custody and Team Work) prisoners being bullied, self - harmers and other vulnerable prisoners. During the reporting period 217 ACCT documents were opened. There has been a focus in ACCT training for directly employed and non-directly employed staff. The Team co-ordinate and manage the Buddy system as well as dealing with violence reduction and suicide awareness. Victims of bullying are well supported and the perpetrators challenged.

The Prison runs a Safer Custody Meeting which meets monthly, to which a member of the Board attends as an observer. Members of the Safer Prison Committee monitor review and discuss incidents of violence looking at the outcomes for victims and appropriate action for perpetrators. They also evaluate prisoners on ACCT. During the course of the reporting year this meeting has been somewhat hit and miss with meetings being cancelled at short notice with attendees not being informed. Attendance at this meeting has been poor and not well managed. The Safer Custody Manager changed during the reporting year which the Board hopes will resolve the above concerns.

Attending the monthly meeting is a multi-discipline group including representatives from Safer Prisons, Security, Healthcare, Samaritans, IMB and Prison Listeners. Information relevant to the care of the prisoner population is submitted and considered. Any concerns raised are fully investigated and addressed. Prison Listeners may report on prisoner contacts, a prisoner's representative may report concerns; 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.

The Board tries to see any prisoner on an ACCT during a Rota Visit and signs the relevant paperwork on the Wing, in Segregation or in Induction. Listeners are well used in the establishment.

### Registered Safer Custody Incidents - 2013

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Physical Assaults incl. Fights	6	9	5	0	8	6	8	7	4	11	6	11
Harassment and Threats	36	31	22	32	26	20	33	23	30	13	28	22
Debt	8	8	14	16	16	8	11	8	6	9	8	7
Other	3	4	2	2	8	2	5	2	2	0		
<b>Total</b>	<b>53</b>	<b>52</b>	<b>43</b>	<b>50</b>	<b>58</b>	<b>36</b>	<b>57</b>	<b>40</b>	<b>42</b>	<b>33</b>	<b>42</b>	<b>40</b>

## **5.7 SEGREGATION**

The Segregation Unit is a custom designed building with facilities to hold twenty four prisoners.

Prisoners are removed from the main stream prison for either their own safety, having received threats from other prisoners, or for punishment for non-compliance when infringements of the Prison Discipline procedures have been committed.

Offenders who have broken prison rules are dealt with on a daily basis by a presiding Governor after careful consideration is given to the evidence presented. This is held in the adjudication room and is regularly monitored by a member of the Board. In cases where a prisoner feels it is necessary to appeal his case, this is referred to the visiting Circuit Judge. Once again a member of the Board can be present.

The Board considers the unit is well run and supervised, with prisoners being accorded respect and treated in accordance with Home Office procedures. The conduct of Adjudications is a case in point. Prisoners who appear before the presiding Governor have the charge clearly explained as well as the procedure and every care is taken to ensure that the prisoner clearly understands his legal rights.

Prisoners who are detained in the Care and Separation Unit for more than 72 hours are automatically reviewed which is a process designed to monitor the welfare of the prisoner and to plan future decisions which would affect either his continuing confinement or transfer elsewhere. The Board has to be satisfied that the procedure is fair before we are prepared to support any decisions.

The average length of time spent in the unit throughout the year is 10 weeks.

## 5.8 RESIDENTIAL SERVICES - (includes Accommodation, Food, Catering and Kitchen)

### Residential Accommodation

Prisoners are housed in 10 accommodation Wings.

**A to F WINGS** are former RAF dormitories converted to mainly single cells, each Wing houses 64 prisoners on eight spurs.

**G WING** A two storey modern Wing comprising 120 single cells currently holding 144 Prisoners.

**J WING** A three storey modern wing comprising 180 single cells, currently holding 208 Prisoners. This Wing also contains the Induction unit, Literacy, Numeracy and IT classrooms.

**K WING** A three storey modern wing comprising 180 single cells, currently holding 208 Prisoners. This Wing also contains the Care Suite.

**L WING** A modular purpose built two storey Wing comprising thirty double cells each with its own shower facility and houses Vulnerable Prisoners who are particularly at risk from intimidation and bullying.

In addition there is a Segregation Unit with a capacity to hold 24 prisoners in cellular accommodation.

The prisoners' Visits Centre is located close to the Gatehouse and Administrative block, with the prisoners' visitor reception located immediately outside the main gate.

We have seen the opening of a new kitchen facility which is a significant improvement on delivering quality and consistency across the prison. Catering Staff have worked tirelessly to produce a quality menu that takes into account all requirements especially during religious festivals.

The Segregation Unit has seen improvements by the installation of exercise equipment and electrical points in each cell. Televisions have also been implemented on a risk assessment basis.

Monthly prisoner consultative meetings are attended by the Residence Functional Head, a Board Member is invited to attend as an observer.

## SECTION 6

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### Board Survey

The mark of any forward looking organisation is one that is not afraid to examine its procedures and test their effectiveness. A questionnaire administered to ninety prisoners in October 2013 was designed to identify issues for the Board, which in turn could be further pursued through the weekly Rota visits and lead to a more objective annual report. By focusing on clearly identified issues the reduced time that the Board will have at its disposal from January 2014 can be used more effectively.

It should be emphasised that the survey is a working tool designed for internal use by the Board and will be amended and developed in the light of experience, as will the Board's procedures. It is further envisaged that the survey format will be used at regular intervals as a means of identifying areas requiring additional monitoring and subsequently the findings brought to the attention of the senior management. This in turn will result in a more professional annual report which will be more evidentially based than hitherto.

In general terms it was encouraging to note that the findings of our survey paralleled those recorded by the Inspectorate e. g. the treatment of prisoners on arrival at the prison, access to Listeners, security of property, and the treatment of prisoners by staff. These findings were of a positive nature indicating a strong element of commitment towards prisoners and their treatment.

Other areas such as sentence planning, and above all, preparation for life in the outside world gives some cause for concern when 83% of those surveyed did not feel that the prison had given them adequate preparation for life outside. Such preparation would involve vocational training, assistance with finding accommodation, the nurturing of family ties and assistance with job applications as well as providing basic educational qualifications. However, the issue identified here would require further investigation by the Board in all the areas listed before becoming the focus for further monitoring and presenting to the management. It is precisely this kind of finding which points to the value of the survey and to its future use.

## **SECTION 7**

### **THE WORK OF THE INDEPENDENT MONITORING BOARD**

The Board currently comprises 10 Members. However one Member has been on a six month sabbatical.

Each week two members of the Board undertake a clearly specified Rota Visit. A system is followed which reflects the scale and variety of the areas visited and the need to record effectively and objectively members' findings. Such activities bring members of the Board into direct contact with both prisoners and staff.

Prisoner applications and Segregation Reviews are carried out by two different members each week on a Rota basis.

A Board Meeting is held every month at which salient points and concerns are discussed with the Governor or a member of the Senior Management Team. The involvement of members at meetings allows the Board to operate as a cohesive team. Provision is always made for the training of Board Members to be 'factored' in as required.

Certain areas of the prison are designated as being of "Special Interest" to which individual Board members are assigned. Members also attend selected prison committees as observers. Any concerns are noted and brought to the attention of the Governor at Board meetings. In addition the Board decided to continue to pay extra attention to the DHL Workshop and Waste Management section.

Board Members are also required to attend any major incidents which arise in the prison when the Command suite is opened and act as impartial observers. The number attended during the reporting year was 5.

The decision to change the status of the Cat C Prison into a full Working Prison and the overriding process of Benchmarking, following the decision to leave the prison in the public sector, presents the Board with new challenges requiring some different monitoring methods. If the Board is to be equipped to monitor the prison in a manner which informs all interested parties, the need to review and amend procedures is an essential requirement. This demands of the Board increasing attendance at the prison and it should be noted additional time spent at home on prison work.

The Chairman is mindful of the time and commitment given by Board members in their voluntary role, particularly in view of the additional challenges during the reporting year and wishes to record his grateful thanks to them for the assistance and support they have given him.

**IMB is a voluntary organisation. If anyone reading this report feels they would be interested in a role with our Board, please contact the IMB clerk at HMP Lindholme – Tel 01302 524700**

## 7.1 BOARD STATISTICS

<b>Board Statistics</b>	
Recommended Complement of Board Members	16
Number of Board members at the start of the reporting period	12
Number of Board members at the end of the reporting period	10
Number of new members joining within the reporting period	1
Number of members leaving within the reporting period	3
Total number of Board meetings during the reporting period	12
Total number of visits to the Establishment	583
Total number of segregation reviews held	377
Total number of segregation reviews attended	351



## 7.2 IMB APPLICATIONS

<b>Code</b>	<b>Subject</b>	<b>Year 2012</b>	<b>Year 2013</b>
A	Accommodation	2	16
B	Adjudications	2	10
C	Equality & Diversity (including religion)	3	3
D	Education/employment/training Inc. Incentive & Earned privilege	25	23
E.1	Family/visits including mail and phone	17	9
E.2	Finance/pay	15	4
F	Food/kitchen related	8	3
G	Health related	21	24
H.1	Property (within current establishment)	25	24
H.2	Property (during transfer/in another establishment)	8	7
H.3	Canteen, facilities, catalogue shopping, Argos	16	2
I	Sentence related (inc HDC, ROTL, parole, release dates, re-cat etc.)	16	45
J	Staff/prisoner/detainee concerns including bullying	2	7
K	Transfers	21	9
L	Miscellaneous	35	18
M	Complaints		5
	Total number of IMB Applications	216	213
	Total number of IMB Confidential Access	12	40

## APPLICATION MONITORING

2013 - 2014

Location	J	F	M	A	M	J	JY	A	S	O	N	D
A	0	1	0	2	1	1	0	0	1	3	1	1
B	0	0	0	2	0	0	0	1	1	1	2	0
C	0	1	3	0	1	0	1	0	0	0	3	0
D	0	0	2	1	0	0	0	0	0	2	1	1
E	1	0	0	1	1	1	1	0	1	3	0	0
F	0	1	1	1	1	1	0	0	0	1	0	1
G	3	2	0	1	8	10	3	0	3	0	4	2
J	0	0	5	2	5	3	4	9	4	6	12	2
K	3	1	4	2	0	0	1	4	7	3	5	5
L	3	2	0	2	0	3	1	0	5	2	3	2
SEG	1	1	0	0	1	2	0	4	1	2	0	1
IND	0	0	0	0	0	0	0	2	1	1	0	0
<b>TOTAL</b>	<b>11</b>	<b>9</b>	<b>15</b>	<b>14</b>	<b>18</b>	<b>21</b>	<b>11</b>	<b>20</b>	<b>24</b>	<b>24</b>	<b>31</b>	<b>15</b>

**IMB Lindholme Record of Areas Visited From February 2013 - January 2014**

	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Total
Segregation	4	3	4	4	4	5	3	5	4	5	5	4	50
Adjudications	4	1	3	3	3	4	2			2	1	1	24
Kitchen		3	5	4	4	5	3	5	4	4	4	4	45
IEP Boards	7							1	3	2	1	1	15
Healthcare	3	1	3	2	2	2	1	4	3	3	2	1	27
CIT Paint Shop	1							2		3			6
Mental Health									1	1			2
Food Comments Book	4	1											5
Zone 1 Education	1	1	1	1	1	1	1	1	1	1	3		13
Zone 2 Education	1		1		1		1				1		5
Zone 3 Bakery	1		2	1			1	1		2			8
Zone 5 Plasterers	1		2	1									4
Zone 6 Careers			1			1	1						3
Zone 7 Bev Pack/Ind Clean	1	1	1		1	2	1						7
Textiles	1		1	2	1	2		1	1				9
Auto Mechanics	1	1	1		1	1	1				1	1	8
Waste Management	1		1	1			1	1		1			6
Horticulture	1		2	1			1	1			1		7
CES	2		1	2	1	2		1					9
Gym						1		1			1		3
DHL	1		1	2		1		2	1	1	1	2	12
Prisoners Reception	1	1	1	1	1		1	1	1			1	9
Visitors Centre	1	2		1		1		1				1	7
NVQ Catering/Bistro				1		1		1					3
Chapel	1		1	2	1	2		2	1	1	2	2	15
Security Department	1	1	1		1	1			2	1	1	2	11
Library	1		1	2	1	2		1			1		9
A Wing	1		1		1		1	1			2	2	9
B Wing			1					2					3
C Wing	1			1		1							3
D Wing				1		1		1	1			2	6
E Wing		1		1		1		1	1			1	6
F Wing		1		1		1		1				1	5
G Wing		1				1			1		1	1	5
J Wing	1		1	1					1	2	2		8
K Wing	1			1	1	1				1	1		6
L Wing	1		1		1		1		1	2			7
OMU												1	1
<b>Grand Total</b>	<b>45</b>	<b>19</b>	<b>38</b>	<b>37</b>	<b>26</b>	<b>40</b>	<b>20</b>	<b>38</b>	<b>27</b>	<b>32</b>	<b>31</b>	<b>28</b>	<b>381</b>

