



Annual Report
of the
Independent Monitoring Board
at
HMP Lincoln

for reporting year
1 February 2016 to 31 January 2017

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

- 1.1 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.
- 1.2 The Board is specifically charged:
 1. To 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. To inform promptly the Secretary of State or any official to whom he has delegated authority as it judges appropriate, any concern it has.
 3. To 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.
- 1.3 To enable the Board to carry out these duties effectively, its members have right of access to the prison's records, every prisoner and every part of the prison.

2 DESCRIPTION OF THE PRISON

- 2.1 HMP Lincoln was mainly built in Victorian times. It is a Category B Local Prison serving the courts of Lincolnshire. It currently holds remand and convicted adult/young-adult male prisoners, including foreign nationals, life sentenced prisoners and prisoners serving indeterminate sentences for public protection.
- 2.2 The Prison has four large residential wings, a care and separation unit, chapel, reception area, offender management unit, visits hall, kit distribution centre, gymnasium, workshop block, academy, gatehouse, pedestrian gate entrance and a number of temporary buildings.
- 2.3 The average number of prisoners over the reporting period was 599 which is 82.2% of the operational capacity. HMP Lincoln's Certified Nominal Accommodation (CNA) was 408 and its Operational Capacity (Op Cap) was 729.
- 2.4 Nottinghamshire Healthcare NHS Trust provided general and mental healthcare. The contract for Resettlement services was provided by CRC Purple Futures with Shelter as their local provider. Some services continued to be provided by Lincolnshire Action Trust. Education was provided by Novus, a stand-alone organisation within the Manchester College group. The workshops were staffed by civilian instructors. The Samaritans trained Listeners and the escort contractor was GeoAmey.

3 EXECUTIVE SUMMARY

- 3.1 The year 2016 was a particularly challenging year for HMP Lincoln due to the number of prison officer vacancies, sickness and the consequent impact of the wing lockdowns and restricted regime for many prisoners for most of the year. By the end of the reporting period however, through better management there was a reduction in wing lockdowns and more predictability to the regime
- 3.2 Staff prisoner relationships were generally good however despite the implementation of restricted regimes and the challenging behaviour of many prisoners
- 3.3 In addition the establishment continued to demonstrate improved performance in a number of areas, in particular, in the latter part of the year, with more robust management of key issues such as cleanliness, the Assessment Care in Custody Teamwork (ACCT) process and the Incentives and Earned Privileges (IEP) scheme.
- 3.4 The Board was particularly pleased with the care and management of segregated prisoners in the Care and Separation Unit, the management of the Reception unit, the work of the Offender Management Unit, Security, Safer Custody and the Kitchen.
- 3.5 Although the Board recognise a number of improvements that have been made, it still has particular concerns with the following issues

3.6 Key issues

- 3.6.1 Continued failures of the heating system in the Care and Separation Unit (para 11.8)
- 3.6.2 Welded cell windows on C wing (para 9.9)
- 3.6.3 The high level of self harm (para 10.2)
- 3.6.4 The continued high use of psychoactive substances (para 6.9)
- 3.6.5 The lack of CCTV on E wing (para 9.1)
- 3.6.6 Insufficient attention to Equality and Inclusion (para 5.10)
- 3.6.7 Delays in the reception of new prisoners due to the non-availability of nurses in Reception when required (para 6.5 & 9.13)
- 3.6.8 The condition of the First Night Centre cells (para 9.12)
- 3.6.9 On-going problems and lack of resolution to numerous maintenance and repair issues across the establishment (para 9.8)
- 3.6.10 The Prison Officer staffing situation remains a concern (para 9.16)

3.7 Particular issues requiring a response

- 3.7.1 The key issues identified in 3.6.1 to 3.6.10
- 3.7.2 The attention of the Minister is specifically required in relation to issues 3.6.9 and 3.6.10 concerning the maintenance and repair issues under the national maintenance contract and the Prison officer staffing situation and the national recruitment of staff for local prisons.

3.8 Previous Year's Concerns

- 3.8.1 *The delay in transferring prisoners with mental health problems to an appropriate health facility*
Although the problem appeared to be less in 2016 there are still prisoners with mental health problems being held in the segregation unit for longer periods than desirable (para 11.9)
- 3.8.2 *Continued failures of the heating system in the Care and Separation Unit*
This remained a concern for the Board (para 11.8)
- 3.8.3 *Concerns with the application and complaints system.*
A new application system was put in place and embedded across the organisation to address this problem (para 9.18)
- 3.8.4 *Welded cell windows on C wing*
This remained a concern for the Board (para 9.9)
- 3.8.5 *The increase in rats and cockroaches, particularly near the kitchen.*
The issues with vermin have been addressed through better waste hygiene procedures and pest control (para 9.2)
- 3.8.6 *Prisoners on E wing not being permitted their full amount of exercise*
This was addressed by wing management and no further issues were raised (para 9.21)
- 3.8.7 *The infrequent staffing of the Observation, Classification and Allocation (OCA) desk*
The OCA role was staffed on most days of the week to address the problem (para 9.19)
- 3.8.8 *The poor hygiene standards of the toilets and recess areas on the wing*
There has been a huge improvement in the cleanliness of these areas (para 9.1)
- 3.8.9 *The lack of CCTV on E wing*
This remained a concern for the Board (para 10.8)
- 3.8.10 *The high level of self harm*
This remained a concern for the Board (para 10.2)
- 3.8.11 *The high use of psychoactive substances.*
This remains a concern although the establishment has done a lot of work to manage this issue (para 6.9)

4 EDUCATION, LEARNING AND SKILLS

- 4.1 Education was provided by Novus, a stand-alone organisation within the Manchester College Group. For most of the year the department was overseen by the Education Department Administrator due to the absence of the Education Manager. A new Education Manager was appointed at the end of the reporting period.
- 4.2 There are currently 180 part time places available with attendance either morning or afternoon and 30 full time places. Attendance was variable throughout the year but did improve to over 80% by the end of the year
- 4.3 A range of courses are provided and at times there are waiting lists for some courses for example ESOL (English for Speakers of other Languages). Classes are of mixed attainment levels with class sizes varying between 8 and 10 according to the needs of the group. Maths and English are compulsory to Level 1. Main prisoners and vulnerable prisoners are taught separately.
- 4.4 The Education Department identified a number of areas needing further development which had not been addressed due to funding restrictions. This included the need for additional Maths and English Classes and additional higher level programmes such as Level 3 Information Technology.
- 4.5 The transient nature of the population of the establishment together with restricted regimes throughout the year did have an impact on learners. Interruptions to a programme of learning did not always allow the repetition and consolidation which many prisoners needed. In some cases it was possible for some learners to complete set work within their cells. Peer mentoring was also used to differentiate and personalise learning.
- 4.6 Often there is not enough time for prisoners to complete an entire course, particularly at Level 2. The Department provides some modular learning which allows prisoners to study individual units which are transferable and recognised if a prisoner is transferred or their sentence is completed
- 4.7 A recent change in funding should allow for education provision to become more tailored to the needs of HMP Lincoln and the Department are in the process of undertaking a needs analysis including labour market information to match the needs of the employment requirements in the local area.
- 4.8 Initial education assessments of prisoner identify learning needs in terms of Maths and literacy skills. During Induction the National Careers Service is also involved to support action plans once career aspirations have been established and matched to the courses and activities available. This is reviewed towards the end of a prisoner's sentence. Mental Health concerns remain a barrier to learning for many prisoners. Some prisoners have benefitted from submitting pieces of work for the Koestler Award which is an Arts award scheme for offenders.
- 4.9 Two Libraries are in place with a wide range of books and CDs and they are well

used by prisoners although restricted regimes throughout the year have impacted on access to the Library at times. Distance learning is also available.

5 EQUALITY AND INCLUSION

- 5.1 A member of the Board attended the meetings of the Equalities Committee and reported any issues to the Board. However, these meetings were few and poorly attended.
- 5.2 Equality prisoner representatives were in place on each wing. They received training and information packs, but attendance at Equalities Committee meetings was variable, partly because staff shortages prevented or delayed their attendance on occasion. There are usually also foreign national representatives, but recruitment has been a problem.
- 5.3 A number of forums/focus groups seek to represent particular sections of the prison population, including Older Prisoners, Veterans, & Foreign Nationals, though some prisoners are reluctant to attend such groups. Others have been proposed, including Young Prisoners and Travellers, but have not yet been established.
- 5.4 As many as 10-15% of the prison population comprise foreign nationals, from a wide range of countries; up to about 50% at any one time are from outside the EU. There was a need for more communication aids for these prisoners, especially in Reception.
- 5.5 Among foreign nationals held in Lincoln, there was, as last year, a small number who had served their sentences but could not be released pending agreement from the immigration authorities. The Board were concerned that some were waiting for long periods without any date for release or repatriation, or adequate information, causing them anxiety and using scarce cell accommodation ("cell-blocking").
- 5.6 Incidence of self-harm is particularly prevalent in the 30-39 age group and together with the 20-29 age group is disproportionately high compared with the overall prison population in HMP Lincoln. The Board supports the efforts being made by the prison to find ways to help these men.
- 5.7 All religions amongst prisoners were catered for and a wide range of religious festivals celebrated. Festival food was provided and information displays and chapel activities have helped to promote tolerance & understanding. The Board commends the hard work of the chaplaincy throughout the year to bring help, advice and comfort to prisoners of all faiths and to those with none.
- 5.8 The prison population includes a number of fairly elderly prisoners for whom regular access to outdoor exercise and fresh air was not always possible because of a shortage of wheelchairs. This is now being addressed. That said, these prisoners were unable to get to the chaplaincy because the lift which they would use was long-term out of order.
- 5.9 Some 25% of prisoners at Lincoln were identified as having a disability, of whom roughly one third evinced mental illness, learning difficulties or mental impairment.

A small number suffered from progressive diseases, and the Board was very impressed by the many prison officers and staff who "went the extra mile" to help and care for those individuals and support for their families in peculiarly difficult circumstances.

- 5.10 The Board regrets that Equality and Inclusion received insufficient attention in the last year, mainly because of staff shortages but this issue is now being addressed. A new strategic direction has been set by the new Governor who also now chairs the Committee. All Governor grades have been allocated a protected characteristic to lead on

6 HEALTHCARE AND MENTAL HEALTH

- 6.1 Nottinghamshire Healthcare Foundation NHS Trust provided general and mental health services to the Establishment. Addaction provided drug treatment services.
- 6.2 Throughout the year there was an on going number of nurse vacancies in general healthcare which had some impact on the delivery of services although the service provider was pro-active in recruiting to vacant posts.
- 6.3 At the start of the year a substantive General Practitioner (GP) was appointed and so for most of the year there was good access to medical care although there was a period at the end of the reporting period when GP support was required from another Establishment. There was good access to dental care throughout the year.
- 6.4 The number of missed healthcare appointments remained low and healthcare staff continued to follow up each missed appointment to ascertain the reason for the non-attendance
- 6.5 Reception staff continued to report delays in the reception of new prisoners due to the non-availability of nurses in Reception when required. There continue to be ongoing discussions between the Establishment and Healthcare to address this issue
- 6.6 The Establishment has a high number of prisoners with mental health problems but they appear to be well managed by the mental health team despite a turnover of staff and vacancies throughout the year.
- 6.7 There were still concerns with the daily queues of prisoners for medication particularly on A wing and the risks this posed. Plans were proposed at the end of the reporting period however for individual patient drug cupboards to be purchased so prisoners could manage their own in cell medication in 2017.
- 6.8 The drug recovery unit (Transform) on the C4 wing landing was managed by Addaction and from May 2016, 74 service users took part in the recovery programme with 60 completing it (81%). The unit on the landing however was not dedicated to this programme and other prisoners were also held there. Addaction also arranged 2 Good Vibration workshops and a New Psychoactive Substances (NPS) workshop during the year.

6.9 The Board remained concerned with the continued high level use by prisoners of Psychoactive Substances although the Establishment had done a lot of work to manage this issue as part of its drug supply reduction policy. A drug strategy committee was also in place to manage the Establishment's approach to drug management and treatment.

6.10 HMP Lincoln is still to become smoke free and this is expected to occur in late 2017. As at January 2017, 84% of prisoners were recorded as smokers and all of those had been offered support or advice to stop smoking and 22% participated in cessation therapy programmes. Nicotine patches and vapour cigarettes remain available on the Facilities List for prisoners to purchase

7 PURPOSEFUL ACTIVITY

7.1 The table below indicates the number and type of work places available to suitable prisoners in each category in the planned activity profile

LOCATION/ NAME	No. FULL TIME	No. PART TIME
Kit Distribution	10	20
Textiles	30	60
Tailors	20	40
Multi Skills	20	40
Industrial Cleaning	14	0
Waste Management	8	0
Kitchen	25	0
Gym (Orderly & Course)	16	0
Gardens	6	0
Wing cleaners	32	0
Wing Painters	8	0
Reception Orderly	4	0
Library Orderly	3	0
Visits Orderly	5	0
Laundry Orderly	6	0
Other Orderly	11	0
FNC (Orderly & Painter)	6	0
Education Reps	8	0
Servery Worker	16	0
Orange Band	8	0
Wing Barber	4	0
Retired/Medically unfit, Detox, Reception moves	60	N/A
Induction	50	N/A

7.2 The total number of workspaces was 420 compared with 454 the previous year. Workspaces availability is determined by a prisoner / staff ratio of 20:1 for

workshops and 6:1 for work outwith the buildings

- 7.3 The Tailors workshop produce jogging suit bottoms and the Textiles workshop produce sweat tops for HMPS. The Multi-Skills workshop produces jogging bottoms and towels. The Kit Distribution Centre deals with the dispatch and receipt of clothing processed by the laundry at HMP Ranby.
- 7.4 Time out of cells was poor due to the level of wing lockdowns throughout the year and this had a significant impact on working attending their place of work. The introduction of a new wing regime and core day arrangements at the end of the reporting period was expected to improve the situation, reduce lockdowns and allow more prisoners to go to work. The intention is that if a wing is on lockdown workers will be taken to the workstations.
- 7.5 Industrial Cleaning is a training facility working to the standards of the British Institute of Cleaning Society
- 7.6 All workshops operate on a commercial basis with service obligations for production to HMPS. Workers have an individual target of one garment every 30 minutes
- 7.7 The induction of new prisoners averages 50 full time per week
- 7.8 The target for worker attendance at their allocated workplace was 80%. A performance of 66.4% was achieved compared to 71.9% in the previous year
- 7.9 Staff shortages throughout the year also impacted on performance but it is recognised however considerable effort was made by the Establishment to mitigate the impact and by the end of the reporting period workplace attendance was much improved.

8 RESETTLEMENT

- 8.1 The contract for Resettlement services was provided by CRC Purple Futures with Shelter as their main provider. Shelter see all men coming into the prison within 8 days and 12 weeks prior to release. They provide information and support with housing, health and well-being issues, employment and debt advice. For men with short sentences of up to two weeks there is not enough time to help them prior to release. Shelter support the "Through the Gate" process and follow individuals up for 13 weeks. Shelter are audited regularly in terms of induction and pre release measures and the overall audit for Lincoln resulted in a moderate improvement.
- 8.2 Lincolnshire Action Trust (LAT) were contracted to deliver the First Centre including the Departure Lounge and Release support, CF03 (Employability project), MOVE (Moving on into Volunteering and Employment), the Money Mentor project and 'Being Dad' courses. In 2016 for the First Centre there were 445 new contact adult inductions for visitors, 1730 adult visitors supported and 355 children visitors supported. During the year there were 12 Being Dad courses with 91 participants of which 69 completed the course
- 8.3 LAT continued to deliver the Supporting People after Remand or Conviction

(SPARC) scheme. Prisoners are seen on day 1 at Court when needed and this includes referrals to prison services, contact with families and contact with employers and other agencies or services. On day 2 they visit the prison to check if basic needs are met and to help the offender settle into prison. This includes referrals to other services if required, checking family and children information and referral to appropriate courses. SPARC also work with the Police Arc team (Assessing Rehabilitation Through Collaboration). At the end of the reporting period there was uncertainty about the future funding and the SPARC contract was to end in March 2017. LAT are exploring other ways by which they can provide some of the SPARC services.

- 8.4 The National Careers Service (NCS) work closely with Shelter and LAT. NCS provided employment advice and three months prior to release they work with individuals on CVs, job searching and helping to write to employers. They also supported some men that they were unable to claim for. They do not have a full complement of staff as they also provide cover for 3 days per week at HMP North Sea Camp. NCS exceeded their targets for both the customer management and customer satisfaction outcomes although the output targets were not met because of the lack of staffing capacity. Monthly employment updates on courses and jobs are available for prisoners approaching release and for those wishing to obtain qualifications / skills they need ready for release. Following release continuous support is offered for one year. In the last year 45 prisoners have gone into employment.
- 8.5 Part of the Resettlement process included a 'Through the Gate' letter which the prisoner received prior to release and a copy was sent to the next establishment. Families made use of the Departure Lounge through which prisoners were released. This allowed them to meet out of the public eye. There are 2 waiting areas for family and friends to use and a play and activities area for children and adults to use. Activity packs, books and toys are provided for the family to enjoy during visits.
- 8.6 LAT also liaise with other relevant services to support families as and when required and offer to liaise with schools about prison experience and expectations. The CF03 Employability project helps men to return to the community and to work and is undertaken when they have between 6 months and 2 years left to serve. This is a national project so support can continue if transferred to another establishment. CF03 includes a range of support including money management, accommodation support, employability sessions and alcohol and drug support as well as support on release.
- 8.7 The MOVE project is a network of 24 organisations working together across Lincolnshire. Financial help is available for travel, childcare and respite care costs. On-going support is also provided through an advisor who can make referrals to other agencies. The support available includes skills development, employability work, sourcing volunteering opportunities and health and wellbeing.
- 8.8 LAT also provide support on release through help with attending appointments and to contact relevant services and encourage individuals to help themselves.
- 8.9 A successful employer engagement event was held in December 2016

8.10 LAT, NCS and Shelter actively promote their services to prisoners on the wings through leaflets and posters.

9 RESIDENTIAL SERVICES

- 9.1 During the last few months of the reporting period the appearance and cleanliness improved with increased general cleaning, increased rubbish collections and a painting programme. The Board was concerned throughout the reporting period about the cleanliness of the toilets and recess areas on the wings, although with better management the situation had much improved by the end of the year. The Board understands however the cleaning products used are still not strong enough especially for the toilets. A shower replacement programme remains in place across the establishment and the Board now receives fewer concerns about the state of the showers.
- 9.2 The Establishment has made continued concerted efforts to address the problem of cleanliness of the outside areas caused by the throwing of rubbish out of the windows by prisoners. Jet washers have been bought and pest controllers have constantly dealt with the problem of rats and cockroaches and the situation has much improved.
- 9.3 The timely repair of wing washing machines was a continued problem with machines not working for extended periods although this had improved by the end of the year
- 9.4 The Kitchen was mostly understaffed and they did not receive their full allocation of prisoners. Although they were able to manage with less, their numbers were often reduced further due to prisoners attending court or healthcare appointments, which created pressure on other workers. Approximately 1400 meals a day are produced and the Board is of the view the Kitchen is managed to a high standard.
- 9.5 The food was of a good standard, catering for many religious denominations. The Board received very few complaints about the food with the exception of the breakfast packs not being large enough. The packs are also provided to the prisoners the day before and invariably many prisoners say they consume these the night before.
- 9.6 The availability of working equipment in the Kitchen has improved during the year but breakages and faults are still often slow to be repaired.
- 9.7 The replacement of the kitchen floor has been further delayed until Spring 2017. The repairs to the roof were carried out during 2016
- 9.8 During the year the Board raised concerns to the Governor and to the Minister in August 2016, in relation to the on going problems and lack of resolution to numerous maintenance and repair issues across the Establishment. The Board were of the view these problems had worsened since the introduction of the Amey Contract and prisoners were increasingly having to put up with unacceptable working and living conditions.

- 9.9 The Board again raised concerns about the welded windows on C wing with a letter to the Deputy Director of Custody (DDC). This issue has been raised as a concern for a number of years. The DDC replied to say he agreed it was unacceptable and that the affected cells would be taken out of use during hot weather pending their replacement. This did not happen and the capital expenditure to change the windows was not forthcoming and the cells remain in use.
- 9.10 The laundry is now processed by HMP Ranby and the kit distribution centre dealt with the dispatch and receipt of the clothing. It is taken by weight but is reported to be often short on return.
- 9.11 The heating system across the Establishment does fail due to the age and quality of the system with some parts taking a long time to replace as they have to be specially manufactured. In the colder months prisoners and staff often raise concerns about cells and offices being cold.
- 9.12 The condition of the First Night Centre cells is still a concern to the Board and the condition of many cells across all wings were also poor and inadequate.
- 9.13 The Reception unit is very clean and a well managed area and the staff very helpful and professional. The Establishment does not lock out until 8pm unlike other Establishments in the Region that lock out at 7pm. This situation therefore often results in prisoners being brought to the prison after 7pm resulting in late finishes for the staff and delays in the processing of prisoners. This is an issue that the Establishment is trying to address with the Prison Authorities. The reception process is also often too lengthy and prisoners are sometimes locked in their cells on the wings late into the evening. There are on going discussions with Healthcare about the availability of nurses in Reception to support the reception process.
- 9.14 Property is an important issue for prisoners and the IMB frequently receive applications from prisoners that they have not received their property from a previous Establishment. The Reception at HMP Lincoln appears to deal efficiently with prisoner's property. Some large parcels however coming into Reception will not go through the scanner and so can be held up until staff have sufficient time to sort them. The amount of compensation paid out for lost property by HMP Lincoln in 2016 was not available.
- 9.15 There has been a delay nationally with regard to smoke free prisons and it is expected the Establishment will not go smoke free until late 2017. The ground floor landing on B wing is designated to be smoke free but not many prisoners wish to go to this area. Towards the end of 2016 the Care and Separation Unit (CSU) was also designated as a smoke free area together with Reception.
- 9.16 In August 2016 the Board wrote to the Minister in relation to the Prison Officer staffing situation at the Establishment and the impact this was having on the prison regime and the welfare of both prisoners and staff. The Establishment was frequently having to lockdown one wing each day resulting in prisoners being locked up for up to 23 hours per day which the Board found unacceptable. This also led to increased unrest and disruption within the prison and there was a serious incident in September 2016 following a period of lockdown on one of the wings.

Following this incident and investigation an action plan was put in place for implementation by the new Governor including new staff detail profiles and revised core day arrangements. At the end of the reporting period through better management there had been a reduction in wing lockdowns and more predictability to the regime.

- 9.17 Staff prisoner relationships were generally good despite the challenging behaviour of prisoners. Prisoner Advice Desks were introduced on the wings in January 2017 and looked like they would provide a good resource for prisoners and appear to have been well received.
- 9.18 The Establishment general application system appears to be working more effectively with less concerns raised with the IMB, about applications not being addressed. Similarly the Complaints process has improved with complaints being well managed and on time. The Establishment reviews a sample of complaints on a weekly basis. During the year there has been an increase in confidential access complaints to the Governor.
- 9.19 The Board have been concerned for a while about the infrequent staffing of the Observation, Classification and Allocation (OCA) desk. This is the process by which prisoners are transferred to other Establishments. This has been addressed by the new Governor and the OCA role is now staffed on most days of the week .By the end of the year the situation was much improved. Transfers in and out of the establishment are managed well.
- 9.20 Throughout the year the Board was concerned about the cleanliness and state of the Visits Hall and in particular the children's play area. The Establishment has taken considerable steps to address this problem however including the cleaning of the carpet and replacement of chair covers. The situation is not helped by the fact that the area is frequently left in a mess by the visitors after each visit period and it is an on going problem.
- 9.21 The Board had previously raised concerns about prisoners on E wing not being permitted their full amount of exercise. This was addressed by wing managers ensuring prisoners received their entitlement of exercise and no further issues have been raised.

10 SAFER CUSTODY

- 10.1 The Safer Prisons Committee met monthly. It was a multi-disciplinary group including representatives from Safer Custody, Security, mental Health, Healthcare, Addaction, Chaplaincy, Samaritans, Lincolnshire County Council Social Care Practitioner, Prisoner Listener representatives and the IMB. The purpose of the meeting was the management of prisoners at risk of harm to self, to others and from others in accordance with the Safer Custody Prison Service Instructions (PSI). Prison Listeners reported on prisoner contacts and 'listens', information was shared on Assessment Care in Custody Teamwork (ACCT) books opened and closed, incidents of self harm, deaths in custody, assaults, violence reduction, constant supervision and safeguarding.

- 10.2 592 ACCT books were opened during the year, which is 48 more than reported in the previous year. A number of appropriate staff had received ACCT management training in January 2017, which had an impact on the quality of case reviews leading to a significant number of books being closed. There was an increase in incidents of self harm reported, 758 (517 reported on IRS the incident reporting system) compared to 413 in the previous year. The high level of self harm incidents remained a concern. There was an average of 4 prisoners on constant supervision during the year but by the end of the reporting this reduced to one or two prisoners only.
- 10.3 The total number of violence reduction incidents reported during the year on the Incident Reporting System (IRS) was 624 and 407 on the Violence Reduction Database (VR). This is the highest number for 5 years and was particularly high during October 2016. A Safer Custody team member was tasked with issuing a Notice to Staff in respect of reporting all fights and assaults on IRS and VR to ensure that every incident was reported. The Violence Reduction Diagnostic Tool was found to be very helpful in revealing any trends in prisoner on prisoner and prisoner on staff assaults, the age group of the perpetrators and the time of day of the occurrence. The Violence Diagnostic Tool also showed that violence involves a relatively few individuals. These individuals will be targeted using a new conflict resolution training programme which is to be introduced
- 10.4 There were 3 deaths in custody during 2016, two self inflicted and one of natural causes. There were also three inquests held following deaths in custody.
- 10.5 There were 19 Listeners at the end of the reporting period. Two new Listeners who had completed their training in January 2017 had already been lost as they were transferred to enable them to progress.
- 10.6 A Safeguarding training package had been planned but had to be put on hold as the County Council were unable to provide a facilitator. A meeting involving the relevant agencies has been held to discuss the way forward. In the interim a new strategy was published which outlined the referral process for staff and prisoners.
- 10.7 No new National Safer Custody Audit was carried out in 2016 and so the establishment remained at a green rating
- 10.8 It had been intended to introduce Officer body worn cameras on E wing during the year but this was delayed. Cameras will not be used routinely but only as a last resort. All staff using these cameras will have to complete training called "5 minute intervention". The Board has previously raised concerns about the lack of CCTV on E wing which houses vulnerable prisoners. A business case has been submitted and it is expected a camera will be installed during the coming year.
- 10.9 The Board had previously raised concerns about bullying on E wing during the latter part of the previous year. The establishment has a number of arrangements in place including a revised Incentives and Earned Privileges scheme and an adjudication system that minimises the risk of bullying of and by sex offenders. There is also active wing management and awareness of bullying issues as they arise and this is no longer a concern

- 10.10 Work is being done across the establishment to cater for older prisoners. HMP Lincoln and HMP North Sea Camp are planning to share equipment and costs for items such as wheelchairs and walking frames
- 10.11 During the year there had been an increase in violent incidents, a significant contributory factor being staff shortage and sickness absence resulting in restricted regimes and wing lockdowns. By the end of the reporting period though through better management there was a reduction in wing lockdowns and less restricted regimes

11 SEGREGATION, CARE AND SEPARATION

- 11.1 HMP Lincoln has a nine cell segregation unit which is locally referred to as the Care and Separation Unit (CSU). A prisoner is segregated and denied normal association from the mainstream prison population for a number of reasons under National Prison Rules. These include Good Order or Discipline (GOOD), Own Protection, Cellular Confinement, Temporary Confinement and removal from the wing for a period of up to twenty eight days.
- 11.2 The main reasons for segregation at HMP Lincoln were for GOOD or Own Protection. Segregation Review Boards are required after 72 hours and then at no more than fourteen day intervals, to review whether a prisoner could continue to be segregated. The Segregation Boards at HMP Lincoln are termed GOOD reviews and a member of the attended each review and was required to say whether they agreed with the decision to continue to segregate a prisoner
- 11.3 The CSU continued to implement effectively the revised national policy for the review and authorisation of the continued segregation of prisoners beyond 42 days which was introduced in late 2015
- 11.4 The Board is of the view that the day to day management of the CSU and care of this difficult cohort of prisoners by the prison officers is of a high standard.
- 11.5 The Board continues to have concerns about the physical condition of the CSU. It was understood that in 2015 there had been consideration nationally of the need to look into the feasibility and cost of refurbishment of the ceiling of the unit. The ceiling has still not being replaced.
- 11.6 The full complement of nine cells has rarely been available with one or more cells out of use due to damage on a regular basis.
- 11.7 The Special Accommodation Cell remained not fit for purpose throughout the year and was unavailable for use.
- 11.8 During the year the Board again raised concerns about the lack of heating in the CSU cells on a number of occasions and prisoners often complained about being cold. The CSU did provide additional blankets but the problem with the heating has never been resolved and still remains a concern particularly during the winter months.

- 11.9 The Board has raised concerns over the last few years that the assessment and transfer of prisoners with mental health issues took longer than the fourteen days stipulated in the National Best Practice Guidance. Although the problem seemed to be less in 2016 there are still prisoners with mental health problems being held in the segregation unit, an area which is not appropriate for their welfare.
- 11.10 During the reporting period there have also been a number of very difficult to manage prisoners who have been located in segregation beyond 42 days. The Establishment finds it increasingly difficult to transfer out this cohort of prisoners.
- 11.11 The Segregation, Monitoring, Advisory and Review Group (SMARG) was scheduled to meet on a quarterly basis to review the use of segregation but the meeting was often cancelled at short notice. A member of the IMB attended the meetings held. The overall attendance at the meeting however has been poor throughout the year and the meeting was not very effective.
- 11.12 The IMB observed an increase in the number of 'three and sometimes four staff unlock' prisoners which reflected the nature and type of prisoners in segregation. This was reviewed for each prisoner on a regular basis. The prisoner officers in the unit managed these prisoners effectively and professionally

12 THE WORK OF THE INDEPENDENT MONITORING BOARD

- 12.1 Three members of the Board, one due to ill health and two who did not return at the end of their sabbatical leave, resigned from the Board. Three new members were recruited in 2016 and are currently undertaking their probationary period. The Board retained its commitment, teamwork and high morale.
- 12.2 Members of the Board visited areas of the prison each week. Good practice and concerns were noted and reported in writing. The report was emailed to all members each week and was read by the Governor who commented on the issues raised prior to the monthly Board meetings.
- 12.3 Written and verbal prisoner applications to the Board were collected weekly and processed within seven days. The Board monitored the trends in applications and frequently recurring problems were added to the IMB Issues Log (see para 12.8)
- 12.4 Board members were allocated areas within the prison to provide closer monitoring and to alert colleagues to problems or issues of concern. The Board attended some prison meetings, IMB and prison staff training events, inquests, special and seasonal events.
- 12.5 The Board administered the Lincolnshire Discharged Prisoners Welfare Charity. Two applications for an award were received and approved.
- 12.6 The IMB National Council representative and the IMB Secretariat continue to assist the Board in its work.

Committees attended by the Board

Equalities
Health and Safety
Prisoner Representatives Group
Quality Improvement Group
Reducing Re-Offending
Safer Custody
Segregation, Monitoring, Advisory and Review Group
Senior Management Team

- 12.7 Board statistics and IMB applications information is contained in Appendix A and Appendix B respectively. During the reporting period there was a marginal (6.5%) increase in the number of applications received from prisoners compared to the previous year.
- 12.8 An IMB Issues Log was maintained by the Board. These main concerns are highlighted for the Governors attention and are given a Red, Amber or Green rating (RAG rating). Items eventually resolved are moved to a Green rating and are archived for future reference and reporting purposes. For most of the year the Issues Log was included as an agenda item at the monthly Senior Management Team (SMT) meetings. The Board remains concerned with the length of time some issues remained on the log. These have been further drawn to the attention of the Governor for his information and consideration.

Appendix A

BOARD STATISTICS

Number of Board members at start of the reporting period	11*
Number of Board members at the end of the reporting period	11**
Number of new members	3
Number leaving	3
Total number of Board meetings	12
Total number of visits (including all meetings)	391
Total number of segregation reviews attended	224
Total number of IMB Confidential access (from 41 prisoners)	49

* The number includes one member on sabbatical and one new member who was appointed but unable to start her duties due to health problems.

** The number includes 3 members on sabbatical for varying periods of time

Appendix B

IMB APPLICATIONS

		APPLICATIONS TO THE IMB FROM PRISONERS				
Code	Subject	16/17	15/16	14/15	13/14	12/13
A	Accommodation	24	10	14	22	13
B	Adjudications & Segregation	8	6	8	1	8
C	Equality, Diversity and Religion	6	4	5	4	6
D	Education/Training/Employment	18	29	33	27	17
E1	Family Visits	4	29	8	33	35
E2	Resettlement Issues	11	3	17	4	2
E3	Mail/ Pinphones	7	-	-	-	-
F	Food/Kitchen related	3	5	6	11	8
G	Health related	46	42	50	62	47
H1	Property (related to previous prison)	49	24	73	42	16
H2	Property (related to current prison)	14	26	15	31	22
H3	Canteen, Facilities, Catalogue shopping	9	11	9	16	7
I	Sentence related (including home detention curfew, release on temporary licence, parole, release dates, re-categorisation etc	19	33	32	46	28
J	Staff/Prisoner related concerns including bullying	19	11	18	26	12
K	Transfers	36	33	73	62	49
L	Miscellaneous	44	50	48	47	48
Total		338	316	406	434	318