



Annual Report
of the
Independent Monitoring Board
at
HMP North Sea Camp

for reporting Year
1 March 2016 – 28 February 2017

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

The Prisons Act 1952 and the Immigration and Asylum Act 1999 require every prison and Immigration Removal Centre (IRC) to be monitored by an Independent Board appointed by the Home Secretary from members of the community in which the prison or centre is situated. This Board is known as the Independent Monitoring Board (IMB).

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.

To enable the Board to carry out these duties effectively its members have the right of access to every prisoner, every part of the prison and also to the prison's records, with the exception of individual's medical records unless specifically granted in writing by each individual.

2. EXECUTIVE SUMMARY

2.1. This report has been compiled by the Independent Monitoring Board of HMP North Sea Camp and covers the period between 1st March 2016 and 28 February 2017.

2.2. The changes imposed on all prisons this year continue to provide challenges. The Board is happy to report however that despite the current staff shortages and a number of politically driven changes to the prison regime and services the Board's view is that the establishment has, in the main, had a satisfactory year.

2.3. The Board continues to have grave concerns about the level of personal property problems. When prisoners are transferred from one establishment to another, their property is often lost, left behind or sent to the wrong prison. The problem is worse where transfers are from private prisons. The Board is aware that dealing efficiently with prisoners' property moves is a major problem across the prison estate and would like to see HMPPS taking urgent steps to address the issues rather than stating that their contract management processes are addressing this. Clearly they are not as the problems continue and indeed grow. (See Para 7.11 and 7 12)

2.4. The Board continues to be concerned with the problems the prison (which is on a spread out site where lots of walking is required) faces with a growing elderly population and the increasing incidence of age related illnesses and physical disabilities. The Prison and the Healthcare Provider are trying to ameliorate this but a dedicated unit for the care of the elderly would be advantageous. (See Para 7.5)

2.5. The Board recognises that within the wider community access to healthcare does involve waiting for appointments and that the same should apply to those in prison who should expect not better but equal access to treatment. In the main this is true at North Sea Camp but there are two important areas where treatment is significantly worse.

a. The first concerns Dentistry where waiting lists for treatment are unacceptably long. In addition attempts by the local healthcare team to mitigate this through a Dental Triage service carried out by nurses was stopped by the contractor. It would appear that prisoners do not get annual check-ups at the dentist and merely attend if they have pain – this does not mirror treatment available in the community. (See Paras 8.1.8 to 8.1.12) (A mobile dental service is due in late September 2017 which should reduce the backlog)

b The second relates to appointments that are cancelled through no fault of the prisoners (eg because of lack of escorting officers) but lead them to having to be re-referred. This is becoming less common but still happens. Previous reports have suggested that it would be beneficial if the healthcare provider could negotiate with local Hospitals that another appointment can be offered without affecting any NHS performance measures. This would mean that prisoners are not penalised when appointments have to be missed due to factors over which they have no control. (the healthcare provider has agreed to fund additional staff for escort duties and this is expected to be put in place during October 2017) (See Para 8 1 13)

2.6. The Board is concerned about the continuing poor performance and cost of the AMEY Estate Contract which has caused great difficulties at the prison (see Para 7.4) on a positive note the Stores function run by AMEY continues to work well with most problems being externally driven. (See Paras 7.9-7.10)

2.7 Some of the accommodation at North Sea Camp is not of a standard that is commensurate with modern purpose built prisons. There is use of dormitory

accommodation when prisoners first arrive at North Sea Camp and some other rooms are very cramped without space for a table and chair. The Board recognises that some accommodation is very old but the prison service will need to update this accommodation within the next five to ten years or else make use of the houses outside the prison that are not currently used so that cramped double occupancy rooms can become single occupancy and dormitories can be totally phased out. (See Para 7.1 to 7.3)

2.9 Some prisoners say they feel vulnerable when they first come to North Sea Camp and the way property is transferred from reception to the induction wing spotlights new arrivals and makes this worse. (See Para 4.4)

2.10 The Board recognises as a positive the fact that all prisoners can be offered some form of employment or education on a full time basis. (See Para 10.4)

2.11 Prisoners have from time to time expressed problems with how to access their offender supervisors and at report end had to ask for a referral form the PAC (prisoner advice centre). In former times there was a drop in time when a duty manager was available to answer queries. The board feel that this arrangement was preferred by prisoners (since the end of the reporting period drop in sessions have been reinstated). Prisoners feel unable to complain about these matters fearing that a complaint may have an adverse effect on the way their sentence is managed. (See Para 11.8).

2.12 Shortages of Offender Managers in the community, especially in the London area, has led to delays for prisoners with regards to ROTLs as paperwork often takes a long time to be produced and sent to North Sea Camp OMU. (See Para 11.7, 11.8, 11.9)

2.13 The Prison provides a fair and humane regime for the prisoners in its care as well as preparing them for release (see para 2.3.1 to 2.3.3) but sadly prisoners still worry about complaining

Mabel Brooks
Chair
Independent Monitoring Board
HMP North Sea Camp

2.2 Introduction to the report

2.2.1. This report represents the finding of the Independent Monitoring Board at HMP North Sea Camp for the period 01/03/2016 and 28/02/2017. Evidence comes from observations made by members on visits, scrutiny of records and data, informal and formal contact with prisoners and staff, surveys and applications to the board.

2.3 Main Judgements

2.3.1 Overall prisoners receive fair treatment at North Sea Camp. **However** from a number of conversations with prisoners the Board is aware that there is a culture of fear about complaining against some parts of the prison regime.

2.3.2 North Sea Camps' emphasis on humane treatment is recognised except in Health Care where waiting times for dental appointments are unacceptably high (see Para 8.18 to 8.1.12) and within the OMU where there are a number of issues (see Para 11.6 to 11.19).

2.3.3 Preparation for release is a positive aspect of North Sea Camp. Work opportunities in the prison are associated with qualifications, a number of which are innovative and reflect the diverse work opportunities available both in the prison and in the community. (See Para 10.1 to 10.2 and Para 7.17 to 7.22)

2.3.4 Areas of the prison are extremely good – namely the provision of hot meals three times a day (see Para 7.6) and the well stocked and well run library which has an extremely high footfall (see Para 9.10).

2.4 Main Areas for development

Issues, which require the attention of the Minister

2.4.1 Poor Contract management and tendering is still causing problems in the prison. HMPPS is neither addressing contract failures nor exacting penalties at a local level so poor performance continues. This applies to Transfer of Prisoners Property as described at **2 below** and the issue of Dental Provision described at **3 below**. The maintenance contract with AMEY is another example of poor contract performance as described at **4 below**. The board is concerned with the backlogs that have been drawn to its attention by the prison and observed on monitoring visits. A further concern is the suggestion that the contract at NSC was a hybrid of that of a normal closed prison with little regard to the unique nature of the prison estate at NSC.

2.4.2. Problems surrounding property continue to be an issue that leads to the highest number of applications to the Board. The majority of problems occur when prisoners are transferred to North Sea Camp. Limited space on transport means that some property is left behind and prisons do not forward this property in a timely fashion or at all. In some cases property is never found and compensation has to be paid. This is increasing

2.4.3. Despite plans having been shared with the Prison Management and the IMB there is, at the end of the reporting period a long waiting list for dental treatment. There has been a long waiting list for Dental Visits for almost all the reporting year.

Attempts by the Healthcare professionals at the prison to ameliorate it through the provision of dental triage facilities were stopped on the orders of the Trust management. The Board continues to raise this issue to the attention of the senior management team at the prison as prisoners are not getting the same treatment that they could expect to receive in the local community (since the end of the reporting period a mobile dental service has been scheduled to attend at the end of September 2017 to clear the backlog).

2.4.4. The board has been told that the healthcare provider has now agreed to fund additional officers to escort prisoners to dentists in Boston but this will not come into effect until October 2017 at the earliest. There are also plans for a mobile dental van to visit during September to clear some of the backlog. Until the Board sees that the dental waiting list and waiting times are reduced to reasonable proportions provision of dental treatment will remain a concern.

2.4.5. The board is concerned with the backlog in repairs that has been drawn to its attention by the prison and observed on monitoring visits. The cost of repairs also leads to delay in a time of tight budgets. A further concern is the suggestion that the contract at NSC was a hybrid of that of a normal closed prison with little regard to the unique nature of the prison estate at NSC.

2.4.6 The board is concerned at the delays to prisoner paperwork caused by a lack of offender managers especially in the London area (see Para 11.9). This can lead to prisoners failing to complete what has been asked of them by the parole board with regards to accompanied visits to the local town, visits to family etc – prisoners then have to sit more parole boards than they would otherwise have done thus putting pressure on the parole board system and extending the time prisoners spend in prison.

2.5 Issues of operational concern requiring a response from H M Prison Service

Canteen pricing (see Para 7.17) is felt to be excessive in some cases. Prisoners feel that they are being exploited and point out that the average prison wage is £15 per week. Permission to order such things as batteries from Argos is requested.

2.6 Issues of operational concern requiring a response from the Governor

Prisoners should be encouraged to complain politely either via the Community Representative Group or individually without fear of an adverse comment being put on their PNOMIS record.

Could the work undertaken by prisoners within the prison be reviewed to see if fewer prisoners could work within the prison thus freeing up more prisoners to take up employment in work placements outside the prison (see 10.5). The IMB understand that not all available outside work placements are filled.

2.7 Improvement

Whilst the prison continues to perform well in resettlement and education there has been no improvement in such matters as the Amey contract and the dental waiting list during the reporting year

3 DESCRIPTION OF HMP NORTH SEA CAMP

3.1 HMP North Sea Camp is an Open Category D male Resettlement Prison with a Certified Normal Accommodation of 420 (341 on roll at 29/2/2016). It opened in 1935 as a Borstal and became an adult male prison in 1988. The prison is six miles east of Boston.

3.2 The prison holds a highly complex group of prisoners, many of whom are serving long prison sentences. Some prisoners at North Sea Camp are IPP prisoners who have served years past their sentence. The prison carefully manages the risk associated with such offenders being held in an open prison, with risk assessment being a core part of management.

3.3 The accommodation comprises six residential units, a kitchen and dining room, a modern Healthcare unit, a well-equipped gymnasium, chapel, library and a working arable and livestock farm incorporating workshops. There is also a large playing field, which prisoners can use for football and outdoor sporting activities and during association periods up to 20.00hrs in the summer months.

3.4 HMP North Sea Camp has the following contractors/agencies delivering services:

- Healthcare is provided by Nottinghamshire Healthcare NHS Trust
- Education and Training is provided City of Manchester College
- Lincolnshire Action Trust continues to provide elements of training
- Addaction - provides drug/alcohol support and counselling
- Probation Service
- Lincolnshire Library Service (became Greenwich Leisure Ltd part of the way through the reporting year)
- AMEY delivering maintenance and stores facilities

3.5 Voluntary organisations providing assistance to prisoners include Community Links, Samaritans, The Royal British Legion, Alcoholics Anonymous, and local church groups, Macmillan, Marie Curie, St Barnabas Hospice, Age UK and Early Prevention of Cancer (EPOC).

4 SAFETY

4.1 In addressing this section, the board undertook a review of certain aspects of the Bus to Bed review undertaken by the Prison Management Team at North Sea Camp in 2015. This addresses two of the Central Reporting Questions:

Are Prisoners treated fairly? Are they treated humanely?

4.2 Four dedicated visits were undertaken, to observe the path a prisoner took from the arrival of the bus to transfer to the induction wing on south unit.

4.3 12 Prisoners were observed over a period of some 18 hours. The prisoners varied in age, ethnicity, physical ability and demeanour. There were first offenders and some prisoners who had been held in a number of different establishments for long periods

4.4 While most of the activity observed raised no concerns the following concerns were identified during the evidence collection/observation.

- One bus had a large number of property bags that extended into the gangway between cubicles. Some of the bags were very heavy. There is a concern as to what would happen if the bus crashed – would the bags impede emergency services access. As movement and loss of property is one of the most common reasons for applications to the IMB this matter needs to be addressed by the prison service and the transporting contractor with a way found to ensure prisoner safety but at the same time allowing property to travel with a prisoner.
- The second concern relates to the reception processes where unnecessary delays were encountered on two of the four visits. The view of the Board is that: A filing system standardised throughout the prison service would save time and act as a check for staff transferring a prisoner – it would be easy to see if all paperwork was present.

This would save a considerable amount of time throughout the prison service.

- The third area of concern was partly related to the paperwork issue which meant that some prisoners spent much longer than necessary on the buses. On checking with the Deputy Governor he informed the Board that all prisoners should leave the bus as quickly as possible irrespective of missing or incorrect documentation. He recognised that this is an ongoing problem at NSC and intimated that this would be reviewed.
- Some of the new arrivals felt intimidated when they were being moved to their accommodation. The process involved a trolley being loaded and moved very noisily with the prisoner across the length of the prison to the reception block thus drawing attention to the new prisoner.
- The reception area at North Sea Camp is very small and leads to delays in processing new arrivals as only one prisoner can be dealt with at a time

4.5 The survey findings gave the board the confidence that in this area of activity prisoners at North Sea Camp are, with the exception of a few problems which were highlighted, treated fairly and humanely.

4.6 There have been two Deaths in Custody during this reporting period. Both were of natural causes, the coroner's report was satisfied that the prisoners had received care of equal quality to community care. The Deaths in Custody have over the years reflected the rising age of the prison population at North Sea Camp which has been

raised by the board in previous reports. Figures taken in January 2016 confirmed that 32% of the prison's population was over 50 years of age years. There have been proposals to provide greater levels of palliative care within the establishment but the necessary funding has not been secured.

4.7 The Safer Custody committee meet once a month and there are attendees from many departments. Staff have received training to improve their awareness of behaviour that could be an indication that a prisoner is not coping and could result in that prisoner causing harm to himself. This has resulted in a higher number of ACCT documents (Assessment, Care in Custody & Teamwork) being opened which means prisoners get timely intervention to resolve issues that endanger their wellbeing.

4.8 ACCTs have varied from none open in a month to 13, with the average number of ACCTs open during a month being 5 a month. The Board monitors the ACCT procedures as part of its Rota Visits and can report that procedures are correctly followed.

4.9 The Safer Custody team provide a daily drop in service to prisoners to air any concerns they may have on a variety of topics. This service succeeds in reducing complaints and continues to alleviate work for officers and administrators. Prisoners often respond better to informal verbal advice than written responses, and the team liaise with other departments quicker and therefore deliver responses to prisoners very rapidly. Conversations and actions are logged.

4.10 A new system of reporting violent incidents (VI) has also been introduced which has led to a rise in reported VI incidents. The majority of these are low level bullying and verbal/emotional threats and are mostly offence linked. The prison has responded to these by providing enhanced behavioural monitoring procedures and a robust and fair use of the adjudication process. Adjudications have varied from 4 to 17 a month with the average being 10 a month. A system of: "How to Report; How to Respond and How to Reduce" is in place.

5. EQUALITY AND FAIRNESS

5.1. The Prison has systems and processes in place to ensure all protected characteristics are supported at North Sea Camp. The Prison holds awareness events with regards to Protected Characteristics. This has included LGBT awareness events and a series of events linked to 'Black History Week' The events have been well supported by prisoners and staff and have been linked to fundraising for Charities like MacMillan and the Hardman Trust. This has gone a long way to ensure that prisoners do not suffer disadvantages

5.2 The Board has carefully monitored the work undertaken to support prisoners with disabilities. Two wings are adapted to provide disabled facilities, including ramped exits for emergencies and the fitting of handrails. Single occupancy rooms are available for prisoners with wheelchairs. All disabled prisoners are assessed with regards to their disability and if a single room is required this is provided.

5.3 The Prison has a prisoner run Equalities Hub. There are 2 full time Equality Orderlies and 2 full time Safer Custody orderlies based there. The Equal Opportunities Officer holds regular Equality Action Team Meetings. Orderlies from across the prison attend these meetings. In the year to 28th February 2017 the Equalities hub dealt with prisoner enquiries as below:

Characteristic	No of enquiries
Age	36
Disability	76
Gender	1
Marriage/Partnership	1
Pregnancy	
Race	30
Religion/Belief	23
Sex	
Sexual Orientation	32

5.4 The Equal Opportunities Officer promotes community links with a number of organisations including Boston Borough Council, Boston College, Boston Community Voluntary Service and the Boston Disability Forum. Membership of the Forum is important as it offers access to support networks for prisoners upon release.

5.5 The Board monitors the level of prisoner complaints with data provided for each board meeting by the prison. The Board itself receives only a few applications about the operation of the complaints procedure and response timescales. The Prisoners Advice Centre (PAC) helps prisoners with complaint applications and gives information on how to contact the Ombudsman.

5.6 When prisoners arrive at North Sea Camp they are automatically given enhanced IEP as it is felt that by being transferred to a Cat D prison they have earned that status. It is then up to the prisoner to keep that status. Very few lose that status. As an example at the time this paragraph was completed one prisoner was on a basic and 4 on standard and the rest on enhanced. The Board deals with IEP issues infrequently.

5.7 The Prison has had its first transgender prisoner transferred in. The Board are pleased to report that the support provided by the prison and fellow prisoners to this prisoner has been extremely positive after initial difficulties with the ordering of clothes and cosmetics.

5.8 The visits area is adequate for the level of visits that take place. Family Days are held four times a year. The visitors reception area on the outside of the prison has been improved but like most of the accommodation in the prison both the reception and visits area itself could do with upgrading.

5.9 Specific accommodation needs for people with additional and special needs are overseen by collaboration between the Equalities Liaison Officer, Healthcare and the Head of Residential. Healthcare are applying the gold standard framework and working in partnership with local authorities under the Care Act 2014 to ensure the needs of older prisoner are met at North Sea Camp. Prisoner "Buddies" are allocated to disabled prisoners to assist with access issues. Care for terminally ill and end of life prisoners is a priority and every effort is made to meet their individual needs, up to and including compassionate release. The provision of a palliative care facility remains a need for North Sea Camp however currently there are no funds for such a facility. The strong partnership working between the establishment, healthcare and community agencies for palliative and end of life prisoners continues to improve.

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 There is no Segregation/Care and Separation Unit at North Sea Camp

7 ACCOMODATION

7.1. Accommodation remains dated and overcrowded however it is noticeable that cleanliness is driven to a high standard. Parts of the accommodation do not conform to the PSI requirement to have both a chair and a table in a cell/room.

7.2 Core accommodation is in five residential blocks two of which retain some dormitory accommodation. The dormitory accommodation is used as a last resort and prisoners have priority when re-allocations take place. The Bus to bed survey undertaken by the board highlighted that some prisoners like this accommodation and prefer it to sharing a room in the other blocks whilst other prisoners feel daunted by the fact that they have to share with others.

7.3 Funding options are being looked at to expand the Jubilee Independent Living Units. This would provide 48 additional spaces. The Board supports the Prison proposals for a cost effective extension of the Jubilee Units. These Units are an essential part of the work the prison does to re-integrate long term prisoners back into society.

7.4 Remedial work continues to be carried out on the Estate. In last year's report the Board expressed concerns about the time taken to complete reported defects by the new contractor AMEY. Once again the board has concerns about the performance of this contract. Specific issues this year include problems yet again with shower units, and the laundry facility. Prior to the AMEY contract a significant number of prisoners were employed in undertaking maintenance work. This has fallen and the contractor when asking for additional prison workers does not want to pay the prison for their work.

7.5. Most prisoners with disabilities are located on North unit on dedicated wings with access to disabled washing, showering and toilet facilities. These wings have additional aids such as handrails and specialist equipment in rooms (provided by the local authority). A unit, rather than a wing, totally dedicated to the elderly and those with disabilities would be advantageous.

7.6 Catering facilities at North Sea Camp are of a high standard. The menus have a 7 day cycle giving 5 daily choices including one healthy option, one vegetarian and one halal, and an additional separate vegan menu. The menu changes twice a year. The Prison offers a full cooked breakfast every day, unique within the prison estate, which is very popular. The majority of food provided is home cooked rather than pre-prepared. The homemade lunchtime soups are very popular. The food is sampled daily by the governor or a member of the senior management team and weekly by IMB rota members.

7.7. All religious and cultural events are catered for and a themed food evening is laid on once a month and is very popular with prisoners. Family visit days are also catered with either a hot meal or buffet, and the catering department are also responsible for running the visits shop.

7.8 The Prison Farm continues to supply seasonal vegetables, eggs, pork and some lamb to NSC kitchens

7.9 The stores are staffed by one full time member of Amey and one administrative member shared with maintenance. The staff supported by four orderlies work hard to ensure that there is sufficient and appropriate kit for every prisoner.

7.10. Orders from Branston are not always being supplied in a timely fashion. After ironing out some initial teething problems, Amey's running of stores has maintained a good standard of service and they plan to continue to improve on previous systems. This is due to the enthusiasm and competence of the staff members and the orderlies.

7.11. The failure of the Prison Service to address the problems surrounding property transfers continues despite having been raised by this board and other boards in many annual reports. The staff at North Sea Camp do their best to chase up property that has not arrived but they should not have to do this were the contract with the provider better managed and poor performance penalised. Thirty percent of applications to the board concern property matters with no other category of application exceeding 16%.

7.12. Within the prison property matters are generally well managed but there are issues around storage caused by the large number of prisoners who have spent a considerable time in prison and have therefore large amounts of property that needs to be stored. This can include legal papers and course materials

7.13. The board considers that staff-prisoner relationships are generally very good. It is clear from monitoring visits and the ethos of respect that was instituted by Governor Yates that there is respect for the prisoners by the majority of staff and this is reciprocated by prisoners. There has been some disquiet about some dealings with OMU staff as mentioned in para 11.8 to 11.9

7.14. Staff prisoner relationships are helped by the very useful work undertaken by the Prisoners Advice Centre (See Para 7.17 to 7.22) for further information

7.15. In dealing with prisoner applications the fact that staff and unit officers know the prisoners well is helpful in responding to applications that are made.

7.16. The Board has had one application this year concerning access to legal rights and that was a complex issue that it was unable to be dealt with. Legal visits take place without the board being made aware of any problems with them.

7.17 Prisoners do not feel that they are being treated fairly with regards to canteen prices stating that batteries for example are often four times the price on the canteen sheet than in the Argos catalogue. Prisoners are not allowed to order batteries from Argos at North Sea Camp for contractual reasons. The Board would request that the canteen prices are more reasonable.

Case Study – The work of the Prisoners Advice Centre (PAC)

7.17. The PAC has now been operating for more than two years. The Board decided as part of this report to look in some detail at the work of the PAC and how it

contributes to ensuring that Prisoners at North Sea Camp are treated fairly, humanely and prepared for their release.

7.18. The PAC is open 365 days a year and provides support for 8 hours on weekdays and four hours at weekends and bank holidays. The staff rota is based on 8 orderlies being available and working in pairs.

7.19. Support provided by the PAC includes helping with Release on Temporary Licence applications (ROTLs), OMU applications, feedback forms, referrals, checking board dates and picking up apps to deliver to the OMU. Support is given to prisoners by PAC staff where they have difficulties with communication skills or reading and writing.

7.20. The PAC is always busy when monitoring visits take place so the PAC staff were asked to undertake a footfall survey for this report. The results showed how valuable the roll undertaken by the PAC is. The footfall was counted across a typical week's activity in April. During the week there were:

155	ROTL applications processed
30	OMU applications
27	Feedback forms
24	Referrals to services within the prison
805	other matters were dealt with during the week.

There was a total footfall of 1041. If multiplied over a full year this would mean 54,132 visits to the PAC or 130 visits per prisoner

This included supporting prisoners in writing letters, finding out public transport information for Home ROTLs, Maps of Boston for town ROTLs, provision of information leaflets on services provided outside the prison which prisoners would need to access on release.

7.21. One of the issues highlighted by this exercise is the fact that the PAC staff could work even more efficiently if they had access to a computer to work from. This already happens with the Job Club, Equalities Office, Safer Custody and Inductions.

7.22. In summary the Board sees the work of the PAC as providing valuable input into the fair and humane treatment of the prisoners at North Sea Camp and in particular making a very important contribution to preparing all prisoners for release. In addition the PAC orderlies could undertake relevant advice and guidance qualifications, giving them additional opportunities for work choices when they are released. The Board is not aware of that this is offered systematically by the Education provider.

8 HEALTHCARE AND MENTAL HEALTH

8.1 Healthcare

Background

8.1.1 Nottingham Healthcare NHS Foundation Trust (NHFT) provides healthcare services at NSC.

8.1.2 GPs from a practice in Boston visit the prison on a rota. Waiting time to see a GP is two weeks unless a nurse deems that a prisoner needs to see a GP urgently. Prisoners can request an appointment with a nurse and these are provided the same day or the next day.

8.1.3 The optician attends once a month and usually sees everyone who has been put on the waiting list that month

8.1.4 The diabetic retinopathy screening van attends twice yearly to test the eyes of prisoners with diabetes

8.1.5 Twice a year an ultrasound machine is brought to the hospital to carry out the over 65 AAA (abdominal aortic aneurysm) screening

8.1.6 A variety of clinics are held – well man clinic, diabetes management, respiratory condition management, chronic heart disease management, older persons clinic, social care assessment, pain management, medication management and pharmacy review, blood pressure monitoring, smoking cessation, epilepsy monitoring, immunisations and vaccinations, Chlamydia screening.

8.1.7 The pharmacy is open twice a day on weekdays and in the morning at weekends and on bank holidays for the dispensing of medication.

8.1.8 The healthcare team has to meet the wide range of healthcare needs of long term prisoners including the elderly, those with complex conditions, wheel chair users, those who require support with social care and those who have terminal illnesses. The team is supported by social care providers in Lincolnshire, Marie Curie, McMillan and St Barnabas Hospice

Issues:

8.1.8 The 2016 IMB annual report for North Sea Camp had the following paragraphs:

Areas of concern with regards healthcare during the reporting year 2015/16 include:

“There is no on-site dental service. Prisoners visit a local dentist once a week although this dropped to once a fortnight with a consequent build-up of a waiting list of around 60 which will take 10 weeks to reduce to nil. Prisoners are not allowed to go for check-ups and are only allowed to go to the dentist if they have pain that cannot be held at bay via pain killers. This has been brought to the attention of the senior management team at the prison as prisoners are not getting the same treatment that they could expect to receive in the local community.”

“There has been a shortage of trained nurses at times during the reporting year due to resignations and agency staff have on occasions failed to turn up for

shifts. More permanent staff have now been appointed.”

8.1.9 Sadly nothing much has changed and during the reporting year 2016/17.

There have been staff shortages caused by resignations but recent appointments

An example from the IMB weekly report of week commencing 22 1 2017 showed that

“There were 84 prisoners waiting to see a **dentist**. Of the 84

72 had appointments booked and 12 did not have appointments booked
A random sample of the prisoners on the waiting list produced the following data

Mr D put on waiting list on 17 November 2016 Appointment booked for 6 Feb 2017 Wait 11 ½ weeks

Mr S put on waiting list 16 September 2016 Appointment booked 21 February 2017 Wait 22 ½ weeks

Mr F put on waiting list 12 December 2016 Appointment 13 March 2017
Waiting time 12 ½ weeks

The figures were shared with the Governor, deputy governor and HoBA (head of Business Administration).”

8.1.10 The IMB weekly report is emailed to the Governor of North Sea Camp.

8.1.11 The IMB chair and Vice chair met with Luke Baumber Nottinghamshire Healthcare Foundation Trust senior manager on 9 11 2016 to discuss the provision of dental services at NSC. The following emerged:

There is no provision in the contract with Nottinghamshire Healthcare to provide dental suite facilities actually at North Sea Camp

However the contract between HMPPS and NHS England clearly states that dental services will be provided and that they will be commensurate with services people could expect to receive in the local community.

So annual dental check-ups should be happening and waiting times should be reasonable

If NHS England cannot provide this in prison for logistical reasons then HMPPS and NHS England should state what they can provide and prisoners’ expectations should be set accordingly.

To provide a dental suite would require money from NHS and HMPPS and then ongoing maintenance needs to be budgeted for – the NHS have offered a lump sum for a dental suite but HMPPS have to date not matched it

There is now talk of mobile dental vans, engaging with more dentists in Boston rather than just one.

8.1.12 Whilst it might be difficult to find NHS dentists taking on patients in Lincolnshire, HMPS have a duty of care with regards prisoners’ teeth and the IMB feel that that duty of care is not being met and has not been met for over a year.

8.1.13 Due to the location of the prison in a rural area near a small town some prisoners with complex health problems are referred to specialist hospitals two hours or more journey from the prison which causes staffing issues if those prisoners have to be escorted. A staff member can be out a whole day facilitating one appointment. This is happening less than it was but is still a problem for the prison regime. Sometimes appointments are cancelled due to the fact that the prison cannot find enough escorts – either because they are being used to take prisoners to specialist appointments in hospitals far away or because there are too many prisoners needing escorting. Some appointments are then cancelled and prisoners have, at times, been penalised for this by the NHS when it is no fault of their own (it is hoped to have extra officers in place for escort duties during October 2017).

8.2 Mental Health

Background

8.2.1 Nottingham Healthcare NHS Foundation Trust provides mental health services at North Sea Camp. The Clinical Matron continues to be based at HMP Lincoln but visits HMP North Sea Camp on a regular basis.

8.2.2 Prisoners are seen on induction and can refer themselves if necessary. There is no waiting list as such - prisoners are seen within a week for assessment and urgent cases are usually seen for triage the day of referral.

8.2.3 The Primary Mental Health team comprises mental health nurses, counsellors, cognitive behaviour therapists and clinical psychologists. Some are based permanently at North Sea Camp and some visit regularly. Mental Health Nurses are on site Monday to Friday.

8.2.4 The Primary Mental Health Care team offer psychoeducation and supported self-help, psychoeducational groups on common mental health problems, individual Counselling sessions, individual Cognitive Behaviour therapy Sessions (CBT), individual psychology sessions and individual Interpersonal therapy sessions (IPT)

8.2.5 The Secondary Mental Health Team offer specialist mental health services to support prisoners with severe and enduring mental illnesses. The secondary Mental Health Team can refer prisoners to a Consultant Psychiatrist who can prescribe appropriate medication if needed. An occupational therapist can help prisoners with enduring mental health to participate more fully in everyday occupations.

8.2.6 Mental Health Nurses can be called in a crisis and to help to manage ACCT (Assessment Care in Custody & Teamwork) reviews where there is danger a prisoner might self-harm or commit suicide.

8.2.7 The Team is based in a building separate from the Healthcare Centre which can cause some prisoners to not seek help as they feel there is a stigma attached to being seen entering the Mental Health block.

8.2.8 A number of listeners are based around the prison and these specially trained prisoners are available for prisoners to talk to at any time.

8.2.9 Prisoners can access the Samaritans via a Freephone service and officers facilitate this.

8.2.10 the mental health services available at North Sea Camp are extremely good

and waiting times are far less than could be expected in the community.

8.3 Substance Misuse

8.3.1 Addaction run drug treatment services at North Sea Camp. The service is efficient and prisoners are given good support to stop substance misuse by professional staff and also peer mentors

9 EDUCATION AND OTHER ACTIVITIES

9.1 Education is provided through a partnership approach with NOVUS providing the OLASS education provision. In addition Lincolnshire Action Trust and the National Careers Service provide education and training opportunities. Funding is drawn down through attendance at classes and learning outcomes.

9.2 Courses offered are appropriate to the prisoners needs and while there are waiting lists for some of the more popular courses these are managed so that they tie in with prisoner's sentence requirements. Courses offered are:

<p><u>Employability</u> Employability Level 1 Business Start-up Level 2 Customer Service Level 1 Volunteering in the Community Team Leadership Information Advice and Guidance level 2 Business Administration Retail Knowledge Level 2</p>	<p><u>Functional Skills</u> English (all levels) Maths (all levels) Information Communication Technology (ITC)</p>
<p><u>Personal and Social Development</u> Personal Cooking Skills Community living (pre-release) Personal Finance Money Management Level 1 Sculpture Level 1 Drawing Skills Level 2 Personal and Social Development</p>	<p><u>Vocational Training</u> Bricklaying Level 1 and Level 2 Painting and Decorating Level 1 and Level 2 Forklift Truck – Counterbalance Level 2 Forklift Truck – Telescopic Level 2 Practical Horticulture Level 1 and Level 2 NVQ Diploma In Rail Engineering Track Maintenance</p>

9.3 Four courses have been withdrawn since the last reporting period and Peer Mentoring has been replaced by Information Advice and Guidance.

9.4 All Education, Learning and Skills provision is accessible by all prisoners. While there are waiting lists for some popular courses the Board has not been made aware of prisoners not getting on courses they wish to undertake. Prioritisation within waiting lists takes into account an individual prisoner's sentence plan and release date.

9.5 There have been no concerns raised with the board about the contact levels for delivery which meet the requirements of awarding bodies. Lessons start and end at published times. The Board have observed portfolios being updated and have observed tutors and prisoners discussing learning plans. Classes are rarely cancelled. The Board was concerned about the level of time it took to recruit replacement staff for the popular construction area. Upon investigation it appeared that the provider NOVUS and its local manager were advertising the post at a lowest possible band in the salary

level to keep costs down. That was not helpful to the provision which was shut down for a considerable period of time.

9.6 Qualifications offered are nationally recognised and progression by learners is encouraged. This is particularly the case in the construction skills part of the education provision where painting and decorating learners often progress to brick laying. These students also progress from Level 1 to level 2 qualifications and some prisoners have self-funded Level 3 qualifications

9.7 Learners with additional support needs are catered for as far as practically possible. The department has access to a wide selection of additional learning support materials if required when dealing with a specific physical need.

9.8 There is a strong Education Induction process. This process focuses well on the need for good English and Mathematics skills and relates each course to long-term employment opportunities. The process includes a full Advice and Guidance interview to assess previous knowledge and skills and to action plan and sequence interventions with the establishment to achieve long term aims.

9.9 An extensive publicity and marketing campaign has been implemented. Information leaflets and posters have been provided to inform Prisoners of courses available, the time scales for each course and the minimum requirements. Displays around the prison inform Prisoners of the employment opportunities for each qualification.

9.10 Functional ICT skills are built into vocational courses. The OLASS Bricklaying and Painting & Decorating courses have had ICT embedded and all learners produce their portfolio of evidence electronically whilst simultaneously working towards appropriate ITQ units.

Achievement and success continue to be very high with the academic year to July 2015-16 ending on 96% for the department. Success levels for 2016-17 are running at 88% with a forecast of 96% for the end of the academic year. Attendance at sessions is high at 85% (94% in the last report).

9 10 A well stocked and well run library supports learning and books can be obtained on inter library loans. There is a very high footfall and at weekends the library is entirely run by prisoners.

10. WORK, VOCATIONAL TRAINING AND EMPLOYMENT

10.1 The prison offers employment within the establishment such as; agriculture both farm work caring for livestock, and growing fruit, vegetable and flowers in the establishment's poly-tunnels; various kitchen duties, wing cleaners, laundry and stores work, painting and decoration, making lobster pots, bicycle repairs, recycling, badge making and gardening to name a selection. Externally, there are opportunities such as charity shop work, aiding in food banks, work with our local council with gardening and fly-tipping collections, and factory work of various types. Many of the employments give the opportunity to obtain qualifications in order to gain employment once released.

10.2 All Jobs available are applied for through the prisoners' job club, and all positions are advertised for a minimum of one week. The applicants must fill out an application form, which is submitted to the Labour Board, which is made up of relevant

departments from the prison such as, Healthcare, Security, OMU, mental health and CET. The board then decide on the applicant's suitability on all levels for the job applied for taking into account their pathways tie-in. Results are then distributed by the job club and slips issued to individuals. This entire process is fully explained to prisoners via the induction team, and prisoners can always access help and advice.

10.3 Attendance at work by those enrolled is good but accompanied work parties are sometimes cancelled, usually due to staff shortages. As accompanied work parties start a prisoner off on the path to unaccompanied ROTLs to the local town and home leaves as required by the parole board this is particularly disappointing and can mean prisoners not achieving what the parole board has asked by the time of their next parole board which can delay release on licence.

10.4 At NSC, prisoners do 10 sessions per week, and 100% of the prisoners are fully engaged unless retired. Some engagement is through full time employment, whilst others engage in part-time education and part-time work for their 10 sessions a week. At NSC the establishment does have a proportion of prisoners who have retired status, and there are also a few who unfortunately are disabled or have long term sick status and unable to work. No prisoners have no regular activity or are 'unemployed'

10.5 NSC is a member of the Boston Chamber of Commerce. There are 70 placements at present available in the community, unfortunately only 30 of these are currently filled; this is due to several factors, such as the type of offenders that NSC accommodates, staff issues in processing these placements and lack of activity officers for instruction. Another aspect is the fact that the prison uses a large number of prisoners in day to day tasks – perhaps work should be more demanding thus enabling more prisoners to work outside the prisoner eg less litter pickers to release more prisoners to work in the community.

10.6 NSC assists prisoners with accommodation and employment prior to release, this is done through service provider Shelter who is currently on site one day a week. Prisoners can also gain assistance through an advisement service called National Careers Services who interview prisoners prior to release. Unfortunately NSC's last allocated officer in this area retired in October 2016 and the establishment have been having support from other prisons three days a week. A new full time member is just starting at NSC (June 2017) in this role.

10.7 As part of ongoing work the IMB undertook a thematic review of the Farm which employs up to 60 prisoners. The Farm employs 2 Horticulture and 2 Livestock Instructors plus the Farm manager.

10.8 The farm runs on 200 acres, mainly laid to grass, although 10-20 acres each year are used to grow fodder beet to feed livestock through the winter. The livestock on the farm is broken down as follows:

- 450 breeding ewes lamb from late Feb to end of April (approx. 600 Lambs each year) these lambs are sold to 2 local markets and some go to Kitchen and Farm Shop.
- There are 25 sows which are predominately rare breeds which are crossed with commercial boars. They produce 2+ litters a year and at any one time there are around 300 pigs on site.
- The Kitchen has 4 pigs per week and a local farm shop which requires rare

breed pork is supplied. The rest are sold for breeding or to the Farm Shop. The Farm also works closely with sheep & pig breeding societies. 2016 saw NSC win best Large Black Pig at the Lincolnshire Show.

- There are currently 150 free range layer hens producing eggs for the Farm Shop.
- Cattle are winter housed for a local farmer and the prison gets paid on a bed & breakfast basis. The next step is to rear calves which would offer additional income and training opportunities.

10.9 The prison gardens provide a good training environment for horticultural activities and improve the appearance of the prison whilst making the surroundings more pleasant.

10.10 The glass houses and polytunnels grow a wide selection of plants, salad and vegetable crops for the Kitchen and Farm Shop. Plants are also grown for the Boston in Bloom project. Seeds are grown for a National Seed Company including chillies, pumpkin and beans. More new potatoes are being planted in the greenhouses and polytunnels to hopefully obtain the premium price in the New Year.

10.11 There is a large market garden area growing season vegetables as well as recently planted fruit trees.

10.12 The Prison Farm is working closely with environmental groups and the RSPB and has entered Wildlife Awards schemes with excellent feedback.

10.13 High levels of vocational training qualifications are available to the prisoners who work on the farm. Training includes Horticulture levels 1&2, Tractor Driving, Mowers, Brush Cutter, Stockmanship and Veterinary Medicines.

10.14 there are plans to increase the growing season to supply other prisons, to produce saffron from crocus plants, to utilise renewable energy and new design greenhouses. There are also plans to develop staff training to enhance prisoner qualifications.

11. RESETTLEMENT PREPARATION

11.1 At NSC the OM have earned a Community Outstanding award, and their OASys Quality Assurance stands at 100%.

11.2 NSC does not use the Offending Behaviour Programme, but utilises Enhanced Behaviour Monitoring.

11.3 New prisoners are allocated Offender Supervisors who review their case within eight weeks of arrival and then carry out monthly reviews as their release date becomes closer. Long term prisoners such as life sentence and IPP prisoners are reviewed every three years reducing to monthly pending release.

11.4 NSC staff attend regular meetings with MAPPA, and all report information is reviewed at weekly performance meetings, where 100% attendance is obtained.

11.5 Thorough advice and assistance is available to prisoners prior to release. Work both within and outside the prison is designed to prepare prisoners to find work on

release. A number of outside agencies come into the prison to help prepare prisoners for release and work. Many of the on the job qualifications in the workshops and farm are geared to specific employment opportunities outside the prison.

11.6 Co-operation between Probation Services and the Community Rehabilitation Company was described as 'Poor' as information and OASIS information was difficult to obtain from CRC and allocations of external Probation Officers were only allocated three month prior to release dates.

11.7 ROTLs are successful at NSC with very few failures in comparison to the quantity of ROTLs issued. However some prisoners have said that they feel there are too many ROT L boards and that this holds up their progress. They feel that if their circumstances do not change then ROTL boards could be more spaced out.

11.8 Prisoners report having had difficulties contacting their offender supervisors – there were once drop in sessions where an OMU duty manager would answer prisoners' queries. Now prisoners have to get a referral form from the PAC (Prisoner Advice Centre) and this is not popular as it leads to delays. (the drop in sessions have now been reinstated as a result of prisoner feedback at the monthly staff/prisoner meeting)

11.9 Shortages of offender supervisors in the community, especially in London, have often led to delays in prisoners getting the necessary risk assessments and paperwork signed off for ROTLs.

11.10 Most prisoners have residence on release but there have been a few examples where this has been left to the last minute because of staff sickness and resignations. Prisoners who are being released are given the advice on opening bank accounts. They are given a town ROTL to open a bank account prior to release, however this is not something that NSC records.

SECTION C THE WORK OF THE IMB AT HMP NORTH SEA CAMP

C.1 Overview

C 1 1. The Board is once again in the position of not having a full complement of 10 members. However the last recruitment campaign resulted in two new members being appointed.

C 1 2 Rota visits are carried out on a twice weekly basis. Prisoner applications are taken either via the IMB boxes or when a prisoner makes a direct approach to a Board member. Applications are dealt with as they are received and prisoners are kept updated on progress as soon as practicable, bearing in mind that many are out working during the day. The number of applications was similar to last year.

C 1 3 Members make brief reports on their Rota visits, copies of which are emailed to the Governor. Board meetings are held once a month when the Governor or a member of the senior Management team attends to deliver to discuss current issues and respond to members' questions on the monthly statistics and matters of concern or interest.

C 1 4 Board members monitor some of the few Adjudications arising, sit in on ROTL boards from time to time and attend some of the establishment's management meetings.

C 1 5 The Governor, Senior Managers and Staff are cooperative and supportive of the Board's presence and activities. Members benefit from the support of a conscientious and willing Board Clerk.

C 2 Training

1. The Chair attended the Annual Conference. Board members have taken the opportunity to attend relevant training courses within the prison. Board meetings are often followed by informal training/information sessions given by professionals working in the prison. All Board members contributed to the Annual Team Performance Review

C 3 Board Statistics

Recommended Complement of Board Members	10
Number of Board Members at start of reporting period	6
Number of Board Members at end of reporting period	8
Number of new members joining within reporting period	2
Number of members leaving within reporting period	0
Number of attendances at meetings other than Board meetings	
Total number of visits to the prison (including all meetings)	
Total number of applications received	95
Total number of segregation reviews held	N/A
Total number of segregation reviews attended	N/A

C 4 Prisoner Applications to the Board

Code	Subject	11/12	12/13	13/14	14/15	15/16	16/17
A	Accommodation	3	6	4	0	3	3
B	Adjudications	2	4	2	3	0	3
C	Diversity related	0	3	0	2	3	2
D	Education/Employment/Training	0	6	6	2	10	6
E	Family/Visits	3	7	11	2	n/a	n/a
E 1	Family/Visits	n/a	n/a	n/a	n/a	4	9
E 2	Family/Visits	n/a	n/a	n/a	n/a	2	5
F	Food/Kitchen related	3	0	0	0	1	1
G	Health related	1	5	5	1	10	6
H	Property	7	9	11	17	n/a	n/a
H 1	Property	n/a	n/a	n/a	n/a	13	4
H 2	Property	n/a	n/a	n/a	n/a	16	20
H 3	Property	n/a	n/a	n/a	n/a	6	3
I	Sentence related (inc. HDC)	18	18	25	16	17	16
J	Staff/Prisoner related	4	1	2	2	6	8
K	Transfers	4	6	1	1	2	5
L	Miscellaneous	3	7	6	3	5	5
	Total Number of Applications	48	72	73	49	98	96