



Annual Report
of the
Independent Monitoring Board
at

HMP Lincoln

for reporting Year
1 February 2018 to 31 January 2019

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE OF THE IMB

The Prison 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 or centre is situated.

The Board is specifically charged to:

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

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

2 EXECUTIVE SUMMARY

This report presents the findings of the Independent Monitoring Board at HMP Lincoln for the period 1 February 2018 to 31 January 2019, IMB evidence comes from observations made on visits, scrutiny of records and data, attendance at meetings, informal contact with prisoners and staff and prisoner applications to the IMB

Main judgements

Are prisoners treated fairly?

Overall it is the opinion of the Board that prisoners at HMP Lincoln are treated fairly and with respect. This is demonstrated throughout the establishment but particularly with the improved regime on the wings and in Reception (see para 4.14, 5.8, 5.9, 5.10, 6.3, 7.10, 7.12, 7.19, 7.20, 7.21, 8.5, 10.7)

However the Board is concerned about facilities and ease of access for prisoners with mobility difficulties (see para 5.12, 5.13, 5.14)

Are prisoners treated humanely?

Overall it is the opinion of the Board that HMP Lincoln has a positive emphasis on humane treatment of prisoners. This is demonstrated by the continuous efforts being made to improve the cleanliness of the establishment (see para 7.1, 7.4, 7.5), core day arrangements and time out of cell (see para 7.9, 10.7) and the services provided by healthcare (see section 8)

However the Board is very concerned about the legionella outbreak although it recognises the appropriate subsequent response and on-going actions being undertaken. (see para 7.3,, 8.14)

The Board is also extremely concerned about the continued high level of self-harm (see para 4.4)

Are prisoners prepared well for their release?

It is the opinion of the Board that the Offender Management Unit (OMU), Lincolnshire Action Trust (LAT), Shelter and other agencies all have processes in place to support the preparation for release of prisoners (see section 11)

However, notwithstanding all the good work undertaken, 30% of prisoners leave the prison to homelessness or to no fixed abode. (see para 11.16)

Main Areas for Development

TO THE MINISTER

1 As in the previous year the Board continues to be concerned about the extremely tardy manner in which the numerous repair and maintenance jobs across the establishment are dealt with. The Board is still of the view these problems have not improved (see para 5.12, 7.6, 10.12)

2 The Board continues to be concerned at the number of indeterminate sentence prisoners (IPP) generally in custody and specifically the number whose progress back to society through rehabilitative programmes is severely restricted due to those courses not being

available in HMP Lincoln or in other establishments to which they are transferred (see para 4.11)

3 Despite great efforts locally, the Board is concerned about the high level of homelessness of discharged prisoners and the apparent lack of co-ordination across government departments to tackle this problem (see para 11.16)

TO THE PRISON SERVICE

1 The Board continues to be concerned about the late arrivals at HMP Lincoln as this impacts on the welfare of staff and prisoners and the implementation of first night centre procedures (see para 4.13)

2 The Board is still concerned about the lack of CCTV on E wing. When can we expect it to be installed (see para 4.15)?

3 The Board continues to raise concerns about the physical condition of the CSU. When can we expect the ceiling to be replaced (see para 6.4)?

TO THE GOVERNOR

1 The Board remains concerned about the level of self-harm. Can we be reassured that further action is being taken to address this in a sustained way (see para 4.4)?

2 Whilst acknowledging that the building structure does not lend itself to easy access for prisoners who have mobility difficulties or are wheelchair bound, the three lifts that would assist movement are often out of use (see para 5.12)

3 Also on a wider note the Board would like to see an operational plan that provides for improved disabled access to all parts of the establishment and an associated capital plan should monies become available (see para 5.12, 5.13, 5.14)

4 The Board queries whether the prisoner allocation and /or scheduling for the kit distribution centre properly achieves the right level of purposeful activity for each prisoner (see para 10.6)

5 The Board queries whether the Rapiscan system unfairly withholds mail that has become unintentionally contaminated and, while it does not provide a full solution- for example for family photographs- whether photocopies of 'held' mail should be provided as we understand happens in other establishments (see para 4.10)

Improvements

Although we have identified a number of concerns above, we would like to make it clear that we do so against the background of an establishment which, on the whole, we observe to be well managed to good effect. Notwithstanding the areas we have put forward as needing further attention, we observe the activities of the Governor and his team as showing an effective grip in the important areas of prison life. No doubt this has been aided to a degree by the unprecedented rise of almost 30% in the number of front line officers and similarly unprecedented fall in the roll from the 650s to the 500s : but even here we observe that the gain has been used to enhance staff training including support and mentoring for the newly appointed officers, key workers, staff engagement and consultation and fuller everyday interactions between officers, staff and prisoners

DESCRIPTION OF THE PRISON

3.1 HMP Lincoln was mainly built in Victorian times. It is a category B local prison serving the courts of Lincolnshire. It currently holds remand and convicted adult/young-adult male prisoners, including foreign nationals, life sentenced prisoners and prisoners serving indeterminate sentences for public protection

3.2 The prison has four large residential wings, a care and separation unit, chapel, reception area, offender management unit, resettlement area, visits hall, kit distribution centre, gymnasium, workshop block, academy, healthcare unit, gatehouse, pedestrian gate entrance and a number of temporary buildings

3.3 The average number of prisoners over the reporting period was 538 which is 74% of the operational capacity. HMP Lincoln's certified normal accommodation (CNA) was 408 and its operational capacity (Op Cap) was 729

3.4 Nottinghamshire Healthcare NHS Trust provided general and mental healthcare. Addaction provided substance misuse services. 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 standalone organization within the Manchester College group. The workshops were staffed by civilian instructors. The Samaritans trained the Listeners and the escort contractor was GeoAmey. The contract for maintenance services was provided by Amey.

B Evidence sections 4 – 11

4 Safety

4.1 The overarching coordination of safety and security in the prison is provided by the Safer Custody Committee, which meets monthly. It is a multidisciplinary group including representatives from safer custody, security, mental health, healthcare, Addaction, chaplaincy, Samaritans, Lincolnshire County Council social care and prisoner Listener representatives. A member of the IMB also attends the majority of the meetings. The purpose of the meeting is 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).

4.2 Prisoner Listeners reported on prisoner contacts and 'listens' and information was shared on Assessment Care in Custody and Teamwork (ACCT) books opened and closed. Incidents of self harm, deaths in custody, assaults, violence reduction, constant supervision and safeguarding issues were reviewed

4.3 A total of 671 ACCT books were opened in the reporting period, up from 594 the previous year: an increase of 13%, which is a significant rise. This has not been lost on prison management and concerted efforts have been made to understand the factors behind the rise and to improve ACCT processes. It may well be that it is those improvements that have brought about this sharp increase – in other words the level of sensitivity to prisoner distress has increased as well as training in ACCT so that the threshold has lowered for ACCT inclusion. This trend may have been reinforced by the intake of many more staff over the year who will have recently been trained and who may therefore be hyper-vigilant for potential distress amongst prisoners. The figures for the year in terms of the percentage of prisoners under an ACCT may seem to bear this out, with the first half of 2018 having an average percentage of prisoners on an ACCT at 8% and for the latter half of the year 12%. It was the latter half of the year when most new recruits were inducted.

4.4 There were 620 incidents of self-harm reported (in 2017 this was 417). This was a very worrying rise of 49%, and again the latter half of the year showed an increase of acts of self-harm of 20% compared to the first half of the year. This may perhaps also be a reflection of the new recruits coming on board. Interestingly the same analysis (first versus second half of the year) reveals that the prison had an intake of prisoners who had previously self harmed which rose by nearly 30% over the year.

4.5 The total number of violence reduction incidents reported during the reporting period on the local violence reduction database was 1087, up from 670. The Safer Custody Committee and Department is concentrating on ways that risk can be more safely managed and the role of the Safer Custody Sub-Committees bears this out, including the safety order control tasking and safety intervention meetings.

4.6 The violence diagnostic tool was further developed during the year to provide more information in order to identify any possible trends or potential problems. In overview it does seem that the prison experiences higher levels of violence and self-harm than might be expected from the national picture but the establishment has seen a dramatic fall in the total number of prisoners on the roll in the year and it may well be that there had been some "category creep" with riskier prisoners being retained and less risky ones being moved out.

4.7 In November the prison introduced CSIP (Challenge, Support and Intervention Plan) which is being used to handle violent prisoners, which is regarded as working well as is the

use of key workers across the prison under the offender management in prison (OMiC) initiative which has resulted in increased staff in the prison to cope with increased workload.

4.8 There were three deaths in custody during 2018 (three also in 2017).

4.9 The intelligence reporting system appears to be continually improving.

4.10 The Rapiscan is routinely used to scan incoming mail for drugs and has proved effective in reducing the volume of paper-infused illicit substances entering the prison. However there are representations from prisoners that 'clean' mail, including family photographs, has become contaminated and unfairly held back.

4.11 Attendance of prisoner Listeners at the Safer Custody Committee during the year was severely cut back due to problems with staffing in the Samaritans who support the Listener scheme. However by December a new staff member had been appointed, which is an encouraging sign for the year to come.

4.12 The Board continues to be concerned at the number of indeterminate sentence prisoners (IPPs) whose progress back to society through rehabilitative programmes is severely restricted due to those very courses not being available in Lincoln.

4.13 Body worn cameras are in much greater evidence, although staff still seem reluctant to use them despite exhortations from prison management and the POA. These devices are vital in successfully understanding serious incidents and making sure that staff can have the help and support they need according to the types of incidents.

4.14 As in earlier years, the establishment does not lock out until 8pm unlike other establishments in the region that lock out at 7pm. This therefore still results in prisoners being brought to the prison after 7pm meaning late finishes (sometimes up to 11pm) for the staff and delays in processing prisoners.

4.15 The reception process has been further improved by the presence of both a member of healthcare working full time in Reception, who sees and assesses all prisoners before they are taken to the wing and ensures that other agencies see them the following day if required. More importantly, there is now a seven day a week mental health nursing presence available to reception.

4.16 We still receive a number of applications from prisoners regarding property and in particular concerns about volumetric control and the limitations around the amount that can be carried by the escort contractor

4.17 Although it is acknowledged a business case has been previously submitted and rejected for the installation of CCTV on E wing, the Board remains concerned that CCTV is not available in this vulnerable area

5 EQUALITY AND FAIRNESS

5.1 A member of the Board attended the meetings of the Equalities Committee and reported issues to the Board. However these meetings continue to be poorly attended. Equality prisoner representatives were in place on three wings but again their attendance at the Equalities Committee was variable. The Equalities Committee is chaired by the Governor of the establishment.

5.2 A governor grade undertakes personal responsibility for equalities and the nine protected characteristics have each been allocated to a governor grade to lead on.

5.3 An equality report is included in the monthly functional reports to the establishment senior management team meeting.

5.4 Notable in the year was the energy that was put into Black History Month with prisoner groups involved in generating ideas, and there were quizzes, a food festival, exhibits, and much use made of the library, chaplaincy and Way Out TV.

5.5 Around 10 % of the establishment prison population comprises foreign nationals from a wide range of countries with up to about 50% at any one time from outside the EU. There is a need for more communication aids for these prisoners.

5.6 Among the foreign nationals held in Lincoln, there was, as in previous years, a small number who had served their sentences but could not be released, pending agreement from the immigration authorities.

5.7 There is a high number of prisoners who on arrival do not disclose their preferred gender perhaps because of the fear of intimidation by others but its clear that the prison takes the issue of gender and gender reassignment very seriously with frequent training opportunities for staff in this complex area.

5.8 With the recruitment of a Pagan celebrant in the year, all religions were catered for. The departure of the Eastern Orthodox Christian minister Archimandrite Father, who had been managing chaplain for a number of years, to run an Eastern Orthodox abbey elsewhere in the UK, was a blow to the service but his excellent work and leadership lives on in the resilience of the remaining clergy and celebrants who have performed remarkably well in the closing months of the year pending a substantive appointment of a managing chaplain.

5.9 A wide range of religious festivals is celebrated and the prison's kitchens are adept at producing a range of appropriate meals for each denomination at their respective festival times.

5.10 The chaplains see 100% of prisoners in induction and in the Care and Separation Unit, and visit 80% of prisoners on assessment, care in custody and teamwork (ACCT) documents. Approximately 40% of prisoners took part in a chaplaincy activity. There are also three Prison Visitors who see between eight and 16 prisoners each week.

5.11 The co-location of Lincoln's Development Plus project manager for "Bridging the Gap", with the chaplaincy team is an effective way of enhancing the impact of that new service as it seeks to steer prisoners prior to discharge and out into the community to lead more stable and sustainable lives. With the proportion of prisoners discharged with no accommodation of any kind to go to, at almost one in three, this project is needed more than ever, and on an even larger scale.

5.12 While acknowledging that the building structure does not lend itself to easy access for those who have mobility difficulties or use wheelchairs, the three lifts which would assist movement are often out of use; principally the main A wing/centre lift which has been out of use for at least the whole of the reporting period and which, despite the intervention of the Governor, still awaits spare parts. Not far behind is the OMU/Chaplaincy lift, initially out of use awaiting repairs, and then because of the inability to procure a key to replace the one that had been 'lost'. The third lift between A wing and Reception is intermittently out of use, but normally repaired quickly.

5.13 More generally, we note that none of the current or proposed capital works schemes give attention to the inability of those with disabilities to access all parts of the prison without manhandling, the most obvious example being access to the chapel

5.14 The prison population includes an increasing number of elderly prisoners for whom regular access to outdoor exercise and fresh air was not always possible because of a shortage of wheelchairs. Once again there are also only a very small number of cells across the establishment that are suitable for disabled prisoners.

5.15 About 25% of prisoners at any one time were identified as having a disability, of which roughly a quarter had mental health issues. We believe this to be a significant underestimate, especially when the preponderance of learning disability and personality disorder is considered.

5.16 The Board receives very few applications from prisoners relating to equality issues (5% of the total applications relate to issues of race, disability, diversity or complaints about discrimination from foreign nationals).

5.17 The social care needs of prisoners, which the Board sees in abundance as we visit the wings, are the responsibility of the local authority in which the prison is located. With budgets sorely pressed across social services this will be a very tough challenge, but one that we will maintain a close eye on in the coming year

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 HMP Lincoln has a nine-cell segregation unit which is locally referred to as the Care and Separation Unit (CSU). The main reasons for segregation at HMP Lincoln were for Good Order or Discipline (GOOD) or for own protection. The segregation boards at HMP Lincoln are termed GOOD reviews and a member of the Board attended each review and was required to say whether they agreed with the decision to continue to segregate a prisoner.

6.2 The CSU continued to implement effectively the national policy for the review and authorisation of the continued segregation of prisoners beyond 42 days.

6.3 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.

6.4 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 been replaced.

6.5 The full complement of nine cells has not always been available with one or more cells out of use due to damage, on a regular basis

6.6 The special accommodation cell remained not fit for purpose throughout the year and was unavailable for use.

6.7 The concerns raised in previous years about the lack of heating in the CSU cells appear to have been resolved

6.8 During the reporting period there have been a number of very difficult to manage prisoners who had been located in segregation beyond 42 days and the establishment finds it difficult to transfer out this type of prisoner.

6.9 The Segregation, Monitoring, Advisory and Review Group (SMARG) met quarterly throughout the year to review the use of segregation. A member of the IMB attended the meetings held.

6.10 The adjudication standardisation meeting met quarterly during 2018 and reviewed the outcomes, a breakdown by wing, ethnicity, outstanding adjudications and a review of individual governor outcomes. This meeting was regularly attended by a member of the Board.

6.11 The total of adjudications for 2018 was 2964, an average of approximately 247 per month. The number of proven adjudications had increased and was 73% for the year. Adjudications by wing is in line with the size of the wings. Ethnicity on adjudication was in line with the ethnicity of the population. There was also a significant reduction in outstanding adjudications. The Deputy Governor also separately reviews six adjudications per month and the general standard was deemed to be good

7 ACCOMMODATION (including communication)

7.1 The cleanliness and general appearance of most of the accommodation and recreational areas have continued to improve over the reporting period owing to an on-going programme of painting and an emphasis on cleaning and rubbish collection. The condition of cells across the establishment is mixed, but there is significant improvement with some repainting and the gradual replacement of furniture and curtains; deep cleaning of all in-cell toilets is about to commence.

7.2 Following, in the previous reporting period, the death of a prisoner which is still under investigation by the Health and Safety Executive/Public Health England and the discovery that legionella was present in the water system in the establishment, extensive and thorough testing, cleansing and flushing of the entire water system, including showers, and the removal of redundant pipework has continued throughout this reporting period. Only seven cells are still out of use. Testing continues but there have been no further incidents of infection and the incident appears to have been contained.

7.3 As a consequence of the issues arising from the legionella incident, many of the showers have been out of use for significant periods but this has been managed well with few complaints from prisoners. The lack of shower cubicles and condition of the toilets on C wing does little to encourage effective personal hygiene. The cleaning products available are not considered to be strong enough, especially for the toilets. The showers on B4 landing have been out of use for a long time because of inadequate water pressure. However, gradual refurbishment of all wing showers has now begun.

7.4 Further new and more robust association equipment has been provided on all wings. It has been well received and is well used and enhances the living environment for prisoners.

7.5 The cleanliness of outside areas has improved markedly thanks to efforts by the establishment to discourage prisoners from throwing food and rubbish out of cell windows and a more frequent cleaning regime. Pest control measures appear to have almost eliminated rat and cockroach infestation.

7.6 Yet again the Board continues to be concerned about the extremely tardy manner in which the numerous repair and maintenance jobs across the establishment are tackled, which results in prisoners having to put up with unacceptable living and working conditions. In the view of the Board these problems have become very much worse since the introduction of the Amey contract and this remains a problem

7.7 The old heating system has suffered major failures during this reporting period, with both prisoners and staff complaining about being cold. Temporary boilers were put in but failed also. New boilers have been installed to serve the individual wings, providing a more reliably comfortable environment that is much appreciated.

7.8 For several years the Board has raised concerns about the welded windows on C wing which cause those cells to be unpleasantly hot in warm weather. Those cells have never been taken out of use. Whilst the replacement of a number of broken windows has been authorised, the capital expenditure to replace the welded windows has still not been made available. (At the time of writing this report however we were advised the windows would be replaced from April 2019)

7.9 The current core day arrangements have resulted in a predictable and more settled regime with very infrequent lockdowns.. Prisoners normally get their full entitlement of

exercise. One of the exercise yards has been occupied for the whole year by a temporary catering facility, obliging two wings to share one yard, but this has not caused problems.

7.10 The management of cell spaces appears to be satisfactory with refusals to share being robustly but fairly handled. The induction programme includes documentation in several languages.

7.11 The timely repair of wing washing machines has continued to be a problem throughout the reporting period but more robust machines are gradually replacing those that fail.

7.12 Prisoners have ready access to telephones, though repairs when required are slow to be made. A red telephone has been provided on each wing that enables prisoners to make health care appointments directly. Preliminary surveys of the prison have been completed in preparation for the installation of in-cell telephones.

7.13 The long-awaited replacement of the kitchen floor commenced in the latter months of 2017 and a temporary catering facility was erected in one of the exercise yards, initially for a period of approximately four months. This resulted in various logistical problems which have been well managed by the catering manager and her team and there have been few issues raised by prisoners. That said, the works to the main kitchen have now taken eighteen months and are still not yet satisfactorily completed. This has put additional pressure on the catering manager and her staff.

7.14 The kitchen is managed to a consistently high standard in spite of staff shortages and frequent equipment breakdowns. The food is good and varied and the requirements of many religious denominations and health factors are catered for. Meals, both hot and cold, are served on time and in adequate quantities. Prisoners often make favourable comments about the food at Lincoln.

7.15 Complaints to the Board about the food are rare, with the exception that the breakfast packs are inadequately small. Toasters and unlimited bread and porridge packs are now available on the wings though and are very much appreciated. This now enables prisoners on the wings to have a hot breakfast.

7.16 Kitchen workers are properly and hygienically attired.

7.17 The laundry is processed by HMP Whatton. It is counted by type and taken by weight, but on return it is frequently reported to be in worn or damaged condition and not as sent. This has not improved on last year.

7.18 Kit provision to prisoners is normally adequate.

7.19 Staff/prisoner relationships are generally positive and supportive. The increase in staff numbers has enabled prison officers to spend more time with and getting to know individual prisoners. Although most of the additional prison officers have less than twelve months' experience, with the help of more experienced officers any early issues have been overcome. The key worker scheme has been introduced; every prisoner now has a named key worker and the scheme is generally working positively.

7.20 Prisoners have access to their legal rights and are advised appropriately.

7.21 The facilities list is readily available and prisoners have access to canteen and mail order catalogues. The canteen list is under review following suggestions by wing representatives at

the monthly prisoners' representatives group. There is some dissatisfaction with the canteen list prices of certain items, such as duvets, compared with high street prices.

7.22 Communication of information to prisoners is facilitated by means of notices on boards or issued to individuals, or in an emergency by prison officers. This is generally clear and sufficient though not always followed up.

7.23 There are prisoner advice desks on each wing that disseminate a wide range of useful information; the prisoners who run these desks say that they are well used. Also, a prisoners' call centre has been set up which is staffed by prisoners, accessed by telephone from the wings, and handles applications and queries from prisoners. This appears to be popular with prisoners

7.24 The establishment is smoke free. After some minor unrest initially, it has given rise to few issues.

7.25 Despite the use of the Rapiscan and searching in Visits, the availability of PS (psychoactive substances) on the wings remains a problem

8 HEALTHCARE (including mental health and social care)

8.1 Nottingham Healthcare Foundation NHS Trust provides general and mental health services to the Establishment. Addaction provides the drug and alcohol treatment services.

8.2 This last year has seen recruitment improve and Healthcare is now almost fully staffed with a full complement expected early in 2019. Staff training days take place for a day each month with a reduced service operating for that day.

8.3 Two trained paramedics are now employed who, at this time supplement nursing staff, and will carry out their paramedic duties once the recruited staff are trained

8.4 Prisoners are now given appointments directly using the wing telephones, which has almost eliminated any waiting lists

8.5 The number of DNAs (did not attend appointments), remains low with staff following up to find the reasons for missed appointments.

8.6 Dentistry and optometry are reasonably catered for in the appropriate surroundings providing privacy and courtesy.

8.7. Prisoners arriving 'out of hours' are seen within 24 hours of arrival as a priority and a locally produced information leaflet outlining health services is provided to all prisoners on reception.

8.8 The establishment has a high number of prisoners with mental health problems who are well managed by the mental health team. A mental health team member is available from 8am to 8pm on weekdays and 8.30am to 5pm at weekends.

8.9 'Drop-in' sessions have recently been introduced on the wings to improve the support and availability of mental health care and information, and is in addition to existing services.

8.10 HMP Lincoln is smoke-free'. Vapes and patches continue to be available for those who need them.

8.11 A robust drug strategy is in place but the problem with the use of PS (psychoactive substances) remains. However the number of calls for emergency ambulance support has reduced with better in-house capability and response.

8.12 The daily handover in Addaction includes all staff and is supervised. Staff training is provided one day each month in line with healthcare training days.

8.13 Addaction runs art therapy sessions in conjunction with Nottingham University and continues to provide recovery support (Transform) on C4 wing. The take-up and completion of courses remains much in line with last year.

8.14 Healthcare staff fulfilled their vital role in the rapid and proportionate response to the outbreak of legionella in the establishment particularly in relation to the heightened anxiety of prisoners and staff and the monitoring of those believing that they were showing symptoms of illness

8.15 The prison regime provides physical exercise by enthusiastic and well-trained officers. Staff have access to gym facilities and are encouraged to use them and staff undergo fitness assessments

8.16 Healthcare holds a patient forum meeting every other week for prisoners to voice opinions, suggestions and concerns

8.17 Nottinghamshire Healthcare Foundation NHS Trust is providing healthcare services of a standard comparable, and in some cases better, than those available in the community

9 EDUCATION AND OTHER ACTIVITIES

9.1 Education was provided by Novus, a standalone organisation within the Manchester College group. The education manager, newly in post at the time of our last report, left the department until mid-year when it was covered by the deputy manager but the education manager has now returned.

9.2 While the range of provision continued as in 2017/2018 there was a fall in enrolments associated with the fall in the roll and possibly some regime clashes. While the Governor and his staff recognise the importance of education, they give *de facto* priority to filling important work roles and maintaining workshop activity at or above the 80% national performance yardstick. The August-July academic year compared to the IMB's reporting year does not permit like for like comparisons but for example in the academic year 2017/2018 the average monthly enrolment was over 240, whereas the first five months of the 2018/2019 academic year saw 170; the attendance out-turn is expected to drop to some 75% from the previously reported 80%.

9.3 Two of the six whole-time-equivalent teaching staff posts were vacant for the first five months of the academic year, though there will be a full establishment from 1 February 2019. As can be inferred from the previous paragraph, the reduction in available staff did not adversely impact on the ability to provide education to the smaller number enrolled.

9.4 There are eight 'education peer mentor' roles (which are additional to the work places in the table (see paragraph 10.1) for which vacancies are typically between two and four.

9.5 A range of courses was provided although there are limited waiting lists for some mandatory courses and others such as 'English for speakers of other languages'. Classes are of mixed attainment and class sizes vary between 8 and 10 according to the needs of the class. Mathematics and English are compulsory to Level 1. Prisoners from the main wings and vulnerable prisoners are taught separately

9.6 As previously reported there is not always enough time for prisoners to complete an entire course as they are moved on to other establishments but anecdotally this happens less than before. The Department offers some modular learning which allows prisoners to study recognized modules which can transfer with them, most easily to another Novus establishment.

9.7 The Education Department occasionally provides a pastoral role as prisoners discuss concerns and worries, some of which are a barrier to learning, and in this role welcomes the strong links it maintains with in-house and third-party providers

9.8 Looking ahead, the education contract with Novus will transfer on 1 April 2019 to the 'People Plus' organisation which won the competitive bid. It is expected that the present staff will transfer under TUPE

9.9 Two libraries are in place with a wide range of books and CDs – some in up to fifty languages - and they are well used by prisoners, with for example an average of some 350 users borrowing over 1050 books and almost 700 box sets in November 2018. As reported previously, not all books are returned to the library when prisoners are transferred or released, some books are binned. Similarly CDs are often exchanged between prisoners rather than returned. Accordingly, items in high demand are not necessarily available to other prisoners; there is also the cost of replacement

9.10 Distance learning is available; and library activities include a recently introduced book club for E Wing which has attracted some eight active participants, as well as providing opportunities for fathers to narrate talking books for their children

9.11 At the time of writing the libraries have the benefit of five orderlies (up to six per the allocation) but more often there are vacancies arising from turnover.

9.12 For the A/B library, the staff have plans in mind for an improved layout and display.

10 WORK, VOCATIONAL TRAINING and EMPLOYMENT

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

Workshop Name	Work places available		
	Full Time	Part Time	Change in places from 2017/2018
Workshop 1 Kit Distribution Centre	12	16	
Workshop 2 Textiles	40	40	
Workshop 3 Tailors	25	30	
Workshop 4 Multi Skills	25	30	
Workshop 5 Recycling	16		16 more
Gardens Party Green Band	6		
Kitchen	25		
Library Orderly	6		3 more*
Academy Cleaner	2		
First Night Centre Orderly	2		
Reception Orderly	4		
Gym Orderly	5		
Induction Programme	10		10 full-time more; 25 part-time less
Domestic Party – Bin & Waste Management	8		
Barber ABCE Wings	4		
Cleaner ABCDE Wings	40		
Wing Laundry Orderly ABCE	6		
Wing Painter ABCE Wings	8		
C Wing Served Worker	8		
Hospital Orderly	1		
E Wing Served Worker	8		
Recreational Physical Education	10		
Gym – Employed Physical Education	12		
Courts	29		
D Wing British Institution of Cleaning Science	10		
Pad Mates(Call Centre)	8		
Ted's Place (Visits)	3		(was 'Taste Buds')
Education Peer Mentors	8		
Subtotal	341	116	
Total	457		

*last year's table incorrectly stated '2 Full Time', it should have been '3'

10.2 The total number of workspaces was 457 compared with 444 the previous year but this masks three main changes: those in induction linked to the continuing reduction in the roll (651 in February 2017 and 477 (estimated) in January 2019, a fall of over 26%), the addition of 16 for the Recycling Centre, and transfer of the eight education peer mentors from an 'education' to 'work' count

10.3 Of significant note is the beginning of a move towards linking in-prison employment and other purposeful activity with likely resettlement opportunities. While presently small in terms of numbers engaged, the newly introduced Recycling Centre –which also aims to reduce the cost to the Exchequer of prison waste management and has opportunistically and economically been established in the former laundry - provides a pathway in association with ‘Recycling Lives’ to employment, accommodation, and help if needed with substance abuse.

10.4 There is a link with the Envirocon company, which now seeks to recruit ex-offenders with proven in-prison employment records.

10.5 The tailors workshop continues to produce jogging bottoms and the textiles workshop produces goods for HMPPS and also does a certain amount of embroidery. The multi-skills workshop continues to produce jogging bottoms and towels. However in line with ‘meaningful work’ resettlement aspirations it now includes opportunities for computer aided design through laser printing; plus a link with a local charity to ‘up-cycle’ donated furniture.

10.6 The kit distribution centre (KDC) deals with the dispatch and receipt of clothing processed by the laundry at HMP Whatton. The improved rate of return of clothing reported at paragraph 10.3 of our 2017/2018 report has been maintained. On many of our visits to the KDC, however, we have observed very low levels of productive activity and more than once all of the prisoners idle with no work to do. Apparently the excess of prisoner allocation over the available purposeful work is recognized, but persists - as best we understand it - in order to contribute to the overall 80% industries target.

10.7 The time out of cell improvement reported in 2017/2018 has been further improved as there is no longer curtailment of workshop activity on the monthly staff training days unless instructors themselves undergo training.

10.8 The external monitoring and certification of training will change in the coming year as a result of preparatory work to switch the British Institute of Cleaning qualification to the auspices of the ‘Waste Management Industry Training and Administration Board’ (WAMITABS) which, once an instructor has been trained as an assessor, will also lead to WAMITABS certification of the newly-introduced recycling training. Similarly the AIM (Aspire, inspire, Motivate) programmes are being re-worked to give a more vocational slant.

10.9 Productivity requirements are set out on notice boards within the workshops showing the expectation of how many items should be made, notably multi-skills (30 items), textiles (60 items) and tailors a similar number to multi-skills. These quantities are varied from time to time to meet contract requirements. Owing to the nature of the activity the workshops are not a particularly popular area of work but textiles - solely for vulnerable prisoners - is the most productive, and as above, there are small beginnings of more meaningful and interesting work.

10.10 The 80% target for worker attendance means 24.3 hours per prisoner per week 95.4 hours/day per allocated workspace. There are weekly variations with figures as high as 95% but at the time of writing it is running at 80% (cf 82% in the last reporting period). While 80% national performance is nevertheless maintained - the fall in the roll and prisoner turnover has an apparently small adverse effect on *numbers* - the large turnover means that their individual skill level is not as high as it could be.

10.11 The staffing improvement anticipated in our 2017/2018 report happened and this reporting year saw fuller or full staffing so that, except for occasional sickness., workshops have not been reduced in numbers of prisoners or cancelled.

10.12 With the exception of CCTV monitoring, the outstanding minor capital and backlog works reported in 2017/2018 have been dealt with but there continue to be operational frustrations when urgent repairs are delayed, for example several days elapsing from reporting a blocked toilet to the repair.

11 RESETTLEMENT PREPARATION

11.1 The contract for resettlement services was provided by CRC Purple Futures, with Shelter as their main provider. Shelter inductions are completed within five days or seven days if prisoners arrive at weekends. Pre-release planning commences 12 weeks before the date of release.

11.2 Around 60% of the prisoners have a stay of six weeks or less. This includes working with those with prison sentences of up to two weeks, which is more difficult because of the timescale. This is an improvement on last year, when it was stated that for men with short sentences of up to two weeks, there was not enough time to help them prior to release.

11.3 The significant increase in remand prisoners has created more work for Shelter who have to deal with councils throughout the country as they all work differently. Shelter is also not funded for trying to find accommodation for men released outside the prison area of Humber, Lincolnshire and Nottinghamshire. Shelter has difficulties finding accommodation for prisoners transferred in who are due to be released in the next few weeks, men recalled for 28 days and those released without notice or from court

11.4 Shelter support the 'Through the Gate' mentoring and coaching project, eligible for men released from HMP Lincoln into the Lincoln area, which offers support in general and with attending appointments and helping to find solutions and achieve goals working towards a new start. They also provide information and support with housing, health and wellbeing issues, employment and debt advice

11.5 In January 2019 the basic custody screening tool (BCST) was 99% complete. Home detention curfew (HDC) is ongoing and the released into accommodation was 38%. Discharge/resettlement boards look into the needs of the prisoner four weeks before release.

11.6 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), and the Money Mentor project and 'Being a Dad' courses. In 2018 for the First Centre there were 326 new contact adult inductions for visitors. There were 2587 adult visitors supported and 2883 child visitors supported. During the year 61 men completed the 'Being a Dad' course in HMP Lincoln. Those that pass the course are presented with a certificate by the Governor.

11.7 LAT also liaise with other relevant services to support families as and when required. They offer to liaise with schools about prison experience and expectations.

11.8 The CF03 employability project helps men to return to the community and work and is undertaken when they have between six months and two years left to serve. This is a national project and so can continue if the prisoner is transferred to another establishment. CF03 includes a range of support including money management, accommodation support and employability

11.9 LAT also provide support on release through help with attending appointments and to contact relevant services and encourage individuals to help themselves. LAT, Shelter and the National Careers Service (NCS) actively promote their services to prisoners through leaflets on the wings

11.10 Families continued to make use of the Departure Lounge through which prisoners are released. This facility is managed by LAT and allows prisoners to meet their family out of the

public eye. There are two waiting areas for family and friends to use. Activity packs, books and toys are provided for the family to enjoy during visits.

11.11 LAT re-launched SPARC (Supporting People after Remand or Conviction) in May 2018 as SPARC Plus. This is a new model placing staff in HMP Lincoln reception as well as in Lincoln District Magistrates Court. The court and reception staff undertake 'keep safe' interviews and make an assessment of immediate needs and referrals made, and information and reassurance is provided to the prisoner during their transition to custody on day one. Day two assessments are completed the day after arrival to check outstanding needs have been addressed. SPARC Plus staff contacted and supported a total of 233 families from June to November 2018. This is an excellent initiative that has received good feedback from prisoners. Funding though is not available to cover evenings, weekends or staff absence.

11.12 LAT are also working with offenders to improve the families provision on visits through new ways of working between LAT and the prison. There are five visits per week and currently there is no waiting list. In addition four themed family visits are put on during the year to coincide with the time of the year. This has encouraged engagement and positive family outcomes. Children's activities are put on and they all receive a bag of books appropriate for their age, to take home

11.13 LAT surgeries and education outreach also take place in the workshops. LAT also run the catering facility, known as 'Ted's Place', in the Visits Hall

11.14 Job Centre Plus have dedicated prison work coaches to help the prisoner in custody from induction through to preparation for release. As part of universal credit this includes job searching, CVs, interview skills and helping to overcome barriers. They also provide information on available training and jobs in the community

11.15 In our last report we advised that various groups including the Department of Work and Pensions, Lincolnshire Action Trust and Shelter would be accommodated in the same area in order to aid information sharing of prisoner rehabilitation requirements. This has been completed with a co-location in the resettlement building.

11.16 Notwithstanding all the good work undertaken by the resettlement agencies, Shelter has advised that circa 30% of prisoners leave the prison to homelessness or to no fixed abode.

B Section – Work of Board

1 Members of the Board visited areas of the prison each week on rota. Good practice and concerns were noted and reported in writing. The report was sent to all members each week and was read by the Governor who usually commented on the issues prior to the monthly IMB Board meetings

2 Written and verbal prisoner applications to the Board were collected weekly and processed within seven days. The Board monitored the trends in applications and rota visit reports and frequently occurring problems were raised with the Governor and added to the Issues Log (see 6 below)

3 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 a range of prison meetings, IMB and prison staff training events, inquests and special and seasonal events

4 The Chair attended Area IMB Chairs meetings

5 One member of the Board did not return from a sabbatical at the start of the year and resigned, two Board members resigned mid-year and a further member at the end of the year. This left a membership of 7 by the end of the reporting period. A recruitment campaign was held mid-year, there were 5 applicants but 3 did not attend for interview and 2 applicants were recommended for appointment but they did not take up the role. The Board however retained its commitment, teamwork and high morale.

6 An IMB Issues Log was maintained by the Board. These main concerns were given a Red, Amber or Green rating (RAG) and raised with the Governor until resolved

BOARD STATISTICS	
Recommended Complement of Board Members	15
Number of Board members at the start of the reporting period	11
Number of Board members at the end of the reporting period	7
Total number of visits to the Establishment	413
Total number of segregation reviews attended	160

C Section - Applications

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation including laundry, clothing, ablutions	11	16
B	Discipline including adjudications, IEP, sanctions	4	4
C	Equality	8	1
D	Purposeful Activity including education, work, training, library, regime, time out of cell	16	12
E 1	Letters, visits, phones, public protection restrictions	13	18
E 2	Finance including pay, private monies, spends	3	5
F	Food and kitchens	2	6
G	Health including physical, mental, social care	37	44
H 1	Property within this establishment	30	39
H 2	Property during transfer or in another establishment or location	15	13
H 3	Canteen, facility list, catalogue(s)	10	10
I	Sentence management including HDC, ROTL, parole, release dates, re-categorisation	22	22
J	Staff/prisoner concerns including bullying	28	8
K	Transfers	15	41
L	Miscellaneous	51*	38
	Confidential applications to the IMB Chair	41	59
	Total number of IMB applications	306	336

*includes 22 from one prisoner