

Annual Report
of the
Independent Monitoring Board
at

HMP North Sea Camp

for reporting Year
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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 body 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 person held in custody, 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 DESCRIPTION OF HMP NORTH SEA CAMP

2.1 HMP North Sea Camp is an open category D male resettlement prison with a certified normal accommodation of 420 (408 on roll at end of February 2019). Some of the double occupancy accommodation only has one occupant to accommodate residents with medical needs. HMP North Sea Camp opened in 1935 as a Borstal and became an adult male prison in 1988. The prison is six miles east of Boston and borders the North Sea.

2.2 HMP North Sea Camp has adopted a rehabilitative culture and now refers to the prisoners as residents. Thus, in this report the prisoners residing at HMP North Sea Camp are referred to as residents. Unfortunately, some terminology has had to be used that still has the word “prisoner” or “offender” in it as such terminology is used within the Prison Service as a whole. To remove the term offender and prisoner totally from this report would, in the opinion of the board, cause a loss of clarity.

2.3 HMP North Sea Camp has a number of residents who identify as transgender. The report may refer to a single resident as “he” for simplicity but this is in no way meant to cause offence to those residents who do not regard themselves as male. It is for ease of reading only.

2.4 The prison holds a highly complex group of residents a good number of whom are subject to multi agency public protection arrangements (MAPPA). It carefully manages the risk associated with such residents being held in an open prison, with comprehensive risk assessment being a core part of management.

2.5 The accommodation comprises six residential units within the main prison and several self-catering rehabilitation houses offering 60 places a quarter of a mile outside the main prison called the Jubilee project. Within the prison there is a kitchen and dining room, a modern healthcare unit, a well-equipped gymnasium, a chapel, a multifaith room, a library, a visitor’s centre and cafe and a large working farm with livestock and horticulture (including 51 polytunnels) and several workshops. The large playing field is used by residents for football and outdoor sporting activities and can be accessed by them during association periods in the summer months (up to 20.00 hours).

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

- Healthcare is provided by Nottinghamshire Healthcare NHS Trust
- Education and training is provided by Novus
- Family services are provided by LAT (Lincolnshire Action Trust) (sub contracted from Ormiston)
- Addaction - provides drug/alcohol support and counselling
- Probation service
- Library Service (provided by Greenwich Leisure Ltd on behalf of Lincolnshire County Council)
- AMEY are the facilities management contract provider (delivering maintenance and stores facilities)
- Purple Futures community rehabilitation Company (CRC) sub contract to Shelter for Through the Gate (TTG) services

2.7 Voluntary organisations providing assistance to residents include Community Links, Samaritans, The Royal British Legion, Alcoholics Anonymous, local church groups, Macmillan, Marie Curie, St Barnabas hospice and Early Prevention of Cancer (EPOC), Just Lincolnshire (working with the prison on equalities).

3. EXECUTIVE SUMMARY

3.1 The IMB at HMP North Sea Camp is satisfied that HMP North Sea Camp

- provides residents with humane and just treatment although there have been some problems with staff attitude to residents see 3.16
- provides a wide ranging and adequate level of the programmes preparing them for release
- performs well against prison service measurements

3.2 Budgets continue to be tight and HMP North Sea Camp has had to juggle priorities during the reporting year. The prison has had significant capital investment in the reporting year and it now has mains sewerage. A by-product of this work has been the refurbishment of some disused officers' housing accommodation which was used by the contractors as a site office. These houses will provide some additional accommodation options for the prison during the next reporting year. The plan is to reduce the use of dormitories once the extra houses (to be known as Jubilee 6) come on line.

3.3 The prison has had visits by the local MP, the High Sheriff and Princess Anne during the reporting year. The visit from Princess Anne was in her role as Patron of the Butler Trust, to present awards to the prison for its work with the residents. In addition the prison service Executive Director for the North visited.

3.4 The rehabilitative culture at HMP North Sea Camp which introduced the concept of prisoners being regarded as residents rather than prisoners in preparation for their release into the community continues to work well with a polite and calm atmosphere being created. This move attracted quite a lot of local and national press interest following the publication of the 2017-18 IMB report.

3.5 The staff at HMP North Sea Camp are to be commended for creating an environment which welcomes and integrates all, no matter what their offence or protected characteristic.

3.6 Residents and staff provide much support to the local community. Activities of note include:

- Work that gym orderlies and staff undertake with community groups in Boston that support local residents with learning difficulties and disabilities. See 9.13
- Work that residents and staff undertake in supporting events like Boston in bloom where the efforts of the prison contribute to the excellent show the borough of Boston provides for this regional competition. See 10.12
- While this is part of the residents' work programme, the recycling undertaken by residents and staff both in the prison and in the community is helping to reduce the amount of rubbish that has to be consigned to landfill. See 10.13

3.7 The Board in previous reports raised concerns about certain aspects of healthcare. The provision of dentistry has been addressed by the introduction of a mobile dental van. Residents get to see a dentist quite quickly now for an initial assessment; however, there is typically a ten week wait for treatment unless the resident is in severe pain or has a deep infection. Credit

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should be given to the clinical lead at HMP North Sea Camp who has fought hard to get this service provided. See 8.2

3.8 The equalities hub and the residents advice centre (known as the RAC) are both staffed by residents and are well used by the residents. These two centres provide a great deal of practical support to residents about equality issues and applications for release on temporary licence (ROTL) as well as in completing other paperwork. Without these essential support services there would be increasing pressure on prison officers and non operational staff. See 5.5 and 11.9

There are however areas of concern which the IMB feel should be addressed. The concerns relating to humane and just treatment are:

Accommodation.

3.9 All accommodation has been in service for several decades and in many cases requires more than the periodic repairs which the prison undertakes.

3.10 The size of all double rooms in Harrison, Llewellyn, North, South 1 and South 2 accommodation units are not adequate in that it is often impossible to put a chair or table let alone two of each into a room. The cramped accommodation means that the accommodation listed does not comply with the prison service instructions (PSIs).

3.11 The use of dormitories continues to be a feature of life at HMP North Sea Camp (NSC). The dormitories are mainly used for new arrivals and residents are allocated to a room once one becomes available. In the main this is done speedily but where there is a slow turnover of residents there may be a longer stay in the dormitories. When most residents have come from single cell (often modern) accommodation this can cause undue anxiety and stress to residents and evidence shows that there is a higher incidence of bullying reported in the dormitory accommodation. See 4.5, 7.4

Access for residents using bariatric wheelchairs or large mobility scooters

3.12 Even though it was reported last year, there continue to be certain areas of the prison which cannot be accessed by those who need to use bariatric wheelchairs and large mobility scooters in order to mobilise. Problems are caused by a combination of doorways being too small and ramps being too steep with turning circles that are too tight. This applies to education, the resident induction unit, many work areas and parts of healthcare See 7.7

3.13 In addition to the above residents who use wheelchairs can experience difficulties travelling to and getting overnight accommodation on ROTL, which can delay their ROTLs and have a significant effect on their sentence plan and parole board hearings. Residents with disabilities often have to stay in prison longer than residents without disabilities because of this. See 11.8

Late arrival or non-arrival of property from sending prison

3.14 Last year's report highlighted the problem of excess property which is held back at the sending prison to be sent on at a later date and often did not arrive in a timely manner or at all. This has continued this year and once again the largest number of applications to the IMB concern property. As a large number of residents being transferred to HMP NSC have served many years in other establishments they have acquired more than is permitted within the volumetric control. Often the large number of legal papers that those who have been in prison many years have acquired and which need to be kept adds to the problem. The Board feels that this matter is not being addressed by the prison service as this is the fourth time the matter has been addressed in the Board Annual Report. The Board attempts to follow up matters but this can prove difficult as often other establishments fail to respond in a timely manner.

3.15 In last year's report the Board suggested that consideration should be given to allowing residents to transfer more property with them in the transport – that way less property would go missing. This has clearly not been acted on as the number of applications to the board have risen. See 7.19, 7.20.

The concerns relating to the adequacy of preparation for release are:

Problems with timely replies from outside probation

3.16 On 28 February 2019, there were 14 late Offender Assessment System (OASys) documents and of that 11 were due to delays by those managing residents in the community (offender managers [OMs]). The 14 late OASys were all high risk. This is a typical picture of delays throughout the year. There are also delays in getting replies from OMs for ROTL boards and agreements to accommodation for release. In addition during the reporting year there have been staff issues in the offender management unit (OMU) with not enough staff if you consider the number of ROTLs that are taking place. This can have a negative effect on a resident's sentence plan and parole board outcomes. The number of applications to the Board on resettlement is second only to property. See 11.2

Internal OMU

3.17 There are between 1200 to 1400 ROTLs per month. 98% of these are successful with lessons being learned when problems occur. However, a growing number of applications to the Board this year concern the delays and poor attitude of some OMU staff in dealing with residents' ROTL concerns. The board finds this disappointing as in the last reporting year there was a marked improvement in the way staff treated residents. See 7.22, 11.7

Mabel Brooks
Chair
Independent Monitoring Board
HMP NSC

4 SAFETY

4.1 The Board is satisfied that the prison is generally a safe and decent environment for all residents, from the moment they first enter the reception process until they leave. Levels of violence are low (though there is evidence of some intimidation and bullying). This is achieved by an ongoing process of selecting the correct type of resident for this establishment, carefully assessing and supporting new residents upon arrival, creating and maintaining a culture of safety, respect and decency for all residents, maintaining a rehabilitative and resettlement culture and returning to closed conditions those very few residents who prove not to be suitable for open conditions.

4.2 There is normally a waiting list to go to HMP NSC. The process begins with careful work by the OMU before a resident is accepted. This means that new residents arrive in very small numbers and this enables the prison to concentrate their efforts in getting the reception process right and to give individual attention. On their first day newly arrived residents are seen by a healthcare professional, a safer custody peer mentor and trained induction orderlies. They are then accommodated in a separate induction wing, where they remain for the first week or so. During that time, the residents are supported by a trained induction team. Newly arrived residents see a chaplain within the first 24 hours and attend a structured five day induction course. The Board considers that this induction process is well run and effective and Board members make a point of regularly visiting and speaking to new arrivals whilst on this course. The residents often feel vulnerable and apprehensive, being new to open conditions, but do say that they feel safe. The safer custody unit is proactive in offering support and advice – and the Board maintains regular contact with its orderlies.

4.3 Residents are regularly asked by Board members if they feel safe in the prison and the vast majority say that they do feel safe. However, there is known to be a low level of bullying and intimidation. The policy of the prison is to challenge it and residents are encouraged to report it. Residents who report bullying are advised and supported by the safer custody unit; Board members have witnessed this process in action, and it does appear to work, but only if the victim is prepared to report it.

4.4 During 2018, safer prison surveys papers were sent out to 405 residents by the prison, with a completed return of 21%. This was a disappointing completion rate. Most of those replying had been at the prison for between six months and one year and identified with a range of ethnicities.

60% felt safe at NSC

6% felt unsafe at the time of the survey completion

34% feeling neither safe nor unsafe

The 6% who felt unsafe said it was mainly during the induction process and having to share rooms.

4.5 The bullying and intimidation revealed by the surveys shows that most bullying is offence-related or concerns room-sharing which is universally unpopular at HMP NSC. However, the Board is aware of some reports of bullying and intimidation by younger residents on older residents – this seems to take place mostly in the limited dormitory accommodation. It is

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hoped that this type of accommodation can eventually be phased out, when more Jubilee Units are ready for occupation. Despite this there is a low level of actual assaults. These findings confirm the already held view of the Board that assaults are unlikely but that there is a low level of bullying and intimidation. When bullying and intimidation is reported to the safer custody unit, a support plan is opened and the alleged bully is challenged, unless the complainant does not wish this to happen.

4.6 During the last 12 months, there was an average of 32 requests/complaints per month from residents, and an average of 12 adjudications per month. Assessment, Care in Custody and Teamwork (ACCT) documents were opened on 40 occasions during the year. Board members regularly inspect these ACCT documents whilst monitoring the accommodation units, and usually find them to be correctly completed with the unit staff engaging with the residents on an ACCT.

4.7 The Samaritans telephone service is available to all residents, but during 2018, there were only two such calls made from HMP NSC. There have been 24 incidents of self-harm in three years, with 15 being reported during the last year. This increased rate of reporting is believed to be due to better recording, training and practice by staff.

4.8 All violent incidents (VIs) which come to notice of the prison are recorded. There were 11 such incidents in the year up to February 28 2019, including four assaults - the same figure as in the preceding 12 months. None of these incidents were particularly serious and this again confirms the view of the Board that the incidence of violence at the prison is not high.

4.9 Several incentive schemes for good behaviour are in use at the prison and generally appear to work well. All residents are immediately raised to the highest level on the incentives and earned privileges (IEP) scheme on arrival, to encourage good conduct; they only have their IEP status lowered if they fail to comply with what is required of them either within or outside the prison. In addition, there is a very successful citizenship award scheme in operation, which involves the awarding of certificates and prizes, presented by a governor. The residents tell members of the Board that this scheme is highly prized, as the results can also be quoted as evidence at Parole Board hearings.

4.10 Drug rehabilitation work is handled by Addaction. They run programmes such as "Transform" to challenge and inform users and help them to deal with their substance misuse. At present there are only four residents on methadone (on maintenance doses). Addaction report that the most prevalent substance misuse problem in the prison at present is the improper use of prescription medication, which residents either buy from a patient prescribed it or obtain it by bullying or intimidation.

4.11 Any member of staff can contact the orderly officer to raise concerns regarding the appropriateness of a resident remaining in open conditions. A review (immediate suitability review or ISR) is held at the earliest opportunity, chaired by the duty governor. When deemed necessary residents are returned to closed conditions, usually the same day. The Board recognises that this is necessary to maintain the safety of everybody in the prison whilst ensuring that residents are not unnecessarily returned to closed conditions.

4.12 During the last year there have been three recorded deaths in custody. The Board were informed as required and can confirm that, as far as the board is concerned, correct procedures

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were followed in all three cases. Two of the deaths were due to long term medical issues only to be expected in an ageing prison population.

4.13 On arrival, residents receive a talk on their first night by the unit officer regarding emergency procedures to ensure they are safe. More in depth general health and safety information (provided by the health and safety department) is given by the induction orderlies during the residents' induction course.

4.14 Once each resident has been allocated a job, the work areas are responsible for giving them all the necessary information about health and safety concerning that work environment (again devised by the health and safety department). This applies with each subsequent job change.

4.15 In the past year there have been no major health and safety issues, with only 18 recorded incidents, the most serious being two assaults on staff, the remainder being of the nature of slip and trip or similar, evenly spread around the establishment – the majority (five) being in the external areas of the prison grounds.

5 EQUALITY AND FAIRNESS

5.1 The board is satisfied that residents are treated equally, and that any disadvantages resulting from protected characteristics are addressed appropriately

5.2 The Board is satisfied that most of the residents of HMP NSC are able to access regimes and facilities fairly. There are efforts to meet special needs; however residents who use bariatric wheelchairs and mobility scooters and who cannot walk short distances are severely disadvantaged in some areas.

5.3 HMP NSC residents have access to information they require on equality and fairness issues via displays on notice boards, or by looking up the procedures and PSIs available to view in the library. Those residents who struggle to read or write can get help from the RAC.

5.4 Residents are advised how to complain about prison matters; the complaint forms and procedures are fully explained during the induction process - these include Comp 1, Comp 1A and Comp 2, governor complaint forms and Discrimination Incident Reporting forms (DIRFs). The RAC which is run by residents provides residents with support to complete these.

5.5 The Prison has a resident run equalities hub. Three full time equality orderlies and two full time safer custody orderlies are based there. The equal opportunities officer holds regular equality action team meetings. Orderlies from across the prison attend these meetings. In the year to 28 February 2019, the equalities hub dealt with resident enquiries as below:

Characteristic	No	Characteristic	No
01 Age	128	10 Equality Enquiry	62
02 Disability	140	11 General Enquiry	133
03 Gender	0	12 Inductions – Meet and Greet	676
04 Gender Reassignment	12	13 Rep Visit	136

05 Marriage and Civil Partnership	0	14 Safer Custody Enquiry	25
06 Pregnancy and Maternity	6	15 Veterans Enquiry	42
07 Race	9	16 Other Orderly	51
08 Religion or Belief	33	17 Macmillan	5
09 Sexual Orientation	32	99 Staff Visits	75

5.6 The library has information about how to escalate complaints to the Prisons and Probation Ombudsman. Residents can also attend community engagement team (CET) or OMU drop-in sessions and get advice from their personal officers.

5.7 The healthcare and education department have their own equalities policies and complaints procedures.

5.8 The Board continues to make efforts to recruit applicants from a range of backgrounds through its recruitment campaigns. Because of the location of HMP NSC recruitment is difficult and addressing the lack of diversity amongst the Board membership is proving difficult.

5.9 Lincolnshire Action Trust (LAT) is responsible for promoting and maintaining family links at HMP NSC. The team hold family days every half term and during school holiday periods, in addition to the normal visiting days. The team also offer impartial family liaison advice.

5.10 Residents are notified about the timings of family days via notice boards. The application process is made clear during the induction process. The information is also available at the library, at unit offices and through the RAC.

5.11 HMP NSC makes good provision for family visits, with a small designated play area for young children in the visits suite, and during good weather events are held on the sports field. Sometimes a petting area containing some of the farm animals is set up.

5.12 The opening of the Last Stop café in the visits area provides a number of residents with hospitality and catering work opportunities and enables residents to purchase good quality food and drink for themselves and any visitors they have. The café is supplied with home produced cakes, pasties and sandwiches/rolls from the prison kitchens.

5.13 HMP NSC also arranges town visits where residents can spend quality time with their friends and family. ROTL for overnight home visits either with relatives or at secure accommodation are arranged to ease residents back into the community.

6 SEGREGATION Not applicable at HMP North Sea Camp

7 ACCOMMODATION

7.1 The certified normal accommodation (CNA) at HMP NSC is 420. During the period of the report there have been five double rooms that have been used for only one resident due to the medical needs of the resident – these are called medical singles medical singles. At the end of the current reporting period there were 408 residents. Their age ranges were as follows:

18-21	1	40-49	108	70+	25
22-29	34	50-59	101		
30-39	90	60-69	49		

91 of the residents have disclosed one or more mental or physical disabilities which could impact on their progress within the prison. These conditions may have an adverse effect on their education, employment and general welfare and are closely monitored.

7.2 Residents residing within the main prison are housed in two two-storey units (Harrison and Llewellyn) and three one storey units (North, South 1, South 2) as well as two multi occupancy self-catering houses (Jubilee 1). A five-minute walk from the gate of the main prison there is a series of self-catering houses (Jubilee 2, 3, 4 and 5) where there is an office staffed day and night. All accommodation is kept clean and tidy but is very old. The five self-catering units allow residents who have often been in closed prison conditions for many years to prepare for life out in the community and so become capable of looking after themselves. In preparation for life in the Jubilee units, residents can undertake courses in cooking and money management.

7.3 Following the project to put the prison on mains sewage, a couple of additional houses have been refurbished. The expansion of the Jubilee experience could reduce the reliance on dormitory accommodation at HMP NSC. Currently there are 3x3 person, 1x4 person and 1x6 person dormitories on South 1 and 1x4 person, 1x6 person and 1x5 person dormitories on South 2. The South 1 dormitories are used for residents newly arrived at HMP NSC and are part of the induction unit. The dormitories on South 2 are for more long-term use.

7.4 Some residents find it difficult to be in dormitories after having a single cell in closed conditions and others actually like being in the smaller dormitories. Residents can move to sharing a room with one other person after a few weeks at HMP NSC although the waiting list for a single room can be 12 to 15 months. Residents can request to share with a particular person and staff will facilitate this if there are no security concerns. Any residents identifying as transgender at HMP NSC are housed in single rooms.

7.5 North unit caters for those residents who have medical needs or disabilities and its office is always staffed. On North there are special shower and toilet facilities to accommodate specific requirements e.g. wheelchair use and these have been refurbished during the reporting year. The other toilets and showers in the prison have been refurbished but are still not ideal and are difficult to keep clean. The size of shared rooms in all accommodation units causes some concern. The rooms in these originally temporary buildings (now many decades old and long past their original lifespan) are rather small for two residents and some residents who have come from closed conditions and single cells find that a challenge. There is not enough space in many rooms for a table and chair let alone one of each for each occupant of the room.

7.6 A refurbishment of the rooms has seen more fixed storage space but this is at the expense of tables and chairs and residents have had to ask for folding tables and chairs or get used to using the recreation areas for writing letters and such like. TVs have been moved off the back of doors in order to comply with safety requirements. Fortunately, as the prison is an open prison, residents can leave their rooms and go to sit outside, go to the library etc, which makes having a very small room easier to bear.

7.7 There are parts of the prison which cannot be accessed by those who need to use bariatric wheelchairs and large mobility scooters in order to mobilise. Problems are caused by a combination of doorways being too small and ramps being too steep with turning circles that are too tight. This applies to education, the resident induction unit, many work areas and parts of healthcare.

7.8 The regime is appropriate and effectively managed. In the main HMP NSC has a good staff/resident relationship. HMP NSC also offers many peer and mentor relationships, reinforced by purposeful work giving qualifications to assist resettlement.

7.9 Phone calls have time restrictions so that no one resident can spend a lengthy time on the phone thus preventing others from making calls. Residents can apply to have extended time for phone calls to solicitors. There are no restrictions on the number of calls that can be made. HMP NSC has plans to increase the number of personal identification number (PIN) phones available to residents, and once these are installed time restrictions will be relaxed or possibly removed. Simple mobile phones (text and calls only) are purchased for temporary release days and are held in lockers at the gates. Residents can then take these with them when they are released.

7.10 Residents attend the dining hall for meals unless they are too ill to attend in which case meals are taken to their rooms by residents whose job it is to support other residents, or unless they have chosen a self-catering option in the Jubilee houses. There is an early sitting to cater for those residents with mental health problems or physical health difficulties that might make attendance at a full meal service difficult.

7.11 The kitchen offers a cooked breakfast in the dining hall for all residents (porridge, sausage, egg etc.). The kitchen offers special cultural evening menus each month (e.g. oriental food evening, curry evening) and caters for religious festivals and events as agreed with the managing chaplain. Ramadan in particular is extremely well organised by the catering team with residents receiving meals in heat retaining boxes to eat once the sun has set. There is a good choice of food on the weekly menu and all dietary needs are catered for.

7.12 Board members observe the service of meals on rota visits and have found that there is appropriate portion control and a good choice of food. Catering staff are correctly and hygienically attired in all areas where food is prepared and served. The catering audit remains at green where it has consistently been for a 12-year period. The kitchen holds a level 5 ie the best possible food hygiene rating from the Food Standards Agency.

7.13 The kitchen operates a staff mess entirely run by residents

7.14 During the reporting year a new café has opened in the visits' suite called the Last Stop café. This serves a selection of drinks from a barista machine and snacks produced in the main kitchen and reheated as required. The café is run by residents who receive special training and is open to staff and residents. Residents choose an amount of money (up to a weekly maximum) to be added to a special account and can then use this to buy items at the café.

7.15 The main problems that the catering manager reports are continuous delays in the maintenance of essential equipment.

7.16 The kitchen laundry and the bedding all go through stores and are externally laundered at HMP Whatton. The residents' personal clothing is laundered in the prison laundry. 42 special service washes are available every weekend. Residents make a £1 contribution for this service. There are additional washing needs, including the demand for clinical washes for those residents with medical problems (associated with an ageing population within the establishment) and also a more recent demand for a 'delicates' washing programme to be used by residents identifying as transgender. To maintain the current service level, investment in equipment is essential, as the appliances are old and nearing end of life. If new machinery were purchased some items sent out could once again be laundered at HMP NSC and the laundry would become more efficient. With resident numbers once again close to full complement during the reporting period this investment should be a priority for the prison.

7.17 Stores keep stocks of prison issue clothing but some items have to be specially ordered by the business hub as normal prison supplies do not come in the right sizes e.g. small shoes (5 and below) and large shoes (13 and above) and extra-large size clothing.

7.18 Residents can buy clothing from a charity called His Church Clothes which rebrands new clothes given to the charity by firms, HM Revenue & Customs and Trading Standards. Items are collected and brought to the prison by prison staff and arranged in a room that has been fitted out to look like a shop. Residents get time at weekends to buy items and have them put on their property cards. Clothing is all marked "HIS" and is very good value. Residents work in the shop with supervision.

7.19 Reception staff pride themselves on thorough property checks on arrival. Messy property cards from other establishments are re-written (old ones still retained for cross reference purposes). New residents often arrive from other establishments with large amounts of belongings. Some are limited to no more than three bags plus legal papers plus one oversized item on the transport, which the Board understands is what the transport provider has agreed to carry with the prison service. On arrival at HMP NSC, those residents with a lot of property are given time to select their most needed items before the remainder are stored on their behalf. Transporting excessive amounts of property does cause problems with the contracted transport provider but residents who have been in prison a long time and/or have complex legal cases ongoing do accumulate a lot of property.

7.20 Any excess property which is held back at the sending prison to be sent on at a later date often does not arrive in a timely manner. The IMB receives a considerable number of applications regarding property not arriving from other establishments which the Board does attempt to chase. Some residents never get their property delivered and have had to claim compensation. Some sending prisons are worse than others.

7.21 Compliant residents leaving HMP NSC pack up their own belongings, checking items against their property card and signing. Non-compliant residents have their items packed up by officers.

7.22 Relationships between staff and residents are generally positive and supportive. Residents are allocated personal officers and a back-up personal officer, and, in addition, can speak to the unit officers who also are very approachable and do a lot to assist residents. However, there have been problems during the year with the way residents are treated at the

OMU and public protection drop in sessions. The Board has made the Governor aware of this and she is making efforts to improve this situation.

7.23 Residents are given advice on where to find information to access their legal rights as part of the induction process; this information can also be communicated by staff members, such as personal officers, wing officers, resident supervisors etc. Information is also easily accessible in the library, in the RAC or via the application system.

7.24 Residents have adequate access to canteen via the ordering process, and also have access to various mail ordering catalogues, such as M&M, Argos and Amazon, and there is also the facility to access alternative catalogues on request. Residents identifying as transgender are able to order make up from Avon. Residents say that the canteen is expensive, especially those who only have their prison wages to draw on. Residents can now order mince pies and Easter eggs via the canteen which was not permitted for security reasons in previous years. During the year there were problems obtaining refunds from Argos for faulty goods but this has largely been resolved.

7.25 Residents can view PSIs in the library. Reception hold the available facilities list for residents to look at and this can also be viewed in the accommodation unit offices on request.

8 HEALTHCARE

8.1 The Board is satisfied that healthcare provision at the prison is generally of the equivalent standard to that provided outside prison and, in some cases, exceeds it. Residents seeking medical attention are generally seen the same day by a triage nurse, within a modern healthcare facility, within about a week by a GP, if required, within four weeks at most by a travelling dental service, within four weeks for optometry and the same day by those requiring urgent access to mental health services. There are no in-patient treatment facilities at the prison. These are provided, together with other NHS tests and services, at Boston Pilgrim Hospital which is a short distance away. On occasion residents may need to travel some distance to other NHS hospitals or treatment centres. Other specialists visit as required e.g. physiotherapist, podiatrist. Residents are referred for screening programmes such as abdominal aortic aneurysm (AAA) screening and diabetic retinopathy screening within the same timescales as in the community.

8.2 Since November 2018, Nottinghamshire NHS Foundation Trust has provided a travelling dental van which has reduced the long and unacceptable waiting list for a first visit to a dentist from typically 100 to about 30 days. However, waits for treatment can be up to ten weeks unless the resident is deemed to be in urgent need of treatment. A fully-equipped dental surgery vehicle visits weekly, staffed by dental surgeons and a dental nurse. In between visits, the community dental service, can, if emailed by healthcare, refer patients to urgent dental care provided elsewhere.

8.3 The Board is pleased to note that Nottinghamshire NHS Foundation Trust continue to provide the finance to employ four extra prison officers to escort residents to hospitals and for bed watches when required. This has made a considerable difference to residents' treatment in that appointments rarely have to be cancelled and rearranged. Escort duties do not now negatively impact on the prison regime which was the case in the past.

8.4 Nottinghamshire NHS Foundation Trust has also recently doubled the amount of podiatry care provided, following representations from the NHS prison healthcare manager. This increase in provision is related to one of the emerging problems of the prison, namely a marked increase in the age demographic (See 7.1 for age breakdown).

8.5 There are plans for the extension of the Healthcare centre during the next financial year (2019/20) with funding from NHS England.

8.6 In 2017 The NHS healthcare manager submitted a business case to NHS England for the appointment of two Band 7 matrons able to both prescribe medications and to take a senior management role in the management of staff and case supervision, in both physical and mental healthcare. Hopefully the posts will be agreed and filled in the next reporting year.

8.7 At periods throughout the year, and particularly for the compilation of this report, Board members have sought the opinions of the residents as to the standard of healthcare they receive. Whilst there are on occasion some complaints, and twelve healthcare-related applications to the IMB, in the main their opinion is favourable. One resident said recently of his treatment, leading to a surgical operation, that he was “impressed and delighted” with the service he had received, particularly by the staff at the Healthcare centre.

8.8 There is however, one aspect of healthcare that the Board wishes to draw to the attention of the Minister, that we see as increasingly impacting on the health and social care provided in the prison – both now and in the future. That aspect is the effect of the ever-changing age demographic.

- In 2012 the proportion of residents over 50 was 25.1 %, (source HMIP report)
- In 2014 it was 28.8% (Source HMIP report)
- In August 2017 it was 39.0 %. (Source NHS England health needs analysis report)
- During the 4th quarter of 2018 it was 42.9%. (Source Head of Residence HMP NSC)

The detailed age breakdown of the residents at HMP NSC can be found at paragraph 7.1.

8.9 The percentage of residents over 50 years of age has increased and continues to do so. The health needs of an older population are well documented. Long term chronic age related issues include COPD, diabetes, cancers, mobility problems, arthritis, anxiety and increased comorbidity (2 or more long-term conditions). There is also an increase in those registered as “disabled”.

8.10 The ageing population effect on a range of conditions at the prison since 2012 can be seen below: -

	Cancer	COPD	Diabetes	Stroke	Reg. Disabled
End 02/2019	15	23	41	9	10
2018	5	12	19	4	4
2017	9	16	26	9	7
2016	7	17	46	10	8

2015	6	12	19	4	3
2014	5	8	26	4	6
2013	2	11	34	2	2
2012	2	1	25	1	2

Source – NHS healthcare manager – HMP NSC

8.11 The statistics at paras 7.1 and 8.8 show that the demographic profile of the residents staying at HMP NSC, with a high proportion of older persons, has changed over the years. Many of the residents at HMP NSC have been in prison a long time (due to the nature of their offences). The Board considers that the prison currently meets the healthcare needs of the population. However, going forward, it is likely that there will need to be more healthcare staff to service the increasing healthcare needs of an ageing prison population.

Mental Health Services

8.12 A small but very efficient unit of two mental health nurses provides an excellent service. There is an open-door policy and “nobody is ever turned away” from seeking help at the door. The mental health service provides diagnostic and support services, with a psychiatrist visiting every two weeks providing clinical supervision. In six years, only one patient was removed from the prison for treatment elsewhere. The team are part of a national peer review quality network. At the annual reviews for the last two years they were rated as the best team in the country, when rated against other participating prisons.

8.13 However, this small team have a heavy personal caseload and a lack of support. Between the two of them they currently have a combined personal caseload of over 50 patients. Ageing residents who have been in prison a long time, and are being prepared for release, suffer from myriad anxieties as they face up to the challenges of life on the outside for the first time in many years. During the year to end of February 2019, the team dealt with a combined caseload of 224 patients. In addition, they run mental health awareness days, and give ongoing support to other patients in conducting “wellbeing interviews” There is currently no patient waiting list to see a mental health professional.

8.14 However, there is currently a long waiting list for trauma support work, currently delivered by a visiting cognitive behavioural therapist who visits one day a week (with the other four days worked at HMP Lincoln) The current staff’s view is that the cognitive behavioural therapist is required two days a week in order to reduce the waiting list. In addition, the team see there is a need to have a more senior, suitably qualified, colleague for case consultation and supervision/advice. If the Band 7 prescribing and supervising matron (see 8.6 above) were appointed they feel that would meet their needs.

Social Care

8.15 Lincolnshire County Council provide the social care service at the prison and the NHS Head of Healthcare describes the relationship with them as being “really supportive”. Two clinics a month are held, and a full range of assessments and aids is provided. In conversation with residents Board members find that the residents are aware of these services and how to access them.

8.16 No resource problems are reported with Lincolnshire County Council. However, problems have been identified with the provision of electric wheelchairs. The prison site is not level everywhere and there is a steeply ramped road that needs to be used to access several workshops, the farm and healthcare, and access can be difficult for all types of wheelchairs. This is compounded for a resident who, for medical reasons, is unable to push themselves very far in a hand-propelled wheelchair. Such residents need either another resident to be trained and willing to push them, when required – or the provision of an electric wheelchair. There is a shortage of volunteers to be trained as “wheelchair helpers” and a two-year waiting list in Lincolnshire for the provision of electric wheelchairs. For more please see below at “Disabilities”.

Disabilities

8.17 At the time of reporting 22% of the residents at this prison are classed as “disabled” in some way and 30 residents have a personal emergency evacuation plan (PEEP) in place to assist them to leave their rooms safely in the event of an emergency. The site is not suitable everywhere for wheelchairs and for other residents with mobility problems. During the coming year the Governor intends to carry out a complete review of all accommodation and its use and the opportunity will be taken to explore any possibilities to improve this situation for the disabled residents.

8.18 The prison has recently formed a team of five “residential support workers” - residents who are employed to support 20 disabled residents who are on PEEP plans. Their job purpose is to enhance these residents’ well being and access to services. This team provides personal support to residents, including collecting meals, obtaining library books and accessing activities; they will not be required to provide residents with personal care. They will shortly be trained as wheelchair helpers and undergo first aid training and the team will be expanded to seven members.

8.19 One disabled resident arriving at NSC in May last year had already been approved, at his last prison, for an electric wheelchair, as it was accepted that he could not push himself very far in a hand-propelled chair. Healthcare applied locally on his behalf for this to be supplied. In the interim he required a “wheelchair helper” to push him around. There is a lack of such helpers, as other residents do not wish to be trained in this aspect of care, and a shortage of trainers to train such helpers (however, please see new “residential support workers” initiative at 8.18). It has now been stated that there is a two-year waiting list in Lincolnshire for electric wheelchairs. This is a serious issue for the resident, as it affects both his ability to get around the prison and to go out on ROTLs (especially home leaves), and potentially his Parole Board hearings. The resident has now been supplied with a wheelchair helper, though he must also rely on friends, but he is still waiting to be supplied with the electric wheelchair which would solve all his problems. The Board suggests that no disabled resident should still be waiting for an authorised electric wheelchair nearly a year after it was applied for. There may be a resource issue here which needs resolving, in order to ensure that he is not unfairly discriminated against on the grounds of disability.

There is a two-year waiting list for electric wheelchairs in Lincolnshire. When residents transfer to Lincolnshire, they have to go to the bottom of the waiting list for such items even if they had been nearing the top of the waiting list in another county. This can seriously disadvantage residents at North Sea Camp who might find it difficult to mobilise around the

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large site to get to far distant places such as the healthcare department. Residents who find it difficult to use self-propelled wheelchairs for long distances can have a wheelchair Helper. There is a lack of such Helpers, as other residents do not wish to be trained in this aspect of care, and a shortage of trainers to train such Helpers (however, please see new “residential support workers” initiative at 8.18). The prison is looking at ways to overcome this but as at the end of February 2019 the situation is as described.

8.20 Another resident with a disability was approved for hostel leave in his home area some 14 months ago, but despite having attended a total of eight ROTL boards he has still not been on approved hostel home leave due to the fact that the Probation service are unable to find suitable hostel accommodation in his home area, equipped for a disabled person. This situation affects not only his ability to take approved leave in his home area, but also potentially affects his release date. The Board suggests that this is a highly unsatisfactory state of affairs in that nobody should be discriminated against due to their disability.

8.21 The Head of Residence cannot be confident at present that residents with disabilities have equal access to all areas of entitlement, particularly those with mobility problems. Accordingly, a bank of monitoring indicators is now being developed in order to better understand the link between disability and all areas of entitlement e.g. “Do residents with mobility problems have equal and fair access to eg ROTLs, leave to approved premises (hostels), community service volunteer (CSV) employment opportunities?”

Addaction

8.22 Addaction have had their contract for the provision of substance misuse services renewed. The team is supported by orderlies.

8.23 A part time family and community worker supports the families of those residents who are struggling with substance misuse.

9 EDUCATION AND OTHER ACTIVITIES

9.1 In 2018-19 education was provided through a partnership approach with NOVUS providing the Offenders’ Learning and Skills Service (OLASS) education provision. The National Careers Service provided education and training opportunities up to October 2018. Funding is based upon attendance at classes and learning outcomes.

9.2 The courses offered are appropriate to the residents’ needs with enrolment on more popular courses being managed so that they tie in with residents’ sentence plan requirements. There are weekly meetings at which residents are allocated places on various courses; however, in the interests of ensuring speedy progression from one course to another more frequent meetings can sometimes be convened. The courses listed below are offered:

Employability		Functional Skills	
Business Venture	Level 2	English	All Levels
Customer Service	Level 2	Maths	All Levels

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Team leadership	Level 2		
Information Communication Technology		Vocational Training	
Information, Advice and Guidance	Level 1		
Information, Advice and Guidance	Level 2	Bricklaying	Levels 2/3
Resettlement Course	Level 2	Fork Lift Truck	Level 2
Personal & Social Development		Telescopic Reach	Level 2
Basic Cooking Skills	Level 1	Practical Horticulture Certificate and Diploma	Level 2
Personal Finance Level 1	Level 1	Painting and Decorating	Level 2
Money Management Level 2	Level 2		
Resettlement Course	Level ½		
Virtual Campus			
Health and Safety	Level 2		
Warehousing	Level 2		
Facilities (cleaning)	Level 1		

There have been a few minor changes in course provision since the last reporting year; these are:

- Retail knowledge was withdrawn
- Fork lift truck now offered at Level 2 only
- Construction skills certification scheme (CSCS) construction was withdrawn

9.3 Distance learning is well supported within the education department. At the end of the reporting period there were 24 residents engaged in Open University and other distance learning provision through Stonebridge College. Arrangements are made for residents on such courses to engage in distance tutorials to support their self-study. Notwithstanding the fact that most residents share small rooms there is opportunity for quiet study in other areas of the prison.

9.4 When lessons have been observed by Board members it was found that residents are actively engaged in their learning and enthusiastic to discuss their work with Board members. The education department has in place a lesson observation programme to ensure that the highest possible quality of teaching and learning is taking place.

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9.5 Accessibility to learning and skills provision within education classrooms remains a barrier to residents with severe mobility difficulties and who rely on wheelchairs and/or mobility scooters; this is due to the nature of the buildings. However, the education department has made alternative arrangements to support these residents but such provision does not fully compensate for their inability to enter the classroom environment, thus depriving them of the full educational experience, including working with their peers.

9.6 Lessons start and end at published times. The education year for functional skills is 48 weeks and for courses such as bricklaying it is 45 weeks. Since the Board's last report arrangements have been put in place to cover the long term absence of instructors.

9.7 Qualifications are nationally recognised and residents recognise that such qualifications, particularly in construction skills, can offer employment opportunities in the future. Likewise in functional skills residents are encouraged to see Level 2 as their goal; however it is recognised not all residents will achieve this. Learning mentors play an active role in supporting teaching and learning both in the classrooms and in workshops. Learning mentors operate within the framework of the Shannon Trust to support any resident who wishes to improve their literacy and numeracy skills.

9.8 All newly arrived residents undergo an education induction programme. This focuses on identifying individual needs, particularly in English and mathematics. Each resident receives full advice and guidance following the initial assessment. This provides an opportunity to discuss future goals and put in place a learning programme to achieve those long term goals. The induction programme also includes instruction on basic IT skills so that residents can access the Virtual Campus which is accessible one day each week.

9.9 Courses are well advertised within the prison with information leaflets for residents giving full details of the requirements for each course. Displays and posters around the prison inform residents of employment opportunities for each qualification.

9.10 As in the previous reporting year achievement and success rates are high with functional skills achieving a 96% at the end of the reporting year. Attendance was at 89% for functional skills and the Head of Education regularly reviews achievement and attendance to identify and resolve any issues that may result in classes being missed or achievement not being as good as expected.

Other Activities

9.11 There is a well-equipped gym that offers a wide range of activities for residents throughout the week with a clearly published timetable. All residents must complete a gym induction programme prior to using the facilities. On Saturdays the 'park run' scheme has been introduced during the reporting year with a route around the prison grounds. Uptake has been slow but the prison is keen to promote this with residents who are able to take part. Most Sundays during the winter there is football for any resident wishing to take part.

9.12 The gym has four staff and a number of orderlies. Three sessions are offered Monday to Friday in the morning between 07.45 and 11.45, two in the afternoon between 13.30 and 16.45 and one in the evening between 17.30 and 19.45. Activities include keep fit sessions, aerobics,

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badminton and a recent addition of indoors bowls as well as dedicated sessions for over 50s, kitchen workers and retired residents. There is one gym session on a Saturday and Sunday from 07.45 to 08.45 and after that a range of seasonal outside activities are offered.

9.13 A long standing relationship has been developed by the gym staff with local groups that work with adults with learning difficulties and disabilities. Groups visit the gym from the community and the staff and orderlies work to support them in a wide range of gym activities. Board members observe these sessions while monitoring and see the enjoyment these adults get from them which is a credit to the gym staff and orderlies who support the sessions.

9.14 For the older residents there is the “over 50’s club” which meets each Monday and Wednesday afternoons in Visits. Tea and coffee is available and cards, dominoes, bingo and board games are played. There are 175 residents aged over 50 years at the prison and these meetings are attended by between 30 and 50.

9.15 The library continues to be well run and attendance is high every day. Not only does the library provide general interest books and novels but it supports education and learning where residents need it. Inter-library loans can be organised for books not in stock at NSC. Accessibility has improved since the last report as a side door with ramp access can now be opened if necessary to allow those in bariatric wheelchairs or who use mobility scooters to get into the library.

10. WORK AND VOCATIONAL TRAINING

10.1 At the end of the reporting year all 408 residents were expected to work, with the exception of retirees, although of these the majority opt for work of some form, usually light duties such as labelling and recycling. At a typical point in the reporting year seven retirees did no work whatsoever and a number of residents were unable to work because of disabilities or temporary sickness.

10.2 The working day is 08.30 to 11.45 and 13.30 to 16.30 (two sessions totalling 6.25 hours), a full working week being ten sessions – some 31.25 hrs. Where overtime is required (due to sickness, home leave and so on) this is normally compensated by time off in lieu. Some work outside the prison is part-time and the balance of hours is made up by work within the prison.

10.3 At the end of the reporting period 40 residents are employed on the farm (livestock management, work in greenhouses and polytunnels, grass cutting, gardening); others are working in such areas as cleaning, the kitchen, stores, chaplaincy, jobs club, reception, recycling, lobster pot manufacturing, cycle repairs, education or outside employment.

10.4 When residents arrive at NSC they undertake a one week induction, which is designed to familiarise them with the geographical layout of the establishment, including location of residential, working and leisure facilities, healthcare, dining hall and so on, including the out of bounds areas. During this period the various work opportunities available at that time are explained and residents can nominate their three preferred choices of work. Background checks may determine that some are not suitable to be employed in one or more of their choices and will be allocated work accordingly.

10.5 There are a number of work categories which are essential for example the kitchen, the laundry and cleaning and these need to have a full complement of workers at all times. If there are insufficient “volunteers” then these positions will be filled by those residents deemed most suitable. Once allocated their initial work placement, residents must retain that position for a period of 28 days. Thereafter residents can apply to change jobs if they feel there is something more suitable available.

10.6 Each week all the various departments within the establishment submit any job vacancies they have. The Jobs Club displays the vacancies and residents apply to be considered for particular jobs. Again, the residents select three jobs in order of preference. Those applications go to the community engagement team (CET) which carries out background checks – previous work experience, history and so on. Each week the allocation committee sits to appoint residents to the available jobs. At this stage, once a resident has been allocated a position, they must remain in that role for a minimum period of three months before applying to make a further change in employment.

10.7 The Jobs Club is run by a team of orderlies (residents) who help their peers find out about jobs and complete application forms. Residents are also supported to write CVs ready for applying for jobs when they leave prison.

10.8 When departments fail to interview applicants the decision to appoint is left to the allocations committee based on background checks etc. This has from time to time meant residents being posted to jobs which are not suitable. One recent example was a man who needed crutches for mobility but was appointed as a wing cleaner. This highlighted the need for departments to carry out a face to face interview but also showed that healthcare should play an active role in any job allocation so that residents’ healthcare issues can be taken into consideration.

10.9 Many jobs at NSC include training on the job, leading to professional qualifications, including horticulture, animal husbandry, fork lift truck driving and so on, which will enable residents to find work upon release and make rehabilitation more realistic.

10.10 Residents have jobs both within and outside the prison. As a resident progresses they may be considered for any suitable work allocation outside the prison. There are over 80 external placements available – some paid by the employers and some unpaid i.e. paid by the prison at prison work pay rates. Some external placements are only part time and so residents will do half their working week outside the prison and then have an internal prison job for the rest of the week. Every work placement in the community involves a detailed interview.

10.11 Employer engagement events are held throughout the year. Employers are invited to attend the prison for presentations and to talk about offering placements to residents. These events have changed the way local employers see the prison.

10.12 There is a working farm at NSC majoring on rare breed sheep (about 400 lambs are produced each year) and pigs. The farm also has non rare breed sheep and pigs and some chickens. There are polytunnels, greenhouses and arable farming and produce from the farm is used in the prison kitchens. Residents often turn up for work before start times and work on past finishing time as they are keen to tend to their animals or plants. Residents also work in

the greenhouses to supply plants for community based events like Boston in Bloom as well as enhancing the prison environment.

10.13 Two innovative work areas within NSC are recycling and the making of lobster pots. Doing recycling on site has generated a good income for NSC and residents can obtain qualifications in recycling. A natural progression is to work on a fly tipping team for Boston Borough Council. Some residents who have outside jobs keep those jobs on release from HMP NSC. Attendance at work is always in the high nineties and work is rarely cancelled.

11 RESETTLEMENT PREPARATION

11.1 Resident management is of high quality at NSC. In the HMIP inspection last year, for resettlement the score rose from 2 in 2013 to 4. The Audit, carried out internally by the prison service and verified by another establishment gives the situation as green, for both 2016 and 2017

11.2 Sentence planning is timely and of good quality. During the first three months after arrival at NSC a review is undertaken and an updated sentence plan is produced, to reflect open conditions. A new OASys (Offender Assessment System) plan is done before ROTLs start. Around 90% are completed in the first three months. As at 28 2 2019 there were 14 OASys late in being completed and of that 14, 11 were due to delays in the community, which is typical.

11.3 Residents are given a plan to work to during their time at NSC. Residents are asked to choose a pathway and then they consult with their OS (offender supervisor), who will either support the pathway or advise on a more appropriate route. Education and the resident then devise an education programme. The aim is to prepare residents for getting a job on release. In many cases residents gain qualifications for work they can already do; for example residents who used to work in the construction industry in bricklaying gain a relevant qualification which will enable them to more easily find work.

11.4 There is a major focus on MAPPA at NSC and there are some 380 residents who are MAPPA eligible. Work between the relevant agencies in the MAPPA process is in the main good but there are some issues with some outside probation services with responses being tardy thus holding up the resident's progress. This is particularly difficult for residents who have been tasked by the Parole Board to undertake certain "tests" e.g. work in the community before going back to the parole board. Some residents have had to delay Parole Board hearings as they have not achieved the goals set at a previous Board.

11.5 HMP NSC provides a considerable level of advice and guidance via the Job Club, the RAC (Residents Advice Centre) and OSs. External housing associations work with those residents who will not be returning to family, during the last 3 months of their sentence

11.6 Co-operation between probation services and the community rehabilitation company (CRC) has, in the past, not been particularly successful at HMP NSC. This is in line with the picture nationally. However there is a new initiative in place called Through The Gate (TTG) which will hopefully improve co-operation in the coming year.

11.7 There are between 1200 to 1400 ROTLs per month and 98% of these are successful, with lessons being continually learned where there are problems. However a number of the applications to the Board this year have related to the poor attitude of some OMU staff in dealing with residents' concerns about ROTL. The board finds this disappointing as in the last reporting year there was a marked improvement in the way staff treated residents.

11.8 There are a number of specific difficulties faced by residents who use wheelchairs when they go on ROTL. This can mean that some residents may find it difficult to comply with the

requirements stipulated at their Parole Board. This includes difficulties in finding overnight accommodation for residents at approved premises and in the community. There are also issues around the use of public transport including the lack of bus warrants for residents who get ROTL to a location not easily served by rail

11.9 The resident advice centre (RAC) is run by residents. There are currently nine residents on the team who staff the RAC seven days a week 365 days of the year. They provide support for any resident who requires it to complete applications and complaints. The RAC handles the first stages of the ROTL process for the OMU. Residents who undertake work in the RAC can take qualifications in information advice and guidance. The level of activity in the RAC in this reporting year was considerable: the centre received 5898 applications for resettlement day release (RDR), accompanied RDR and resettlement overnight release (ROR) which they then passed to the OMU department for action

These figures do not include general enquiries about public transport, obtaining maps for going into Boston and other queries. That additional footfall could be easily identified if the RAC had a footfall counter like the library, to record every individual entry to the building.

On the basis of a top roll of 420, the figures show that, in theory, on average each resident accessed support from the R 14 times a year although of course in reality some residents will access the RAC very rarely and others very often

11.10 Residents' post-release plans are considerably affected by the availability or otherwise of accommodation. For HMP NSC residents there are complications with release plans because, due to nature of their offences, some individuals find it difficult to get accommodation. Despite the best efforts of HMP NSC and outside agencies, a few residents are released with no fixed abode (this averages six in any one year).

11.11 Family visits are well managed at HMP NSC. The visits area which was a little spartan has recently been refurbished with new furniture and the opening of the Last Stop café, which is used by visitors, residents and staff. Regular family days are organised together with courses and workshops around family relationships and ROTLs for home visits.

11.12 Residents can have a bank account, if they apply for one, prior to release. Although some local banks have issues in letting residents open bank accounts it would appear that, in the main, residents do manage to open bank accounts prior to release.

12 THE WORK OF THE IMB AT HMP NORTH SEA CAMP

12.1 Overview

12.1.1 The Board has been able to recruit three new members. This means that we now have eight Board Members. Even though we have not reached the official full complement of 10 members the Board has decided not to carry out a further recruitment campaign until the new members complete their training.

12.1.2 At least 2 rota visits are done each week. Resident applications are taken either via the IMB boxes or when a resident makes a direct approach to a Board member. Applications are dealt with as they are received and residents are kept updated on progress as soon as

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practicable, bearing in mind that many are out working during the day. The number of applications was up by approximately 20% from last year.

12.1.3 Members make brief reports on their Rota visits, copies of which are sent to the Governor via email who notes contents, responds directly on issues raised or sends the report to an appropriate staff member for comment. Board meetings are held once a month when the Governor or a member of the senior management team attends to deliver a statistical report and to discuss current issues and respond to board members' questions on matters of concern or interest.

12.1.4 Board members monitor some of the few Adjudications arising and attend some of the establishment's management meetings.

12.1.5 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 helpful Board Clerk.

12.2 Training

The Vice Chair and Board Development Officer (BDO) attended the Annual Conference in February. Board members continue to take the opportunity to attend 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

12.3 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	3
Number of members leaving within reporting period	1
Number of attendances at meetings other than Board meetings	20
Total number of visits to the prison (including all meetings)	252
Total number of applications received	98
Total number of segregation reviews held	N/A
Total number of segregation reviews attended	N/A

12.4 Resident Applications to the Board

Code	Subject	12/ 13	13/ 14	14/ 15	15/ 16	16/ 17	17/ 18	18/ 19
A	Accommodation	6	4	0	3	3	5	10
B	Adjudications	4	2	3	0	3	0	4
C	Diversity related	3	0	2	3	1	0	4
D	Education/Employment/Training	6	6	2	10	6	5	10
E	Family/Visits	7	11	2	n/a	n/a	n/a	
E 1	Family/Visits	n/a	n/a	n/a	4	9	8	7
E 2	Family/Visits	n/a	n/a	n/a	2	5	6	6
F	Food/Kitchen related	0	0	0	1	1	1	0
G	Health related	5	5	1	10	6	15	12
H	Property	9	11	17	n/a	n/a	n/a	
H 1	Property	n/a	n/a	n/a	13	4	0	6
H 2	Property	n/a	n/a	n/a	16	20	17	14
H 3	Property	n/a	n/a	n/a	6	3	1	7
I	Sentence related (Inc. HDC)	18	25	16	17	16	12	13
J	Staff/Resident related	1	2	2	6	8	2	2
K	Transfers	6	1	1	2	5	0	0
L	Miscellaneous	7	6	3	5	4	4	3
	Total Number of Applications	72	73	49	98	96	76	98

APPENDIX – Abbreviations Explained

AAA - abdominal aortic aneurysm

ACCT - Assessment, Care in Custody & Teamwork

BDO – Board Development Officer

CET - Community Engagement Team

CNA - Certified Normal Accommodation

CRC - Community Rehabilitation Company

CRG - Community Relationship Group – monthly staff and resident meeting

CSV - Community Service Volunteer

DIRF - Discrimination Incident Reporting Form

DNA – Did not arrive (e.g. for an appointment)

EPOC – Early Prevention of Cancer

HMP - Her Majesty's Prison

HMIP - Her Majesty's Inspectorate of Prisons for England and Wales

ISR - Immediate Suitability Review

LAT - Lincolnshire Action Trust

MAPPA - Multi Agency Public Protection Arrangements

OASys - Offender Assessment System - identifies risk

OLASS - Offenders' Learning and Skills Service

OM – Offender Managers

OMU - Offender Management Unit

OS – Offender Supervisor

PEEP (personal emergency evacuation plan)

PIN phone – personal identification phone - phone allowing calls to be made to agreed telephone numbers once a code has been input

Monitoring fairness and respect for people in custody

PSI - Prison Service Instructions

RAC – Residents Advice Centre

RDR - Resettlement Day Release

ROR - Resettlement Overnight Release

ROTL - Release on Temporary Licence

TTG – Through the Gate

VI - Violent incident