



Annual Report
of the
Independent Monitoring Board
at

HMP Lincoln

for reporting Year
1 February 2019 to 31 January 2020

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Monitoring fairness and respect for people in custody

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1 STATUTORY ROLE

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 (IMB) at HMP Lincoln for the period 1 February 2019 to 31 January 2020. Board evidence comes from observations made during visits, scrutiny of records and data, attendance at meetings, informal contact with prisoners and staff, and prisoner applications to the Board.

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 continued improved regime on the wings (see paragraph 7.9), the fair use of the incentives and earned privileges (IEP) scheme (see paragraph 4.11), the level of use of force (see paragraph 4.13), the attention given to equality and fairness (see section 5) and the management of segregated prisoners in the care and separation unit (CSU).

However, the Board remains concerned about the facilities and ease of access for prisoners with mobility issues (see paragraphs 5.9, 5.10 and 5.13).

Are prisoners treated humanely?

Overall, it is the opinion of the Board that the establishment has a positive emphasis on the humane treatment of prisoners. This is demonstrated by the continuous efforts being made to improve the cleanliness of the establishment (see paragraphs 7.1, 7.3 and 7.5); the attention and focus on safety in custody, including the assessment, care in custody and teamwork (ACCT) process (see paragraphs 4.1, 4.2 and 4.4); the use of force (see paragraph 4.13); segregation processes (see section 6) and the services provided by the healthcare team (see section 8).

The Board remains concerned about the continued high level of self-harm (see paragraph 4.5).

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).

Despite all the good work undertaken, however, many prisoners still leave the prison to homelessness or no fixed abode (see paragraph 11.16).

Main areas for development

TO THE MINISTER

1. As in previous years, the Board remains concerned about the tardy manner in which numerous repair and maintenance jobs across the establishment are dealt with (see paragraph 7.6).

2. Despite the great efforts made locally, the Board remains concerned about the high level of homelessness of discharged prisoners (see paragraph 11.16).

TO THE PRISON SERVICE

1. The Board is still concerned about the lack of closed-circuit television (CCTV) on E wing (see paragraph 4.8). When can we expect it to be installed?

2. The Board continues to question when we can expect the ceiling of the CSU to be replaced as previously advised (see paragraph 6.7), or is it no longer considered to be required?

3. A decision should be made on whether or not funds will be provided to repair or replace the long-out-of-action main lift (see paragraph 5.9).

TO THE GOVERNOR

1. Although it is noted that there was no further increase in the number of self-harm incidents reported in 2019, the Board remains concerned about the high level of self-harm (see paragraph 4.5).

2. While acknowledging that the building structures do not lend themselves to easy access for prisoners who have mobility difficulties or are wheelchair bound (see paragraphs 5.9, 5.10 and 5.13), are there any plans further to improve disabled access to all parts of the establishment?

3. When can we expect to see the exercise yard that is currently out of use (see paragraph 7.9) made available for the use of prisoners again?

4. There is still a concern that the prisoners allocated to kit distribution are underemployed (see paragraph 10.8).

Improvements

Although we have highlighted a few concerns above, throughout the report we have identified and reported on a number of improvements, and good performance and practice. The Board is therefore of the opinion that the establishment is well managed, to good effect. We continue to observe the activities of the Governor and his team as maintaining an effective 'grip' of the key areas of prison life. We are pleased to note the steady progress and significant improvements over the last three years (see, for example, paragraphs 4.4, 4.6 and 4.11).

DESCRIPTION OF THE ESTABLISHMENT

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 CSU, a chapel, a reception area, an OMU, a resettlement area, a visits hall, a kit distribution centre, a gym, a workshop block, an education academy, a healthcare unit, a gatehouse, a gate entrance and a number of temporary buildings.

3.3 The average number of prisoners over the reporting period was 568, which is 77.9% of the operational capacity. The average occupancy at such a suboptimal level is explained by the extensive improvement works that were carried out to modernise the prison infrastructure as a result of legionella in the water system in 2018. The certified normal accommodation was 408 and its operational capacity was 729 for most of the year, but at the end of the reporting period was reduced to 664.

3.4 Nottinghamshire Healthcare NHS Foundation Trust provided general and mental health care services. Addaction provided substance misuse services. The contract for resettlement services was provided by Shelter. Some services continued to be provided by LAT. Education was provided by PeoplePlus. The workshops were staffed by civilian instructors. The Samaritans trained the Listeners, and the escort contract was GeoAmey. The contract for maintenance services was provided by Amey

4 SAFETY

4.1 Safety at the establishment is a matter of great importance for all staff and, of course, prisoners. Without a safe environment, effective custody and rehabilitation cannot occur, and a lot of attention is rightly paid to this important aspect of the running of the prison.

4.2 The principal elements of a safe environment for the prison are centred around the early days in custody, how behaviour is managed (particularly the encouragement of positive behaviour), the use of rarely applied but sometimes essential measures such as segregation and the use of force. Safeguarding features large in consideration around this area, particularly in regard to the protection of vulnerable adults and those at risk of suicide or self-harm.

4.3 The coordination of activities is overseen by the safer custody committee, which meets monthly.

4.3.1 This committee is a multidisciplinary group, including representatives from offender management, security, mental health, Addaction, the chaplaincy, the Samaritans, prisoner Listener representatives. A member of the Board attended the majority of the meetings. Regrettably, during the reporting year, the local authority social services representation on the committee ended. The meeting is followed by shorter supplementary meetings that consider issues such as prisoner transfers, controls assurance and allocation to wings and cells

4.3.2 The purpose of the meeting is to review the safer custody team reports on incidents of suicide and self-harm, and incidents of violent behaviour, and the responses to these.

4.3.3 Prisoner Listeners also report on prisoner contacts and anonymised 'Listens' information. This is a useful supplement to what is largely an analysis of detailed performance reports based on prison activity and information processes.

4.3.4 Information is shared on ACCT activity, incidents of self-harm, deaths in custody, assaults, violence reduction, constant supervision and safeguarding issues. Analyses are made against incidence reports to gauge how well the prison is doing compared with similar prisons elsewhere.

4.4 The total number of ACCT books opened during the reporting period was 639. This is 4.7% less than in the previous reporting period. As a percentage of the total prison population that are subject to the ACCT process, the monthly figure for the year-end was 8.2%, down, from a peak of 12.1% the year before. Efforts continue to be made to improve the management of the ACCT process, with an emphasis during the reporting year on training of the substantial number of new recruits to the prison. During rota visits, members sample ACCT documents – in particular, that observation requirements are met.

4.5 A significant aspect of ACCTs is the level of self-harm among prisoners. There were 614 incidents of self-harm reported during the reporting year (compared with 620 in 2018). Although a welcome small reduction, and while recognising the larger total prisoner numbers in 2019, the high level of self-harm incidents remains a concern to the Board.

4.6 The total number of violence reduction incidents recorded during the reporting period on the local violence reduction database was 963, compared with 1,087 in 2018 – a reduction of 11.4%. This is a significant reduction for the year.

4.7 There were three deaths in custody during 2019. One occurred outside the establishment, where the prisoner had been transferred to receive terminal care in Derby.

4.8 Although a business case has been submitted, there is still no CCTV on E wing, although the Board is pleased that the governor has prioritised this in forthcoming funding bids. Applications are being developed to extend CCTV to areas outside the curtilage of the prison, in order to surveil satisfactorily areas that offer the greatest potential for miscreants to go about their business.

4.9 There were four prisoner Listeners at the time of reporting. A Listener representative (trained by the Samaritans) attended most of the safer custody committee meetings.

4.10 Generally, the reception procedure is considered to be safe and free from violence. Vulnerable prisoners are kept separate and made to feel secure during this process. Although the journey to the prison is made in restricted accommodation, if they have to travel far, the prisoners are given food and drink.

4.11 The percentage of prisoners on the basic IEP regime has fallen from 6.2% to 3.5% over the course of the reporting year, a remarkable achievement when one considers that the prison has increased its total number of prisoners by around 20% over this period, and there is a greater diversity in the geographical area that the prison is taking from, with intakes from the West and South Midlands especially. In addition, the prisoner throughput is now at record levels, with weekly turnarounds of over 100 admissions and discharges not uncommon.

4.12 The monitoring of the use of force is undertaken by the use of force committee, which meets every two months. The meeting is chaired by the governor and includes governor grade representatives from residential services, security, safer custody and operations, as well as the use of force coordinator, control and restraint instructors and an imam from the local Lincoln Central Mosque. In accordance with the Lammy recommendations, the committee also includes the attendance of a member of the Board, with an explicit remit to consider the interests of prisoners.

4.13 An analysis of monthly use of force data is considered at each meeting, including the number, type and location of incidents; the reasons for use of force, including the use of batons; and the ethnic and age range of the prisoners. The total number of use of force incidents in 2019 was 405; this was an increase on previous years, although this is considered to be largely due to increased reporting and reporting requirements. Video footage of incidents, planned and spontaneous incidents alike, including the use of body-worn cameras, is reviewed at each meeting. The level of use of force is considered to be proportionate and in line with the population of the establishment, in terms of age and ethnicity.

5 EQUALITY AND FAIRNESS

5.1 Meetings of the equalities committee, chaired by the governing governor, are attended by a Board member, who reports issues to the Board. Since our last report, the quarterly meetings have become bi-monthly (after a spell of monthly meetings, to give added focus) and are well attended by establishment personnel. Prisoner wing representatives are identified but their attendance at these meetings is poor – for example, there were only two at each of the December 2019 and February 2020 meetings, albeit prisoner contributions are carefully considered.

5.2 Each meeting is organised around a systematic review of key issues – underpinned by an ‘equality data analysis’. As well as providing basic demographics such as ethnic composition and age range, this also relates this to important prison activity – for example, ACCTs/self-harm by ethnicity, and adjudications by age and ethnicity. This data is discussed and, while not analysed using statistical techniques, the raw data does not indicate any obvious bias, except the apparently disproportionate level of self-harm among 25–29-year-olds, which is being investigated.

5.3 A governor grade has designated responsibility for equality, and work on each of the nine protected characteristics is led by a designated governor. Below them, for each characteristic there is a band 5 officer, a band 2/3 and a band 4 officer, and, in most cases, a prisoner lead. For most of the reporting year, the work was supported by a band 3 officer – to such good effect that the officer has been seconded to a ‘regional’ equality role.

5.4 The combination of features, including more frequent meetings, systematic review, relevant data, individual accountability, equality topics at each of the full staff briefings and a support role, appears to have been effective in boosting the attention given to equality and resulted in practical changes, to the benefit of prisoners; examples include the purchase of more wheelchairs and ‘big button’ in-cell telephones. In addition, equality awareness has received attention, such as ‘unconscious bias’ online training and events like that marking ‘World Holocaust Day in January 2020.

5.5 An equality report is included in the monthly functional reports to the senior management team.

5.6 It continues to be the case that around 10% of the establishment prisoner population comprises foreign nationals, with 35% of these being non-EU as at March 2020. The equality data analysis for December 2019 reports 25 nationalities and 17 ethnic groups. The vast majority of written information for prisoners is in English, although material in some other languages is available. To mitigate against disadvantage for these prisoners, a 24-hour telephone interpreting service can be accessed by officers. It is noted that religious festivals are well catered for within the prison, with a variety of faiths that have to be accommodated by the catering service.

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

5.8 There continues to be a high number of prisoners who do not disclose their preferred gender on arrival, perhaps because of the fear of intimidation by others. However, the prison takes the issue of gender and gender reassignment very seriously, with frequent training opportunities for staff in this complex area.

5.9 In our last report, we observed continuing problems with two of the main lifts – in A wing/centre and the chaplaincy – and intermittent problems with the reception/A wing lift. In this reporting period, the chaplaincy lift has been fully operational and the reception/A wing lift is almost always working. However, the A wing/centre lift – being the one which would

most likely give overall improved accessibility within the prison – has remained out of use and no approval has been given for repair or replacement.

5.10 More generally, we note that none of the current or proposed capital works schemes give those with physical disabilities access to all parts of the prison without manhandling or moving around the outside of the prison – an obvious example being the movement from reception to the first night centre.

5.11 On the other hand, we note that increasing attention is being paid to access for those with mobility problems – for example, new wheelchairs (as paragraph 5.4), and showers on the 1s landings for B and E wings, with similar upgrading for C and A wings planned for 2020/21.

5.12 Notwithstanding paragraphs 5.10 and 5.11 above, the Board received very few applications from prisoners relating to equality issues. Less than 2% of the total applications relate to issues of race, disability, diversity or complaints about discrimination from foreign nationals. Similarly, the prison received few discrimination incident report forms (40 in 2018 and 33 in 2019).

5.13 The prison population includes an increasing number of older prisoners, for whom regular access to outdoor exercise and fresh air was not always possible because of the initial shortage of wheelchairs in the reporting year, although this has improved. There are also only a very small number of cells across the establishment that are suitable for disabled prisoners.

6 SEGREGATION/CARE AND SEPARATION UNIT

6.1 HMP Lincoln has a nine-cell segregation unit that is locally referred to as the CSU. The main reasons for segregation at the establishment during the reporting year were for good order or discipline (GOOD) or for 'own protection'. The segregation boards are termed 'GOOD reviews', and a member of the Board attended each review or, on very rare occasions, conducted the review retrospectively.

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 the care of this difficult cohort of prisoners by the prison officers is of a high standard.

6.4 The full complement of nine cells has not always been available during the reporting year, with one or more cells out of use due to damage on a regular basis.

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

6.6 During the reporting period, there have been a number of very difficult to manage prisoners who have been located in the CSU beyond 42 days. The establishment finds it difficult to transfer out this type of prisoner, and at times there are very long stays. The Board actively monitors prisoners with a long length of stay and, in accordance with Prison Service Order 1700, raises formal objection to continued segregation when this is considered to be in the best interest of individual prisoners.

6.7 We have reported previously that the ceiling of the CSU has still not been replaced, although we were given to understand that, in 2015, there had been consideration nationally of the need to look into the feasibility and cost of refurbishment.

6.8 The segregation monitoring and review group met regularly throughout the reporting year, to review the use of segregation. A member of the Board attended the meetings held. The meeting was considered to be effective in reviewing the reasons for segregation, and the age and ethnicity of the prisoners segregated – which, over the reporting year, was in line with the make-up of the prison population.

6.9 The adjudication standardisation meeting met regularly during 2019 and reviewed the outcomes, including a breakdown by wing, ethnicity, outstanding adjudications and a review of individual governor grade outcomes. The meetings were regularly attended by a member of the Board.

6.10 The total number of adjudications for 2019 was 3,354, which was a reduction of 21.74% from the previous year's figure of 4,286. There was an increase in charges proven compared with the previous year, with a consequent reduction in the number of remands and dismissed adjudications. The number of adjudications by wing is in line with the size of the wings, and the ethnicity of those on adjudication was in line with the ethnic mix of the population. The deputy governor also separately reviews a number of adjudications per month, and deemed the general standard to be good.

7 ACCOMMODATION (including communication)

7.1 The cleanliness and general appearance of most of the accommodation and recreational areas have either been maintained or continued to improve over the reporting period, owing to an ongoing programme of painting and a continuing emphasis on cleaning and rubbish collection. The condition of the cells across the establishment is still mixed but there has been a significant improvement, with a good deal of repainting and the gradual replacement of furniture and curtains, and the installation of lockable cabinets; deep cleaning of all in-cell toilets has also been carried out. Prisoners have good access to cell cleaning materials.

7.2 Following, two years ago, 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 the showers, and the removal of redundant pipework, have been completed. There have been no further incidents of infection and no cells are now out of use for that reason.

7.3 As a consequence of the issues arising from the legionella incident, a three-year programme of replacement of the entire water system was started. Moreover, some wing showers have been refurbished and the remainder are expected to be renewed in the next financial year. The work done so far has been well received by prisoners and should be making a significant difference to their health and personal hygiene.

7.4 Further new and more robust association equipment has been provided on all wings. It is popular with prisoners, well used and enhances their living environment. It also provides opportunities for meaningful informal interaction between prisoners and staff, and contributes to a calmer ambiance within the prison.

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. Despite this, outside areas are intermittently rubbish strewn. Pest control measures appear to have almost eliminated the rat and cockroach infestation. Painting and the provision of hanging flower baskets have enhanced the appearance of outdoor areas.

7.6 The Board continues to be concerned about the tardy manner in which numerous repair and maintenance jobs across the establishment are tackled, which results in damaged cells being out of use for long periods and prisoners having to put up with unacceptable living conditions. In the view of the Board, this remains a problem, despite the continued efforts by governors in negotiating an improvement.

7.7 The old heating system suffered many failures, with prisoners and staff alike complaining about being cold. Temporary boilers installed to serve the individual wings have provided a more reliably comfortable environment. New permanent boilers are about to be installed as part of the three-year water system replacement scheme.

7.8 For several years, the Board raised concerns about the welded windows on C wing, which caused those cells to be unpleasantly hot in the warm weather. These windows have now been replaced, as have a number of broken windows on C and E wings.

7.9 The current core day arrangements have resulted in a predictable and more settled regime, with no unplanned lockdowns. Prisoners normally get their full entitlement of exercise. One of the exercise yards was occupied for part of the reporting year by a temporary catering facility, requiring two wings to share one yard. Although the catering facility was removed some months ago, the supporting concrete blocks, provided by a different company that has gone out of business, are still in situ. This renders the yard unusable, and is now giving rise to complaints from some prisoners, as they are now required to continue to share exercise yards. Seats have been installed in the other exercise yards.

7.10 The prison operational capacity was reduced from 729 to 664 at the end of the reporting period. Even so, approximately 80% of cells, although originally intended for single occupancy, by necessity each accommodate two prisoners in rather cramped conditions. That said, the management of cell spaces appears to be satisfactory, with refusals to share being robustly but fairly handled.

7.11 The timely repair of wing washing machines has long been a problem but the industrial units, whose maintenance and repair resulted in lengthy periods out of use, have now been replaced by domestic machines that are easily, quickly and more cheaply installed.

7.12 In-cell telephones are being provided throughout the prison, except in the first night centre, and can be used until 11pm every night. The red telephone system, which enables prisoners to contact directly healthcare and other areas of the prison, has been extended to the workshops and education department.

7.13 For the first few months of the reporting year, a temporary catering facility in one of the exercise yards continued to be used to provide all meals. The long-awaited replacement of the kitchen floor that started in the latter months of 2017 (and was to have taken four months) was finally completed in the summer of 2019, though not to an entirely satisfactory standard. Deep cleaning of the main kitchen was carried out initially by Amey, but afterwards to a higher standard by the prison's industrial cleaning unit. The handover and transfer of catering back to the main kitchen put a lot of extra pressure on the catering staff but it was handled with minimal disruption.

7.14 The kitchen is managed to a consistently high standard, in spite of frequent equipment breakdowns. The food provided 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, and prisoner approval of the food seems to be much better than that at comparator prisons.

7.15 Complaints to the Board about the food are rare, and outnumbered by compliments. Although the breakfast packs are too small, toasters and unlimited bread, porridge packs and jam are now available on the wings. This enables prisoners to have a hot breakfast and was much appreciated, and the homely smell of toast contributes to a relatively relaxed ambiance on the wings.

7.16 Kitchen workers are properly and hygienically attired.

7.17 The laundry is processed by HMP Whatton. Items are counted by type and taken by weight, but on return they are frequently reported to be in a worn or damaged condition and not received as sent. There has been some improvement since the previous reporting period but some laundry is returned still dirty or wet, and HMP Whatton now refuses to accept certain categories of laundry, which now have to be washed in-house.

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 get to know, individual prisoners. Most of the early issues resulting from the influx of inexperienced officers have been overcome. The Board is aware of less discontent among prison officers than in previous years. The key worker scheme is generally working positively.

7.20 Prisoners have access to their legal rights.

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 still 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. The information is generally clear and sufficient, although not always followed up by updates or by informing new arrivals.

7.23 There are prisoner advice desks on each wing that disseminate a wide range of useful information, and the prisoners who run these desks say that they are well used. In addition, there is a prisoner call centre, staffed by prisoners and accessed by telephone from the wings, which manages the prison application process and queries from prisoners. It appears to be popular with prisoners and is well used. The number of applications to the Board has reduced substantially during this reporting year, which seems likely to be a consequence of this. The call centre now produces a Prison Issues newsletter that is proving popular and is hoped to be published quarterly.

7.24 The establishment is smoke free. Vaping is very popular and appears to give rise to few complaints.

7.25 Despite the use of the Rapiscan, drug dogs now being based at the establishment and searching in visits, the availability of psychoactive substances (PS) on the wings remains a problem. Airport-style scanning equipment is to be installed, which it is hoped will further reduce the importing of drugs into the prison.

8 HEALTHCARE (INCLUDING MENTAL HEALTH AND SOCIAL CARE)

8.1 Nottinghamshire Healthcare NHS Foundation Trust provided general and mental health services to the establishment. Addaction provided drug and alcohol treatment services.

8.2 This last year has seen recruitment improve, and the healthcare team is now almost fully staffed, with a full complement expected early in 2020. Staff training days take place for one day each month, with a reduced service operating for that day.

8.3 The number of non-attendances at appointments remains low, with staff following up to find the reasons for missing these.

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

8.5 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.

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

8.7 'Drop-in' sessions have been introduced on the wings, to improve the support and availability of mental healthcare and information, and are in addition to existing services.

8.8 The establishment is smoke free, and vapes and patches continue to be available for those who need them.

8.9 A robust drug strategy is in place but the problem with the use of PS remains. However, the number of calls for emergency ambulance support has reduced, with better 'in-house' capability and response.

8.10 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.

8.11 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.

8.12 Healthcare staff fulfilled their vital role in the rapid and proportional 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. Healthcare staff have also actively monitored and managed prisoners with streptococcus infection.

8.13 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 they undergo fitness assessments.

8.14 Healthcare staff hold a patient forum meeting every other week for prisoners to voice opinions, suggestions and concerns.

8.15 The provision of healthcare services is of standard comparable with, and in some cases better than, that available in the community.

9 EDUCATION AND OTHER ACTIVITIES

9.1 Education is provided by PeoplePlus, a private sector business, historically providing training and support for those on employment benefits. PeoplePlus has been the provider at HMP Lincoln since 1 April 2019. The current education manager has been in post since January 2019.

9.2 There has been a significant change in the range of education provision at the establishment during the reporting period. A new bricklaying workshop has been introduced, and national vocational qualification level 2 qualifications are now available in bricklaying, painting and decorating, and catering. There has also been an increase in the number of functional skills places available, and functional skills information and communications technology has recently been introduced.

9.3 There has been a significant increase in the number of full-time teaching staff, with 17 teachers and two induction workers now employed full time. On average, over the last 12 months, there have been three vacancies unfilled at any one time but, currently all core roles are filled.

9.4 There are eight prisoner peer mentor roles within the department. On average, there will be three to four of these spaces unfilled due to the high churn of the establishment.

9.5 There is an increased range of courses available and waiting lists vary according to the popularity of the course, with demand, in general, being higher for vocational classes. English for speakers of other languages provision has been increased to provide for two separate groups of learners, and to enable the groups to be assigned by levels of attainment. Mathematics and English are compulsory to level 1. English and mathematics groups are split into entry-level and higher levels of attainment. Other classes are of mixed attainment, and class sizes vary between eight and 10. Attendance has improved as the roll has risen (making it easier to fill essential jobs elsewhere in the prison, such as catering and cleaning), and is about 80%. Prisoners from the main wings and vulnerable prisoners are taught separately.

9.6 The numbers of learners exiting education owing to transfer or release is high. This has been highlighted, and the allocation process now takes into account home detention curfew (HDC) and release dates. Learners engaging in a level 2 course are now required to be placed on education hold. For those with limited time to engage in education, short unitised English and mathematics courses are now available to support progression.

9.7 The education department provides a pastoral role, as prisoners seek support for a range of issues, many of which are barriers to learning. When individual prisoners miss classes for no reason, tutors will go on to the wing to ask whether there is a problem and how they can help, which is part of their responsibility for the student. The support to find resolution includes contact with healthcare staff and prison officers.

9.8 PeoplePlus has all but completed the first year of its contract, which is due to run for a further four years.

9.9 Two libraries are in place, with a wide range of books and CDs, some in up to 50 languages, and they are well used by prisoners. The libraries are well stocked, with up-to-date legal books. As reported previously, not all books are returned to the library when prisoners are transferred or released; it seems that some books are simply binned. Similarly, CDs are often exchanged between prisoners rather than returned. This means that items in high demand are not necessarily available to other prisoners, and there is also the cost of replacement.

9.10 Distance learning is available, and library activities include a book club for E wing which has about eight to 10 active participants plus a waiting list. The libraries also provide opportunities for fathers to narrate talking books for their children; these include Read Along with Dad, Storybook Dads and DVD Dads, which variously use pictures,

stories and puppets. Bedtime Story enables prisoners to record their own stories, and one has recently been entered into a writing competition. A creative workshop is planned to be set up soon. The libraries now stock children's books, so that there are stories that fathers can read to their children over the telephone.

9.11 The libraries provide facilities for prisoners to sit their driving theory test. Prisoners can also take the Reading Ahead Challenge, whereby if they read six books, they get one of their own. The librarians also, when time permits, help with adult literacy.

9.12 The libraries have the benefit of five or six prisoner orderlies but often there are vacancies, arising from turnover.

9.13 The A/B wings library has been freshly painted and has an improved layout, with pods for computers, new furniture and display boards. The C/E wings library is awaiting new furniture.

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. There was an increased roll count from October 2019, which prompted an adjustment to provide more part-time work. Those with full-time work have eight hours out of cell, and those with part-time work have four hours out of cell.

Workshop name	Work places available		
	Full-time	Part-time	Changes in place 2018/19
Workshop 1: Kit distribution centre	20	40	8 full-time more; 24 part-time more
Workshop 2: Textiles	40	40	
Workshop 3: Tailors	45	30	15 full-time more
Workshop 4: Multi-skills	0	0	25 full-time less 30 part-time less
Workshop 5: Recycling	16		
Gardens party green band	6		
Kitchen	25		
Library orderly	4	2	2 more part-time
Academy cleaner	2		
First night centre orderly	2		
Reception orderly	4		
Gym orderly	5	2	2 more part-time
Induction programme	10		
Domestic party - bin and waste management	8		
Barber ABCE wings	4		
Cleaner ABCE wings	40		
Wing laundry orderly ABCE	4		2 less
Wing painter ABCE wings	8		
Servery worker C wing	8		
Hospital orderly	1		
Servery orderly E wing	8		
Recreation Physical	10		

Education			
Gym - employed physical education	12		
Courts	29		
British Institute of Cleaning Science. D wing	10		
Pad Mates (call centre)	8		
Ted's Place (visits)	4		1 more
Education Peer Mentors	12		4 more
Chapel orderly	2		
CSU orderly	2		
Paint party	4		
Subtotal	353	114	
Total	467		

10.2 The total number of workspaces during the reporting year was 467, compared with 457 in the previous year. This takes into account the closure of the multi-skills workshop in year, which employed 45 prisoners full time and 30 part time. These posts were replaced with an increased number of prisoners working in the kit distribution centre, the tailors workshop and additional orderly posts.

10.3 The new payment system introduced also encourages prisoners to engage with work and study for a qualification. The living wage for those of retirement age or unable to work was also increased.

10.4 The establishment continued with a move towards linking in-prison employment and other purposeful activity with likely resettlement opportunities. The outcomes from the Recycling Lives initiative have not been as expected, however, and employment for prisoners has not happened. Another provider is being considered, to see how this could benefit the prisoners regarding qualifications and outcomes. Trials continue on the food waste process initiative, and work is progressing regarding collection.

10.5 The AIM Awards Suite of Vocational Pathways Qualifications is progressing in the workshops. After a temporary stop during the reporting year, the 'up-cycling' of donated furniture from a local charity was restarted, and provides prisoners with the opportunity to use and enhance their woodworking skills and provide a benefit to the charity.

10.6 All prisoners are encouraged to take part in work and are given part-time hours (working half-day), if there are not sufficient full-time posts. The target of 80% in employment has been exceeded since April 2019, achieving 85.7% at the end of the reporting period.

10.7 The external monitoring and certification of cleaning training was switched as planned to the Waste Management Industry Training and Administration Board (WAMITABS). Sixteen prisoners have now passed this industrial cleaning course. During the reporting year, a bricklaying course was also introduced.

10.8 We have continued to observe, as we noted in our previous report, and periodically reported to the governor during the reporting year, that the prisoners specifically allocated to kit distribution are often idle.

11 RESETTLEMENT PREPARATION

11.1 The contract for resettlement services was provided by Purple Futures Community Rehabilitation Company, with Shelter as their main provider. LAT, in partnership with the prison, delivers the 'Supporting People After Remand or Conviction' (SPARC+) project, the children and families departure lounge, Fulfilling Potential, Healthy Foundation and CF03 (Employability) Services and Being a Dad course.

11.2 Around 60% of prisoners have a stay of six weeks or less, and some sentences can be as little as two weeks, posing difficulty because of the limited time available.

11.3 In the past year, Shelter has changed the bank used for setting up prisoner accounts in preparation for release as there were very few prisoners being accepted for opening a bank account. After the changeover, there was an improvement but at the end of the reporting period there were, again, delays, preventing a bank account being set up before release.

11.4 Shelter supports the 'through-the-gate' mentoring and coaching project, eligible for prisoners released from the establishment into the Lincoln area, which offers support in general and with attending appointments in the community

11.5 During the reporting year, 56 prisoners completed the Being a Dad course, with each of them receiving a certificate. This course offers an opportunity for the prisoners to share their experiences of being a father in prison. It also covers communication, child development, perspective taking, family activities and planning for release.

11.6 The LAT children and families service continues to support prisoners and their families to maintain and strengthen family ties. Support is offered before, during and after visits, both to the prisoners and their families. The support includes information about ways to keep in contact, emotional support, liaison with other agencies, including children's services, liaison with schools and signposting to special legal advice. It also includes practical support to mitigate the impact of a family member going to prison. During the reporting year, the children and families team supported 2,342 prisoners, through 2,864 interventions.

11.7 The CF03 (Employability) service continued to help prisoners to return to the community, and the work is undertaken when they have between six months and two years to serve. This is a national project and can continue if the prisoner transfers to another establishment or is released into the community. CF03 includes a range of support, such as employability, money management and substance use. During the reporting year, 40 prisoners were enrolled onto the CF03 programme; a further 420 prisoners who transferred to the establishment were already enrolled on the programme and were offered ongoing support based on their progress to date, outstanding needs and release date.

11.8 The departure lounge, through which all prisoners are released, offers immediate support to individuals after their release from prison. Families and external agencies continue to attend the departure lounge to meet prisoners on release. The departure lounge staff also provide emotional and practical support, such as the facilitation of telephone calls, mobile phone charging, breakfast and additional advice for the day of release. In 2019, 1,031 prisoners were supported by the departure lounge.

11.9 LAT delivers mentoring support through the Health Foundation and Fulfilling Potential services, and helped 65 prisoners during the reporting year. This included helping to navigate their release, and ensuring that they were engaged with services to continue their progress and to reintegrate successfully into the community.

11.10 The SPARC+ service supported a total of 2,660 prisoners during their transition into prison custody. The support provided includes help in the court custody suite, prison reception and during the early days in prison. Practitioners support prisoners to resolve practical issues, provide emotional support and ensure that each person is able to access the services they need in order to progress. In November 2019, the service provision was enhanced to include support during the evening, up to 8pm, from Monday to Friday.

11.11 LAT provides the activities for the extended family visits. During the reporting year, there were eight family visit days, attended by 96 families, with an average positive feedback of 93%. The positive experience of the prisoners during family visits was highlighted by the prisoner representatives group.

11.12 LAT provides a catering facility, known as Ted's Place. It provides a range of hot and cold food, drinks and snacks for staff at lunchtime, and prisoners and their families during visits.

11.13 Since February 2019 the Lincolnshire Discharged Prisoners Welfare Charity, administered by the IMB Board as Trustees, and disbursed via the LAT, has helped to provide basic provisions for release, including clothing, basic mobile phones, footwear, sleeping bags, toiletries and rucksacks.

11.14 During the reporting year, the Department for Work and Pensions (DWP) staff in the prison increased to two, and this has enabled new initiatives to be introduced. This included resettlement events, a Prepare for Release programme in December 2019 and, from October 2019, a weekly job search group session. DWP has also had a presence in the departure lounge, to give new claims assistance forms to those on release. This includes the booking of appointments at Jobcentre Plus before release. Mentoring Circles was also introduced in December 2019, to support those under 25 years of age, in terms of finding and securing work.

11.15 A weekly governor grade meeting is held with the DWP and partners, and is evolving to plan for those to be released in the next 12 weeks.

11.16 About two-thirds of the prisoners released from the establishment are not released into Lincolnshire. This makes it more difficult to have control over accommodation on release and universal credit. If the prisoner does not have an address to go to on release, the departure lounge will ensure that they know where to go to contact their local council and to make a claim for accommodation immediately. The council is the provider of accommodation for those prisoners who are unable to secure this by the day of release. The lack of accommodation is understood to be a national problem.

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C Section – The work of the IMB

1. Members of the Board visited areas of the prison each week on a 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 sometimes commented on the issues highlighted. The governor also attended some meetings of the Board during the reporting year, and his attendance was appreciated.

2. Written and verbal prisoner applications to the Board were collected weekly by Board members 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.

4. The Chair attended the area IMB Chairs meetings, and dealt with the confidential applications to the Board.

5. One member of the Board resigned mid-year. A recruitment campaign was held mid-year but, although there have been applicants to date, no appointments have been made and the campaign is ongoing. At the end of the reporting period, in January 2020, two dual boarders were appointed for 12 months. This left a membership of eight at the end of the reporting period.

6. An 'issues log' was maintained by the Board. These main concerns were given a red, amber or green rating, and were 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	7	
Number of Board members at the end of the reporting period	8	
Total number of visits to the establishment	326	
Total number of segregation reviews attended	163	

D Section – Applications to the IMB

During the reporting year, there was an overall fall in the number of applications to the Board. The reduction was seen in every category, except accommodation, finance and food, although the numbers involved do not appear to be significant.

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	11	11
B	Discipline, including adjudications, IEP, sanctions	3	4
C	Equality	3	8
D	Purposeful activity, including education, work, training, library, regime, time out of cell	4	16
E 1	Letters, visits, telephones, public protection restrictions	3	13
E 2	Finance, including pay, private monies, spends	6	3
F	Food and kitchens	4	2
G	Health, including physical, mental, social care	31	37
H 1	Property within this establishment	16	30
H 2	Property during transfer or in another establishment or location	7	15
H 3	Canteen, facility list, catalogue(s)	2	10
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	14	22
J	Staff/prisoner concerns, including bullying	26	28
K	Transfers	7	15
L	Miscellaneous	40	51
	Confidential applications to the IMB Chair	32	41

	Total number of IMB applications	209	306
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