



# Annual Report of the Independent Monitoring Board at HMP/YOI Lincoln

**For reporting year  
1 February 2020 – 31 January 2021**

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## **Introductory sections 1 - 3**

### **1. Statutory role of the IMB**

The Prison Act 1952 requires every prison to be monitored by an independent board appointed by the Secretary of State from members of the community in which the prison is situated.

Under the National Monitoring Framework agreed with ministers, the Board is required to:

- satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release
- inform promptly the Secretary of State, or any official to whom authority has been delegated as it judges appropriate, any concern it has
- 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.

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is an international human rights treaty designed to strengthen protection for people deprived of their liberty. The protocol recognises that such people are particularly vulnerable and aims to prevent their ill-treatment through establishing a system of visits or inspections to all places of detention. OPCAT requires that states designate a National Preventive Mechanism to carry out visits to places of detention, to monitor the treatment of and conditions for detainees and to make recommendations for the prevention of ill-treatment. The IMB is part of the United Kingdom's National Preventive Mechanism.

## **2. Description of the establishment**

- 2.1 HMP/YOI Lincoln is a category B local prison predominantly serving the courts of Lincolnshire. It currently holds remand and convicted adult/young adult male prisoners, including foreign nationals, life-sentenced prisoners and prisoners serving indeterminate sentences for public protection.
- 2.2 The prison was mainly built in Victorian times. It has four large residential wings each four storeys in height, a Care and Separation Unit (CSU), a chapel, a reception area, an Offender Management Unit (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, offices and several temporary buildings. The residential wings all have CCTV, that of E Wing having been installed during the reporting period. Applications are being developed to extend CCTV coverage to the prison perimeter to deter throw-overs and other undesirable activities. Additional security fencing and gate alarms have also been installed in the last year.
- 2.3 The average number of prisoners over the reporting period was 560. The certified normal accommodation was 408; the operational capacity was 664 at the beginning of the reporting period, but this was reduced to 600 in March to enable cohorting (isolation) arrangements because of the Covid-19 epidemic.
- 2.4 Nottinghamshire Healthcare NHS Foundation Trust provided general and mental health care services. Addaction, recently renamed We Are With You, provided substance misuse services. The contract for resettlement services was provided by Shelter, though some services continued to be provided by Lincolnshire Action Trust (LAT). Education, in an attenuated form, was provided by PeoplePlus. The workshops, insofar as they were operated, were staffed by civilian instructors. Listener training, previously by the Samaritans, went into abeyance because of the Covid-19 epidemic and the inability of the Samaritans to provide training for new volunteer Listeners at the prison, one of only eight prisons where the service had to be suspended for this reason. GeoAmey held the escort contract, and the contract for maintenance services was provided by Amey.
- 2.5 Exceptional Delivery Plans were in place throughout most of the year due to the Covid-19 pandemic. These were obligated under the national regime instruction associated with limiting the spread of the disease in the prison through dramatically reduced social contact and as noted in 2.3 above.

### **3. Executive summary**

This report presents the findings of the Independent Monitoring Board (IMB) at HMP/YOI Lincoln for the year 1 February 2020 to 31 January 2021.

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 progress and significant improvements made over the past four years.

It is the view of this board that HMP/YOI Lincoln is a well-run prison which, notwithstanding the limitations of its Victorian buildings and the necessary restrictions consequent upon a pandemic, has delivered a humane regime and a significant reduction in violence and self-harm while keeping its prisoners safe.

#### **3.1 Background to the report**

3.1.1 This reporting year has been dominated by the Covid-19 pandemic and the necessary responses to it. From mid-March 2020 onwards the prison has been in lock-down with gradual movement towards a careful loosening of restrictions stalled by the second national wave of infections. By the end of the reporting period the prison was well prepared to move towards a more “normal” situation.

3.1.2 The first positive prisoner Covid-19 case was recorded on 14 April 2020 and the first staff case on 23 April 2020. The prison remains a “red” outbreak site but at the time of writing there is only one case among prisoners and there are two staff off sick with confirmed covid. This was a remarkable recovery. Extraordinary efforts were made to keep the prison running smoothly throughout what might otherwise have been a real crisis, especially when at its height the pandemic had forced over 65 staff off work either with the disease or shielding.

3.1.3 Incoming prisoners, any showing symptoms of Covid-19 and those tested positive or ill have as far as possible been located on designated landings (cohorting units) until being tested negative when they were relocated among the general prison population. Prisoners have spent no more than 40 minutes per day out of cell for exercise and showers, except for those doing essential jobs such as cleaning or kitchen work. Visits to prisoners have been almost totally prohibited.

3.1.4 The regime changes consequent on the pandemic restrictions have severely limited educational opportunities. Prisoner time and numbers in those workshops which continued to function have been carefully rationed. Group religious services have been virtually non-existent. Contact between prisoners and staff has been often by telephone.

3.1.5 Maintenance and other work by outside bodies has continued but to a significant extent during night hours.

3.1.6 From 15 March to 13 September 2020 and again from 12 November 2020 to 31 January 2021 the IMB was unable to function normally due to national lockdown conditions prevailing and advice from the Ministry of Justice. Because of the pandemic and to reduce the possibility of spreading the virus most members of the board were self-shielding for parts of the reporting year and did not go into the prison but kept in touch by telephone. Nonetheless, throughout those periods we had an emergency response capability, management of prisoner applications remotely by telephone and email via the IMB clerk, and also attendance at prison meetings via Zoom and dial-in. The board itself remained in contact with telephone conference calls and Zoom meetings. In consequence of this curtailment of our work our ability to attest firsthand to all that we say is limited, and in some cases our comments represent desk-top research. In particular, for much of the year our usual physical presence, high visibility, and high engagement with individual prisoners and prisoner groups have been very limited.

## **3.2 Main judgements**

### **3.2.1. How safe is the prison?**

3.2.1.1 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. It is the opinion of the board that a range of safety measures are in place, including behaviour management, frequent reviews of and responses to incidents of violence and self-harm, and sharing of information among all relevant departments within the prison.

3.2.1.2 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.

3.2.1.3 The coordination of activities is overseen by the safer custody committee, which meets monthly. This committee is a multidisciplinary group, including representatives from offender management, security, mental health, We Are With You and the chaplaincy. An IMB member attended all of the meetings throughout the year. Prisoner Listener representatives, present in a normal year, were absent. The meeting is followed by shorter supplementary meetings that consider issues such as prisoner transfers, controls assurance and allocation to wings and cells.

3.2.1.4 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. Information is shared on ACCT (Assessment, Care in Custody and Teamwork) 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.

### **3.2.2 How fairly and humanely are prisoners treated?**

3.2.2.1 Overall, it is the opinion of the board that prisoners at HMP/YOI Lincoln are treated fairly and with respect. This is demonstrated throughout the establishment, but in particular by the regime on the wings in difficult circumstances, the level of use of force (see section 4.5), the attention given to equality and fairness (see section 5.4), and the management of segregated prisoners in the care and separation unit (CSU) (see section 5.2).

3.2.2.2 Moreover, in the view of the board the establishment has a positive emphasis on the humane treatment of the prisoners in its care. This is evidenced by the continuing efforts to improve the cleanliness and appearance of the establishment (see paragraph 5.1.1), the attention to and focus on safety in custody, and including the ACCT process (see paragraph 4.2.3), the use of force (see section 4.5), segregation processes (see section 5.2), the excellent services provided by the healthcare team (see section 6), and the emphasis on treating every prisoner as a unique individual (see section 5.3 and paragraphs 5.4.2 and 5.4.5-7).

3.2.2.3 There has been a welcome reduction in self-harm (see paragraph 4.2.2).

### **3.2.3 How well are prisoners' health and wellbeing needs met?**

3.2.3.1 The provision of healthcare services is of a standard at least comparable to that available in the community (see section 6).

3.2.3.2 All prisoners are seen and assessed by healthcare staff within 24 hours of arrival. All physical, dentistry and optometry services continued to be provided throughout the reporting year with Covid-19 and flu vaccinations being implemented in line with those of the general public. Cohorting (isolation) arrangements for new and symptomatic prisoners were put in place together with regime changes to minimise the likelihood of cross-infection and spread of Covid-19 (see paragraph 3.1.2); probably in consequence of this there was, as far as we can tell in the absence of coroners' inquests at this time, only one covid-related death.

3.2.3.3 The prison has a high number of prisoners with mental health problems which are well managed by the mental health team. The incidence of mental ill health is estimated at around 40% of the prison population with a similar proportion declaring that they encounter significant issues through their learning disabilities and the challenges contingent on neurodiversity. Personality disorder is a confounding factor which complicates all interventions.

3.2.3.4 Despite the necessarily restricted regime prisoners were provided with greater television access, remote learning facilities, library books and distraction packs and, whenever possible, outdoor exercise (see paragraphs 6.5.1, 7.1.4 and 7.1.8). Although visiting was not permitted for much of the reporting year, in-cell telephones and additional call credit went some way to compensating for the lack of direct contact with family and friends, and some video contact has been made possible via Purple Visits (video links).

### **3.2.4 How well are prisoners progressed towards successful resettlement?**

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 paragraph 6.6.2, and sections 7.4 and 7.5). The principal concerns of the board are the very limited training opportunities available especially during the reporting year, and the number of prisoners, albeit small thanks to covid interventions, who, notwithstanding the best efforts of the various agencies, are released to homelessness or no fixed abode (see paragraph 7.5.10). The government's "Everybody In" emergency homelessness prevention strategy for covid has been a welcome safety net, but there are still some 25% of prisoners who, either by choice or due to their disruptive history with housing providers, are being discharged to "no fixed abode". Preparations for discharge programmes of work and education have been severely disrupted by the national regime having to be enforced. However, the use of written materials, Way Out TV and the maintenance of the library service have all combined to maximise the potential for discharge preparation in these extraordinary times.

### **3.3 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 5.1.5).
2. Despite the great efforts made locally, the Board remains concerned about the high level of homelessness of discharged prisoners (see paragraph 7.5.6).
3. The Board is concerned that there is a small but nevertheless significant group of prisoners in Lincoln who are subject to indeterminate sentences for public protection (IPP) and have remained in custody well beyond their tariff date.
4. Despite best local efforts, the board is concerned that prisoners who are in need of transfer to a mental health institution sometimes wait far too long for an appropriate placement (see paragraph 6.2.3.3). The absence of a comprehensive and readily accessible personality disorder treatment service is a continuing concern.

#### ***TO THE PRISON SERVICE***

1. The Board continues to question when we can expect the ceiling of the CSU to be replaced as previously advised (see paragraph 5.2.5), or is it no longer considered to be required?

## ***TO THE GOVERNOR***

1. Whilst acknowledging that the building structures do not lend themselves to easy access for prisoners who have mobility difficulties or are wheelchair bound (see paragraphs 5.4.6 and 5.4.7), are there any further plans to improve disabled access to all parts of the establishment?
2. How soon will Samaritan training of Listeners (see paragraph 2.4) resume?
3. How can the needs of some prisoners for education in social and inter-personal skills be identified and met in the absence of face-to-face teaching?

### **3.4 Progress since the last report**

Many and various improvements are noted throughout this report but the board is particularly pleased to draw attention to the matters mentioned below.

1. A significant reduction in self-harm and violence amongst prisoners.
2. An apparent reduction in illicit drug use among prisoners.
3. The commissioning of replacement of the A Wing lift.
4. The clearing of the A Wing exercise yard which is now back in use by prisoners.
5. The installation of CCTV on E Wing.
6. More security fencing and gate alarms fitted.
7. Improvements to the appearance and fabric of the buildings.
8. Significant improvements to water treatment.
9. The prison's capacity to deal with infectious disease outbreaks, which has at times needed to be exemplary.

## Evidence sections 4 – 7

### 4. Safety

#### 4.1 Reception and induction

4.1.1 This last year was of course dominated by Covid-19 and the arrangements from April onward for the transport and reception of prisoners were heavily influenced by the need to promote and provide covid-secure care and handling. Notably though the number of receptions was significantly down on previous years due to the pandemic and the suspension of large amounts of court work. This created a situation where the overall number of prisoners was down by over 100 to 550 by the end of the IMB's reporting year.

4.1.2 The situation with Covid-19 that greeted prisoners on arrival from courts changed significantly through the year. From 30 October 2020 the wearing of facemasks at all times by all staff was compulsory. By 7 December 47 prisoners were isolating and on 11 December there were 65 staff isolating or shielding at home of whom 43 were operational staff. 10 December saw 218 prisoners subject to covid isolation (being either positive, suspected, self-isolating, or shielding).

4.1.3 Prisoners arriving, once covid-checked, wait, socially distanced as far as possible, in a holding room, one of which is for vulnerable prisoners only. They are then photographed, their personal information including next of kin, religion and ethnicity collected, and their risk level identified, and a decision on whether cell-sharing is suitable is made. Then follows induction when an officer explains how the prison works, what property can and cannot be held in cell, and the PIN phone and mail systems. Any valuables and money are recorded. Property is checked in and what is allowed in cell retained, the rest going into storage. The prisoner is then subjected to a full body search including use of a BOSS (Body Orifice Surface Scanner) chair and body scanner to detect any illicit items or substances. Eligible prisoners can make a telephone call. While in Reception ACCT books are opened if appropriate. Clothing, bedding, useful information, a "welcome" pack and a breakfast pack for the next morning are issued, together with cups of tea and hot food. Every incoming prisoner sees a nurse from Healthcare and is interviewed by LAT; those who have declared an addiction see someone from We Are With You. Prisoners arriving late see the nurse, We Are With You and LAT the following day, certainly within 24 hours of arrival.

4.1.4 LAT/SPARC+ (Supporting People after Remand or Conviction) offer help with family concerns and immediate practical problems, such as a dog left uncared-for at home, and provide general reassurance. This service continues to support prisoners during their transition from court 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. There are now two induction workers employed full time.

4.1.5 The prison service instruction to establish a “reverse cohorting unit” early in the pandemic was a major factor in managing outbreaks and restoring manageable incidence by the end of our report period. This meant that prisoners on arrival were immediately quarantined and held like that for up to two weeks while it was established that they were covid negative.

## **4.2 Suicide and self-harm, deaths in custody (DiC)**

4.2.1 The reporting year saw seven deaths in custody, although one occurred in a fire the day after discharge in the community but is counted as a DiC. Of the other six, one was Covid-19 related, in January 2021, one was from prolonged chronic ill-health, one from unheralded cardiac arrest, and three apparently from self-initiated in-cell ligatures. Historically from 2012 to 2020 there have been 30 DiCs, but the highest single annual occurrence for the purposes of IMB review is this past year. Due to the Covid-19 restrictions there have been no Coroner’s Inquests or Pre-Inquest enquiries of any of the year’s cases. The death of a 71-year-old prisoner in December 2019, from terminal prostate cancer whilst in hospital, was reported on in the year in review by the Prison and Probation Service Ombudsman. There were no significant adverse findings. Plainly, given the unusually large number of DiCs there will be particular interest and review undertaken by the Prison and Probation Service Ombudsman. The vital information that IMB might ordinarily rely on from the Coroner’s inquiries will have to wait a while yet.

4.2.2 With regard to self-harm, the year saw a 20% drop in self-harm incidents though that has to be set in the context of a reduction in prisoner numbers of around 15%. There were 478 compared with 596 incidents in the previous reporting year; moreover, analysis indicates that around 70% of those incidents were enacted by 2.5% of the prison population, these being men with complex needs including mental health issues. Importantly of course has been the imposition of the national regime for much of that year with prisoners unable to associate for 23 hours a day.

4.2.3 The ACCT approach is an embedded process but efforts continue to be made to improve its management, which perhaps are responsible for the marked reduction in on-going ACCT cases this reporting year.

## **4.3 Violence and violence reduction, self-isolation**

4.3.1 In respect of violent incidents the drop has been more substantial, namely a clear 45% reduction from 248 to 136. Across the year there has been a fairly even spread of incident types, the most being prisoner-on-prisoner assaults which accounted for 39%, and the least being assaults on staff, 27%. Younger prisoners, 18-20 and 21-24 year olds, were disproportionately more involved in violence than their proportion of the prison population. Black prisoners made up a significantly higher proportion of the perpetrator sample across the year than of the prison population as a whole.

#### **4.4 Vulnerable prisoners, safeguarding**

4.4.1 The principal elements of a safe environment for the prison are still centred around early days in custody and how behaviour is managed (particularly the encouragement of positive behaviour), but sometimes the use of segregation and rarely 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.

4.4.2 Vulnerable prisoners are located in a separate wing (E wing). CCTV has now been installed in that wing.

#### **4.5 Use of force**

4.5.1 The monitoring of use of force is undertaken by the Use of Force Committee which continued to meet 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 and control and restraint instructors. The Committee also includes a member of the IMB and an Imam from the local Lincoln Mosque but their attendance during 2020 was limited due to the covid pandemic.

4.5.2 An analysis of monthly use of force data is considered at each meeting including the number, type and location of incidents, the reasons for force including the use of batons and the ethnic and age range of the prisoners. Video footage of incidents is reviewed at each meeting for both planned and spontaneous incidents and including the use of body worn cameras. The number of use of force incidents for the calendar year was 303 compared to 405 in 2019. The level of use of force observed by the IMB during the year was considered to be proportionate and in line with the population of the establishment in terms of age and ethnicity. There were also very few instances of the use of the baton.

#### **4.6 Substance misuse**

4.6.1 There appears to have been a marked reduction in substance misuse over the reporting period. The limited mixing of prisoners due to the covid lockdown and the almost total absence of visits over the period may well be contributing factors, but the primary causes are likely to be the scanning of prisoners arriving and the processing of all incoming mail by Rapiscan. Additional staff have been appointed to deal with prisoners' mail in this way.

4.6.2 The prison has on the premises a number of drugs dogs, shared with other prisons. Some of these dogs are trained to help to identify any visitors carrying illicit substances and others take part in weekly hooch (home-brewed alcohol) sweeps of the residential wings.

## **5. Fair and humane treatment**

### **5.1 Accommodation, clothing, food**

5.1.1 The cleanliness and general appearance of most of the accommodation and recreational areas seem to have been maintained over the reporting period. A programme of painting and decoration has improved the attractiveness of interior parts of the prison. Some windows have been replaced and the renewal of flooring in A and B wings is being carried out imminently.

5.1.2 As a consequence of issues arising from the discovery of legionella in the water system in the establishment three years ago, a three-year programme of replacement of the entire water system has continued through the national lock-down period. A water treatment plant has been installed and all incoming water is now safe. Moreover, the associated refurbishment and renewal of wing showers, which commenced in 2019, is expected to be largely finished before the end of this financial year. This work has been well received by prisoners and should be making a difference to their health and personal hygiene. Refurbishment of the gym showers has commenced also.

5.1.3 The old heating system suffered many failures, with prisoners and staff alike complaining about feeling cold. Temporary boilers have ensured a more reliably comfortable environment; the installation of permanent new boilers as part of the water replacement scheme is due in the forthcoming year.

5.1.4 A cleaning regime for outside areas has been maintained, and the exercise yards have been enhanced by the provision of seats, exercise equipment and decorative wall posters. Landscaped areas have been kept in good order.

5.1.5 Yet again the board would draw attention to 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. In the opinion of the board this remains a problem, despite continued efforts by governors in negotiating improvement.

5.1.6 The prison operational capacity was reduced from 729 to 664 at the end of the last reporting period and again to 600 when Covid restrictions were imposed in March 2020. Even so, on average approximately 68% of cells, although originally intended for single occupancy, of 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.

5.1.7 In-cell telephones have been provided throughout the prison and prior to the first Covid lock-down could be used until 11pm every night. Since the end of March 2020 their hours of use have been unlimited and each prisoner's phone credit has been increased by £5 per week to help to compensate for the suspension of visiting and the reduction of time out of cells.

5.1.8 Communication of information to prisoners is facilitated by notices on Way Out TV. Also a prison newsletter edited by a member of staff is circulated every fortnight. The prisoner advice desks, call centre and Prison Issues newsletter edited by prisoners, which were all in operation at the beginning of this reporting year, have been suspended because of the Covid-19 lockdown.

5.1.9 The Prisoners' Representatives' Group (PRG), a monthly meeting between prisoners' representatives and the governor responsible for residential matters, which was a valuable forum for airing any potentially contentious issues, had to be suspended because of the pandemic restrictions. Instead, for the last few months of the reporting year, on each wing a small group of prisoners have met with a governor each month to raise problems and discuss on-going matters as a means of keeping both staff and prisoners "in the loop".

5.1.10 The long-awaited replacement of the kitchen floor started in late 2017 and was completed in mid-2019 when catering was transferred from a temporary catering facility back to the main kitchen. However, the resolution of the many snags was finally completed only in the current reporting year.

5.1.11 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 in adequate quantities. The breakfast packs are too small and used to be a regular cause of complaint, but during periods when prisoners are allowed out of cell the availability of toasters and unlimited bread and porridge packs on the wings appears to be much appreciated and the smell of toast contributes to a more relaxed atmosphere.

5.1.12 Kitchen workers are properly and hygienically attired.

5.1.13 Much of the laundry is processed by HMP Whatton. The rest is laundered within the prison by laundry orderlies. The shortcomings of the laundry service mentioned in last year's annual report have not improved. The poor quality and quantity of returns from the laundry sent to HMP Whatton seems to be a constant source of complaint; consistently what is sent is not returned and often the return is of lesser quality than that sent. In consequence HMP/YOI Lincoln is obliged to purchase new prisoner clothing more often than should be necessary.

5.1.14 Kit provision to prisoners is normally adequate.

5.1.15 Prisoners have access to canteen lists. Their orders are delivered each week to the cell door.

5.1.16 Prisoners have access to their legal rights. Communication with their solicitors is facilitated by Zoom.

5.1.17 The prison is smoke free; vaping is widespread.

## **5.2 Segregation, special accommodation**

5.2.1 HMP/YOI Lincoln has a nine-cell segregation unit which is locally referred to as the Care and Separation Unit (CSU). The main reasons for segregation continue to be for Good Order or Discipline (GOOD) or for Own Protection. The segregation boards at HMP/YOI Lincoln are termed GOOD reviews. Due to the Covid pandemic there has been limited attendance at GOOD reviews by the IMB but on a number of occasions the outcomes of the reviews have been retrospectively reviewed.

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

5.2.3 Although the IMB presence in the CSU was restricted in this reporting year, the Board is still of the view that the day-to-day management of the CSU and the care of this difficult cohort of prisoners was and continues to be of a high standard.

5.2.4 The full complement of nine cells has not always been available, with one or more cells out of use on occasion due to damage or dirty protest.

5.2.5 The ceiling of the CSU has been considered to require replacement for some years but this has not happened.

5.2.6 The Special Accommodation Cell remained not fit for purpose throughout the year and was unavailable for use.

5.2.7 The Segregation, Monitoring and Review Group (SMARG) met regularly throughout the year to review the use of segregation. IMB presence at the meeting was limited this year due to the pandemic restrictions. The meeting nonetheless is considered to be effective in reviewing the reasons for segregation and the age range and ethnicity of prisoners which, over the year, were in line with the make-up of the population of this prison.

5.2.8 The Adjudication Standardisation meeting met regularly during 2020 and reviewed the outcomes of adjudications.

### **5.3 Staff-prisoner relationships, key workers**

5.3.1 Staff/prisoner relationships are generally positive and supportive, though the long hours in cell currently necessary reduces the opportunities for staff to interact with and get to know individual prisoners. The rigidity of the regime required during the periods of maximum national lock-down is resulting in boredom for prisoners and fatigue for staff; the latter are reassigned to different roles as frequently as practicable to maintain engagement and enhance morale. Nonetheless staff appear to have worked hard on communication with prisoners; they are encouraged to have serious conversations with prisoners; acts of kindness are promoted, and First Time Fix, where staff identify and fix a prisoner's problem before it has time to escalate, hopefully reduces the incidence of self-harm. The key worker scheme is still working as planned though mostly by phone. Staff numbers are increasing gradually.

### **5.4 Equality and diversity**

5.4.1 Meetings of the equalities committee, chaired by the governing governor, are usually well attended by establishment personnel. Because of the covid restrictions prisoner wing representatives have not been attending but their contributions, made remotely, are carefully considered. These meetings are normally attended by a Board member who reports issues to the Board, but because of Covid-19 restrictions no board member has been able to attend in this reporting period.

5.4.2 A governor grade has designated responsibility for equality, and work on each of the nine protected characteristics is led by a designated governor. An equality report is included in the monthly functional reports to the senior management team. In addition, equality awareness has received attention, such as 'unconscious bias'

online training and publicity like that marking Black History Month in October 2020. The last was so successful that at Lincoln it has been extended to become a black history year.

5.4.3 Around 15% of the establishment prisoner population comprises foreign nationals. Although much of written information for prisoners is in English, material in some other languages is available, and to mitigate against disadvantage for non-English-speaking prisoners a 24-hour telephone interpreting service can be accessed by officers.

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

5.4.5 There continue to be some 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. The prison aims to support transitioning prisoners with strong and sensitive wraparound handling.

5.4.6 Of the three main lifts available for use by prisoners, the A-wing/centre lift, which would most improve accessibility within the prison, has remained out of use for several years. The board is very pleased to note that work on replacing that lift is due to commence within the current financial year. 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. On the other hand, upgrading of showers on the 1s landings of all four wings in the last and this reporting years have improved access for those with mobility problems. There is only a very small number of cells across the establishment that are suitable for physically disabled prisoners.

5.4.7 The prison population includes an increasing number of older prisoners whose needs are different from those younger prisoners of working age and for some of whom movement around the prison may also be difficult. Further and replacement wheelchairs are being purchased to meet their needs.

## **5.5 Faith and pastoral support**

5.5.1 The chaplaincy provides a wide range of services depending upon the stated religious affiliations of the current prison population but also pastoral care to anyone requiring or seeking their help. Covid rules have prevented any form of communal worship since March 2020, and so the chaplains and volunteers from outside the prison have worked with prisoners entirely on a one-to-one basis by telephone or, suitably distanced, face to face. Moreover, Covid-19 concerns about family and friends on the outside have caused additional anxiety amongst prisoners, which has put extra pressure on the chaplaincy.

5.5.2 Covid restrictions effectively prevented almost any form of religious celebrations during the reporting period, but the nutritional requirements of the various faiths were specifically accommodated by the catering service.

## **5.6 Incentives and earned privileges (IEP)**

5.6.1 At the start of the reporting year the IMB visits log shows that the prison held 662 prisoners with 27 of those on the basic level of the incentives and earned privileges (IEP) scheme. Since March 2020 almost all prisoners have been on the higher levels of IEP with as few as three prisoners at a time on the basic level. This has meant that realistically there is no means of sanction. Even so, the board is pleased that over the reporting period the incidence of violence and self-harm in the prison has reduced significantly compared with the previous period.

## **5.7 Complaints**

5.7.1 During the reporting year some 1577 complaints were made to the prison, the monthly numbers varying from 83 in May to 160 in September. The numbers were inflated by the submission of multiple complaints by a small number of prisoners.

## **5.8 Property**

5.8.1 The number of applications to the board regarding property matters (19) has fallen slightly compared with the previous reporting year (23) but the numbers involved are, in the board's view, too small to be significant. Property complaints to the prison averaged about 24 per month.

## **6. Health and wellbeing**

### **6.1 Healthcare generally**

6.1 Nottinghamshire Healthcare NHS Foundation Trust provided general and mental health services to the establishment. The head of healthcare left the prison in the autumn and has not yet been replaced. We Are With You (formerly known as Addaction) provided drug and alcohol treatment services.

### **6.2 Physical healthcare**

6.2.1 Notwithstanding the restrictions imposed by the Covid-19 pandemic all physical, dentistry and optometry services continued to be provided, indeed the provision of healthcare services is of a standard at least comparable to that available in the community. Covid-19 has necessitated fewer face-to face assessments of prisoners and much use is made of telephone triage. This has provided the opportunity for even more staff training than in the previous reporting period.

6.2.2 All prisoners are seen on arrival at the prison; those arriving “out of hours” are seen within 24 hours as a priority. A locally produced information leaflet outlining health services is provided to every prisoner on reception.

6.2.3 Covid vaccination is being implemented in line with that of the general public.

6.2.4 88% of prisoners received flu vaccination in the reporting period, almost twice the percentage in the previous year.

6.2.5 Significant work has been done in reducing hepatitis and other blood-borne diseases in prison.

6.2.6 Improvement has been achieved in stopping diversion of medication.

### **6.3 Mental healthcare**

6.3.1 The establishment has a high number of prisoners with mental health problems. The incidence of mental ill health is estimated at around 40% of the prison population with a similar proportion declaring that they encounter significant issues through their learning disabilities and the challenges contingent upon neurodiversity. Personality disorder is a confounding factor which complicates all interventions and for which there remains inadequate specialist care and treatment.

6.3.2 Early in the reporting year we noted three prisoners with particularly significant needs who had to wait too long for a placement in a mental health institution. That said, prisoners with mental health problems are generally well managed by the mental health team. A member of that team is available every day, from 8am to 8pm on weekdays and 8.30am to 5pm at weekends.

### **6.4 Social care**

6.4.1 The healthcare in this prison is a “community model”; social care is outsourced to Adult Social Care in the community, primarily to Lincolnshire County

Council. Where the healthcare department considers that a prisoner requires individual personal care this is referred to the prison governor and to the county council, who together decide whether outside care workers should care for the prisoner. This raises issues of security, continuity and escorting. Where possible a “buddie” from among the prison population is preferred; there is no shortage of men willing to take on this role and this seems to be a successful solution in many cases.

## **6.5 Exercise, time out of cell, gym**

6.5.1 Since March 2020 the prison has been subject to the national regime which entails about 23 hours each day spent in cell. Prisoners have been restricted to a minimum of half an hour out of cell each day in small numbers on each landing for showers and exercise. Whenever possible they are offered time in the fresh air, and we have noticed that on occasion surprising numbers take this opportunity even in the rain. They are not allowed to exercise in the gymnasium, but when weather permitted gym staff have run open air fitness sessions in the exercise yards.

6.5.1 Covid restrictions since March 2020 have severely limited indoor recreational activities and prevented use of the new association equipment provided in the previous reporting year.

## **6.6 Drug rehabilitation**

6.6.1 We Are With You (aka Addaction) provides substance misuse services, working closely with mental health services and contributing to the Transform course. During the pandemic some of the staff have been working from home or speaking to prisoners on the in-cell telephones, though where possible engaging with prisoners when they were out of cell getting their medication. They report that in the reporting period there was less evidence of mamba or other drugs in the prison though the dogs found plenty of hooch. Apparently prisoners cooperated very well in the earlier part of the lockdown but recently they have been getting restless.

6.6.2 We Are With You also links with Resettlement, LAT and ITTG (Integrated Through The Gate) in planning for care on release and working to get prisoners reintegrated back into the community. We Are With You fielded many more queries than usual, probably because of the reduced availability of unauthorised drugs or because prisoners were not able to see other agencies.

## **7. Progression and resettlement**

### **7.1 Education, library**

7.1.1 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/YOI Lincoln since 1 April 2019. PeoplePlus has all but completed the second year of its contract, which is due to run for a further three years. The current education manager has been in post since March 2020.

7.1.2 There have been significant difficulties in delivering education during this reporting year due to the Covid-19 pandemic. Whilst all of the education staff have continued to be at work, face-to-face education has not taken place. Vacancies continue to be filled in order to be fully ready to return to face-to-face education at such time as that is possible. Education staff have not been permitted to visit the wings. However, there has been communication via the in-cell telephony system.

7.1.3 Learning Difficulties and Disabilities (LDD) screening, normally conducted at induction, has been taking place in cell, with the use of workbooks and telephone support. This screening establishes the individual prisoner's level of competency at maths and English. During the reporting year this process has also helped decide on what methods would meet individual learning needs.

7.1.4 Work packs are used to facilitate in-cell learning and this is supplemented by extra educational material on Way Out TV, which is an educational television channel provided by PeoplePlus. There appears to be a positive reaction to work packs, although a degree of self-motivation is required on the part of the prisoner. However, distance learning cannot teach the social and inter-personal skills that some prisoners lack.

7.1.5 HMP/YOI Lincoln is one of nine prisons taking part in a project looking at providing laptops for in-cell educational use. During the reporting period work was being undertaken to identify those prisoners who would be suitable for this exercise.

7.1.6 Currently the Virtual Campus cannot be accessed; this needs to be done via computer terminals in the education department. However, the missing elements can be reached via the expanded Way Out TV. Virtual Campus is provided by Meganexus and is a system designed to manage the transition from prison to the community. Amongst other things prisoners can view job vacancies in the area of their resettlement and access the Open University and other distance learning platforms.

7.1.7 Wide use has been made of Distraction Packs to occupy the prisoners during the prolonged time spent in cell during the pandemic.

7.1.8 The two libraries have a wide range of books and CDs, some in up to fifty languages, and including up-to-date legal books. Since March 2020 they have been obliged to offer only a limited service, but whilst prisoners are not able to visit them in person, there is a selection and delivery-to-cell system in place, which seems to be well used.

## **7.2 Vocational training, work**

7.2.1 Work and associated training has continued in the kitchen, the kit distribution centre and the recycling centre. Other workshops have been unable to operate because of covid restrictions. This has given rise to some unease among prisoners wanting to work and also regarding prisoners' pay. In March 2020 the textile and tailoring workshops made scrubs for the local hospital.

7.2.2 Wing cleaning and some orderly jobs in Reception, CSU, bin and waste management, laundry and servery are essential and sought after.

## **7.3 Family contact**

7.3.1 Visits were suspended in March 2020 in accordance with national pandemic regulations. In-cell telephone hours were extended and each man received an additional £5 phone credit per week to facilitate contact with family and friends. In August, for a short period, family visits were resumed, carefully rationed, socially spaced and for relatively short periods. However, the take-up was low, probably reflecting anxiety about the coronavirus. Purple Visits video links have been made available in small numbers; an increase in this facility is anticipated in the forthcoming year.

## **7.4 Offender management, progression**

7.4.1 The SPARC+ service supports prisoners during their transition into prison custody. The support provided includes help in the court custody suite, prison reception and during their early days in prison. Practitioners help 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. This service includes support during evening hours from Monday to Friday. Notwithstanding the reduced numbers of prisoners passing through the prison, in the reporting year SPARC+ helped 1025 men. This year a new process was implemented whereby all men coming into reception are offered a telephone call to family or friends from the LAT Family and Children team. This is to introduce the service and provide vital information on maintaining contact.

## **7.5 Resettlement planning**

7.5.1 The LAT children and families service worked with both prisoners and their families to maintain and strengthen family ties. In the absence of visits because of the pandemic the support included information about ways to keep in contact, emotional support, safer custody referrals, reporting safeguarding concerns, liaison with other agencies including Children's Services, liaison with schools, and signposting to special legal advice. One way in which prisoners were helped to maintain contact with their families was the provision of newsletters, gift packs and photographs to send to their children; 51 Easter packs were sent out on application. LAT also included practical support to mitigate the impact of a family member going to prison. 571 interactions were delivered with families, either by telephone or, when visiting was briefly permitted, face to face.

7.5.2 The classroom-based Being a Dad parenting course was impacted by covid restrictions but approval has been given for a one-to-one in-cell course conducted by telephone and workbook.

7.5.3 The CF03 (Employability) service continued to help prisoners to return to the community; this work is undertaken when the prisoner has between two years and six months 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 topics, such as employability, money management and substance use, and was used by 93 prisoners in the reporting period.

7.5.4 A weekly Resettlement meeting, chaired by a governor and including all partner agencies as well as prison staff, discusses every man due to be released in the next four weeks and in particular those to be released in the week immediately following.

7.5.5 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 SPARK+ project, the children and families departure lounge, Release Support Plus (RS+) and CF03 (Employability) Services and the Being a Dad course. From January LAT began contacting prisoners twelve weeks prior to release to offer support with family or other significant contact, especially important while visits are not available.

7.5.6 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 to give meaningful help.

7.5.7 Shelter supports the ITTG mentoring and coaching project for prisoners released from the establishment into the Lincoln area, which offers general support and help with attending appointments in the community.

7.5.8 The Release Support Service comprises RS+ and the Departure Lounge. RS+ is a project funded by the prison which supports anyone in HMP/YOI Lincoln with a vulnerable housing situation up to four weeks prior to release. RS+ works with the resettlement team, agencies in custody and those in the community to liaise effectively and work collaboratively to obtain suitable accommodation outcomes. RS+ has a 100% accommodation rate and has successfully accommodated 57 people since it began in September 2020.

7.5.9 The Departure Lounge, through which all prisoners are released, offers immediate support to individuals after their release from prison and a private place where families can wait and be reunited. The staff also provide emotional and practical support, such as facilitating telephone calls, mobile phone charging, setting up email accounts, clothing, maps and directions, breakfast and additional advice for the day of release. During the reporting year a total of 785 prisoners were released via the Departure Lounge.

7.5.10 About two-thirds of the prisoners released from HMP/YOI Lincoln 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 he knows where to go to contact his 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. There is no bail hostel in Lincolnshire. The Homeless Prevention Task Force (HPTF) seeks to ensure that people coming out of prison on licence will be offered hotel accommodation as a last resort. Whilst this is only for seven days it does provide time to make essential appointments and generally get organised though it also masks the wider issue of homelessness.

7.5.11 The Lincolnshire Discharged Prisoners' Welfare Charity, administered by the IMB Board as trustees, and disbursed via LAT, helps to provide basic provisions for release, including clothing, basic mobile phones, footwear, toiletries and rucksacks.

## 8. The work of the IMB

1. Board members were allocated areas within the prison to provide closer monitoring and to alert colleagues to problems or issues of concern.
2. Because of the pandemic and in order to reduce the possibility of spreading the virus most members of the board were self-shielding for parts of the reporting year and did not go into the prison but kept in touch by telephone. Monthly board meetings were mostly held by teleconference and were attended by the Governor or his representative whose contribution was very much appreciated.
3. The Chair attended, in person or remotely, the Governor's daily operational briefings and Area Chairs' meetings, and dealt with confidential applications to the Board.
4. The Board began the year with two dual boarders though one resigned soon afterwards. Two recruitment campaigns were held during the course of the year, but although seven of the eight candidates interviewed by the Board were recommended for acceptance, three as early as September 2020, only one had been appointed by the end of the reporting year. One member resigned at the year end, leaving the Board with a membership of six. The hiatus in making formal appointments to the Board gave all the opportunity to review roles and responsibilities in the recruitment process and there are signs that 2021 will see significant improvement in getting new members "on board".
5. 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 regularly until resolved.
6. The number of applications to the board received this year has been even smaller than in the previous reporting period, perhaps because prisoners have potentially had more telephone access to family and friends outside and to healthcare staff. Prisoners have not chosen to make application to the board by means of telephony.

### Board statistics

Recommended complement of Board members	15
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period	6
Total number of visits to the establishment	142
Total number of segregation reviews attended	28

## Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	<b>11</b>	<b>9</b>
B	Discipline, including adjudications, IEP, sanctions	<b>3</b>	<b>3</b>
C	Equality	<b>3</b>	<b>4</b>
D	Purposeful activity, including education, work, training, library, regime, time out of cell	<b>4</b>	<b>1</b>
E1	Letters, visits, telephones, public protection restrictions	<b>3</b>	<b>5</b>
E2	Finance, including pay, private monies, spends	<b>6</b>	<b>6</b>
F	Food and kitchens	<b>4</b>	<b>3</b>
G	Health, including physical, mental, social care	<b>31</b>	<b>18</b>
H1	Property within this establishment	<b>16</b>	<b>9</b>
H2	Property during transfer or in another establishment or location	<b>7</b>	<b>10</b>
H3	Canteen, facility list, catalogue(s)	<b>2</b>	<b>1</b>
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	<b>14</b>	<b>5</b>
J	Staff/prisoner concerns, including bullying	<b>26</b>	<b>8</b>
K	Transfers	<b>7</b>	<b>7</b>
L	Miscellaneous, including complaints system	<b>72</b>	<b>9</b>
	Total number of applications, including confidential apps.	<b>209</b>	<b>98</b>

**NB 2020-2021 Confidential = 27 Non-confidential = 71**



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