



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

1 March 2019 - 29 February 2020

**Published
July 2020**

Contents

1 STATUTORY ROLE OF THE IMB.....	3
2 DESCRIPTION OF HMP NORTH SEA CAMP.....	4
3 EXECUTIVE SUMMARY.....	6
4 SAFETY.....	11
5 EQUALITY AND FAIRNESS	14
6 SEGREGATION	15
7 ACCOMMODATION	16
8 HEALTHCARE.....	20
9 EDUCATION AND OTHER ACTIVITIES	25
10 WORK AND VOCATIONAL TRAINING	27
11 RESETTLEMENT PREPARATION	29
12 THE WORK OF THE IMB AT HMP NORTH SEA CAMP	32
APPENDIX – Abbreviations Explained	34

1 STATUTORY ROLE OF THE IMB

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

The IMB is specifically charged to:

- 1 Satisfy itself as to the humane and just treatment of those held in custody within its prison and the range and adequacy of the programmes preparing them for release.
- 2 Inform promptly the Secretary of State, or any official to whom he has delegated authority as it judges appropriate, any concern it has.
- 3 Report annually to the Secretary of State on how well the prison has met the standards and requirements placed on it and what impact these have on those in custody.

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

2 DESCRIPTION OF HMP NORTH SEA CAMP

2.1 HMP North Sea Camp is an open category D male resettlement prison with a Certified Normal Accommodation (CNA) of 420 (412 on roll at end of February 2020). Some of the double occupancy accommodation only has one occupant to accommodate residents with medical needs. HMP North Sea Camp opened in 1935 as a Borstal and became an adult male prison in 1988. HMP North Sea Camp is six miles east of Boston and borders the North Sea.

2.2 HMP North Sea Camp has adopted a rehabilitative culture and now refers to the prisoners as residents. Thus, in this report the prisoners residing at HMP North Sea Camp are referred to as residents.

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

2.4 HMP North Sea Camp holds a highly complex group of residents a good number of whom are subject to Multi Agency Public Protection Arrangements (MAPPA). It carefully manages the risk associated with such residents being held in an open prison, with comprehensive risk assessment being a core part of management.

2.5 The accommodation comprises five residential units (Harrison, Llewellyn, North, South 1 and South 2) within the main prison and several self-catering rehabilitation houses offering 60 places. Most of these 60 rooms are in a series of semi-detached houses a quarter of a mile outside the main prison with one semi-detached house within the prison grounds. This self-catering accommodation is known as the Jubilee Project. Within HMP North Sea Camp there is a kitchen and dining room, a modern healthcare unit, a well-equipped gymnasium, a chapel, a multifaith room, a library, a visitors centre and café and a large working farm with livestock and horticulture (including capacity for 50 polytunnels) and several workshops. The large playing field is used by residents for football and outdoor sporting activities and can be accessed by them during association periods in the summer months (up to 20:00 hours).

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

- Healthcare is provided by Nottinghamshire Healthcare NHS Trust
- Education and training is provided by People Plus
- Family services are provided by LAT (Lincolnshire Action Trust)
- “We are with you” (formerly Addaction) - provides drug/alcohol support and counselling
- Probation service
- Library Service (provided by Greenwich Leisure Ltd on behalf of Lincolnshire County Council)
- AMEY are the facilities management contract provider (delivering maintenance and stores facilities)
- Purple Futures Community Rehabilitation Company (CRC) sub contract to Shelter for Through the Gate (TTG) services

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

3 EXECUTIVE SUMMARY

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

- provides residents with humane and just treatment
- provides a wide ranging and adequate level of programmes preparing them for release
- performs well in most areas

3.2 Budgets continue to be tight and HMP North Sea Camp has had to juggle priorities during the reporting year. HMP North Sea Camp benefitted from significant capital investment in the previous reporting year with the provision of mains sewerage. A by-product of this work was the partial refurbishment of some disused officers' housing accommodation which was used by the contractors as a site office. Work to fully refurbish these houses was started in this reporting year and will complete in the late spring of 2020. This will enable a number of the dormitories to be decommissioned something which the IMB has said should be done in its annual reports for many years (See para 7.7).

3.3 The rehabilitative culture at HMP North Sea Camp which introduced the concept of prisoners being regarded as residents rather than prisoners in preparation for their release into the community continues to work well with a polite and calm atmosphere being created. A number of other IMBs have visited HMP North Sea Camp over the year and this is one of the positive features they comment on.

3.4 The staff at HMP North Sea Camp continue to create an environment which welcomes and integrates all, no matter what their offence or protected characteristic.

3.5 Following previous reports where there were concerns about the safety of staff and residents, HMP North Sea Camp has put in place the Challenge, Support and Intervention Plan (CSIP) approach. This means that residents who display challenging, aggressive, bullying or unacceptable behaviours are challenged about their behaviour and given support to change. If there is no improvement then residents are reviewed and returned to closed conditions if necessary.

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

- Work that gym orderlies and staff undertake with community groups in Boston who support local residents with learning difficulties and disabilities (See para 9.16).
- Work that residents and staff undertake in supporting events like Boston in Bloom where the efforts of HMP North Sea Camp contribute to the excellent show the borough of Boston provides for this regional competition (See para 10.14).
- The recycling activity undertaken by residents and staff both in the prison and in the community is helping to reduce the amount of rubbish that has to be consigned to landfill. The employment opportunities generated in this area enable residents to obtain qualifications which will help them find employment when they leave the prison (See para 10.15).

3.7 The IMB remains of the view that the healthcare provision at HMP North Sea Camp is at the end of the reporting year is as good, and in some cases better, than that enjoyed by the local community. Those residents needing to see a doctor can do so within the week, the waiting list to see a dentist is usually less than ten (since the commissioning of two visits per week by the Dental Van during this reporting year following complaints by residents about dental treatment waiting times) and there are now no excessive waiting lists for the other services provided on-site (optometry, physiotherapy, podiatry) (See paras 8.1, 8.2).

3.8 The equalities hub and the Residents Advice Centre (RAC) are both staffed by residents and are well used. These two centres provide practical support to residents about equality issues and applications for Release on Temporary Licence (ROTL). Residents who find paperwork daunting can get help to complete forms and applications. These essential support services reduce the pressure on prison officers and non-operational staff. Another benefit to the residents working in those areas is the opportunity to use skills they bring in from their work and life experiences and for some there is the opportunity to undertake Information Advice and Guidance qualifications (See paras 5.5, 11.14, 11.15).

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

TO THE MINISTER

3.9 Due to excessive workloads especially in metropolitan areas, Offender Managers (OM) are often late in completing their part of the Offender Assessment System (OASys) which identifies risk when this needs updating. There are also delays caused by OM's with other necessary paperwork required for ROTL leading to residents becoming anxious especially if they have been tasked by the Parole Board with undertaking a certain number of ROTL and Resettlement Overnight Releases (ROR) before their next Parole Board hearing. On 24 February 2020 out of 24 OASys that were late, 20 were late due to OM's. This was typical throughout the reporting year. (See para 11.3). This was a problem also mentioned in last year's report. Although only 5% of all OASys at the prison were typically late at any one time the fact still remains that some residents experienced long delays in getting OASys and ROTL paperwork completed by their OM's – some residents have had to delay Parole Board hearings as a result.

What is being done to ensure OM's get paperwork back to the prison in a timely fashion?

3.10 Residents who use wheelchairs can experience difficulties travelling to and getting overnight accommodation at Approved Premises (APs) when going on Resettlement Overnight Release (ROR), which can delay their ROTL programme and have a significant delaying effect on their sentence plan and parole board hearings (See para 8.27,11.5).

What provision is being made to address the fact that residents who use wheelchairs find it extremely difficult to obtain accommodation at Approved Premises?

TO HMPPS

3.11 Unfortunately, some residents experienced problems receiving their wages for paid work and some had to have wages sent on to them once they had left the prison. This issue was a combination of employers not understanding how to use the emergency tax code and also

Monitoring fairness and respect for people in custody

delays at shared services where all paid employment wages are sent for deduction of victim surcharge before wages are sent on to the prison for payment into residents' accounts (See para 10.11).

What is being done to reduce delays in processing wages by shared services?

3.12 North Sea Camp has, at the time of reporting, 133 residents over the age of 55. Inevitably, many of them suffer from a range of medical conditions – some of them very serious. During the reporting period two residents died in custody who could have benefitted from a palliative care unit. Currently, there is no facility within HMP North Sea Camp where residents can be suitably cared for during an end of life period; there are no on-site residential healthcare facilities. This means that very poorly residents stay on the units within the prison, surrounded by the other residents and the usual activities of everyday prison life. This has a very upsetting effect on those residents living alongside them during this period (See paras 8.10, 8.11 and 8.12).

What is being done to address the need for an end of life care suite at HMP North Sea Camp?

3.13 One of the medical conditions which is known to increasingly affect the elderly is dementia and there are residents in the prison who have been diagnosed with dementia. This causes the prison and healthcare staff particular problems, as there is currently no agreed national policy or resource package to ensure that these residents are appropriately cared for (See paras 8.5, 8.7, 8.8, 8.9).

When might there be an agreed national policy with regards to caring for residents with dementia? What provision is being made to increase a prison budget if that prison needs to care for residents with dementia?

3.14 Residents who have excessive amounts of property are sometimes told to leave it behind at their previous establishment by the drivers of the contracted transport provider some of whom insist on sticking to the rules regarding property transfer. If excess property is left at the sending prison to be sent on at a later date it often does not arrive in a timely manner or at all. The IMB receives a considerable number of applications regarding property not arriving from other establishments which the IMB does attempt to chase. Some residents never get their property delivered and have had to claim compensation. Problems with property were mentioned in last year's report. The number of problems may have lessened nationally but the impact of these issues on individuals is devastating especially if receipts for items cannot be found and property cards are poorly completed or lost (see para 7.21).

Despite reassurances from HMPPS in the past that property concerns are being addressed, there are still issues. What is currently being done to address the fact that residents still have problems moving their property from one prison to another?

3.15 The kitchen laundry (workwear, T-towels etc) and prison issued clothing and bedding all go through stores and are externally laundered at HMP Whatton. The residents personal clothing (non prison issue) and special washes for medical purposes are done in the onsite laundry. Unfortunately, over the reporting year the IMB has had its attention drawn to out of service machinery on a regular basis. In last year's Annual Report, the IMB recommended that as resident numbers were once again close to full complement investment on the laundry should

Monitoring fairness and respect for people in custody

be a priority for the prison. Sadly, neither the Prison Service nor AMEY, the maintenance contractor, seem to be able to address this (See para 7.17).

What is being done to improve the laundry at HMP North Sea Camp so that it is fit for purpose?

3.16 Some residents would have had easier journeys home or to Approved Premises by bus rather than rail. However, warrants for bus services could not be issued at HMP North Sea Camp (See para 11.5).

What is being done to ensure that warrants for a variety of transport methods can be issued?

Accommodation

3.17 All accommodation has been in service for several decades and in many cases requires more than the periodic repairs which the prison undertakes (See para 7.3).

What can be done to upgrade the accommodation blocks?

3.18 The size of all double rooms in Harrison and Llewellyn accommodation units are not adequate in that it is often impossible to put a chair or table let alone two of each into a room. The cramped accommodation means that the accommodation listed does not comply with the Prison Service Instruction (PSI) (See para 7.5).

3.19 Although there are plans to remove the dormitories, at the time of the report's completion, dormitories were still in regular use at HMP North Sea Camp. The dormitories are mainly used for new arrivals and residents are allocated to a room once one becomes available. In the main this is done speedily but where there is a slow turnover of residents there may be a longer stay in the dormitories. When most residents have come from single cell accommodation (often modern) this can cause undue anxiety (See paras 7.7, 7.8).

What is being done to remove dormitory accommodation totally and to reduce the double rooms in Harrison and Llewellyn to single rooms?

TO THE GOVERNOR

3.20 There have been periodic changes to the pay regime at HMP North Sea Camp. While some of these have been necessary to meet national guidelines the changes always cause a significant level of angst for the residents who worry about getting less pay. Residents have found it difficult to follow the rationale behind the changes which did not help the situation (See para 10.12).

What can be done to ensure that any future wages changes are fully understood by all residents before implementation?

3.21 In previous years the IMB has reported on the fact that some staff in the Offender Management Unit (OMU) at HMP North Sea Camp have not spoken to residents politely. After an improvement, residents complained that standards had slipped and in November 2019 a series of forums with residents were held so that the Head of OMU could understand what was going wrong. After the forums the Head of OMU and the Deputy Governor made changes to address

Monitoring fairness and respect for people in custody

the residents' concerns which have led to a marked improvement in how staff deal with residents (See paras 11.11,11.12).

What is being done to ensure that the improvements within the OMU are sustained?

4 SAFETY

4.1 The IMB is satisfied that HMP North Sea Camp provides a safe and decent environment for all residents. At reception all new residents are assessed by healthcare and are seen by a Listener (trained by The Samaritans) before they go to the wings reserved for newly arrived residents. On the first night in the prison they are seen by a Safer Custody representative - a resident who will be available to address any fears or concerns they may have. Residents spend at least the first week on the reception wings, before being moved, and whilst there they undertake a comprehensive introduction course covering all aspects of the prison regime, what is expected of them and the systems in operation.

4.2 The IMB is aware that new residents are often very nervous about entering an open regime for the first time and are particularly concerned about their personal safety whilst accommodated in dormitory type accommodation. It is therefore encouraging to see that the prison plan to overcome this problem during the coming year through a number of initiatives including the extension of the external Jubilee Units. The spaces created should enable the closure of the larger dormitories and allow those on the Induction Course to be accommodated together on a separate induction landing. This will be situated close to the nearby unit office where an officer is on duty, helping new residents to feel safe.

4.3 The extension of Jubilee places will also help more residents to feel safe. Residents living in the self-catering Jubilee Project are expected to be self-sufficient in that they buy their own food and cook for themselves. There are only a relatively small number of residents in each house; they tell members of the IMB that whilst living in these houses they feel safe and enjoy getting to know fellow residents who are all working towards release into the community.

4.4 Levels of violence at HMP North Sea Camp are very low and firm action is taken on any such reports. There have been no assaults on staff during the period under review. There were six reported assaults on residents by other residents - all low levels of seriousness with no hospitalisation.

4.5 HMP North Sea Camp operates a rehabilitative culture and as part of that the introduction of Mediation Training is planned, so that informal mediation can be used to try and deal with disputes between residents. Five staff members will be trained to deliver this approach and they, in turn, will train 12 residents who will use the mediation approach to help other residents resolve their personal disputes. Those 12 trained residents will be able to turn to the 5 trained staff members for advice at any time when dealing with disputes. The IMB considers that this is an excellent initiative by the prison in that it ought to further enhance safety through better resident relations.

4.6 The safety of staff and residents is helped by use of the CSIP approach whereby residents who display challenging, aggressive, bullying and other unacceptable behaviours are challenged about their behaviour. Only if there is no improvement in their behaviour are residents returned to closed conditions.

4.7 During the 12 months to February 2020, the prison handled an average of 36 (32 in 2018-19) requests/complaints per month from residents, and there was an average of 15 (12 in 2018-19) adjudications per month. Assessment, Care in Custody and Teamwork (ACCT) documents

Monitoring fairness and respect for people in custody

were opened on 22 (40 in 2018-19) occasions during the year. IMB members regularly inspect the ACCT documents, and usually find them to be correctly completed with the staff engaging with residents on an ACCT. The IMB attend adjudications from time to time and have found them to be conducted fairly and in accordance with procedure.

4.8 HMP North Sea Camp has a very proactive and busy Safer Community Team consisting of both staff and residents, led by a Governor. They staged several events during the year to enhance residents and staff safety and promote the wellbeing of residents. They included: Mental Health Awareness, Suicide Prevention Awareness, Wellbeing Week, Time to Talk, World Aids Day, Self-Harm Awareness – all of which required a great deal of time and preparation and were very well received by residents.

4.9 This same team is also responsible for the very successful Citizenship Award Scheme, which involves the awarding of certificates and prizes, presented at a special event by a Governor. The prizes can include PIN phone credit, puzzle books, adult colouring books, a dry goods hamper and a Sunday meal with the resident's family or friends in the staff restaurant. Certificates are awarded for reaching set goals in behaviour and good conduct, at intervals of three, six, twelve and eighteen months; the eighteen months prize is an enlarged hamper. Residents tell members of the IMB that this scheme is very much prized.

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

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

4.12 In the past reporting year the number of work-related Health & Safety incidents has reduced to 10 (18 last reporting year). The most common being slips/trips which occurred at various locations in the establishment. No specific location is a cause for concern. This was followed by injuries with sharps (opening cans, cutting vegetables, trimming wallpaper etc) again at various locations in the establishment.

4.13 There were 41 non work-related incidents of which 13 were sports injuries followed by falls (12), nearly all of which related to those who are elderly or have disabilities. Those who fall more than once are assessed by Healthcare. As during the last reporting year, there have been no serious incidents. The locations where incidents took place are similar to where incidents took place last year but no remedial work is considered necessary.

Deaths in Custody

4.14 There were two deaths in custody during the review period. Both were from natural causes. The investigation into one of the deaths by the Prisons and Probation Ombudsman contained a recommendation that when staff radio for assistance after a collapse the correct emergency code is always used to gain specialist assistance more rapidly.

4.15 In February 2020 a member of the IMB happened to be in the dining hall when a resident collapsed. The correct Code Blue was immediately called by staff and the response by the healthcare staff and prison officers was rapid. It is evident that the recommendation of the Ombudsman has been noted and is being implemented.

5 EQUALITY AND FAIRNESS

5.1 The IMB feels that staff make great effort to treat residents equally, and that any disadvantages resulting from protected characteristics are addressed promptly, although there are some issues, as detailed below, which are difficult to resolve.

5.2 The IMB is also satisfied that most of the residents of HMP North Sea Camp are able to access regimes and facilities equally although those who use bariatric wheelchairs and large mobility scooters to mobilise would have trouble accessing all locations in the prison. There are continuing efforts to meet residents' special needs including the internal bus service around the grounds and the purchase of and installation of additional mobility aids. Some mobility scooters have also been purchased.

5.3 Residents have access to information they require on equality and fairness issues via displays on notice boards and the procedures and Prison Service Instructions (PSIs) are available to view in the library. Those residents who struggle to read or write can get help from the RAC.

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

5.5 HMP North Sea Camp has a resident run equalities hub. Three full time equality orderlies and two full time safer custody orderlies are based there. The equal opportunities officer holds regular equality action team meetings. Orderlies from across the prison attend these meetings. In the year to 29 February 2020, the equalities hub dealt with resident enquiries as below:

Characteristic/enquiry	No	Characteristic/enquiry	No
Age	0	Equality Enquiry	54
Disability	10	General Enquiry	153
Gender	0	Inductions	74
		Meet and Greet	28
Gender Reassignment	0	Rep Visit	180
Marriage and Civil Partnership	0	Safer Custody Enquiry	0
Pregnancy and Maternity	0	Veterans Enquiry	0
Race	3	Other Orderly	2
Religion or Belief	0	Macmillan Cancer Services	0
Sexual Orientation	1	Staff Visits	41

5.6 The library has information about how to escalate complaints to the Prisons and Probation Ombudsman. Residents can also attend Community Engagement Team (CET) or OMU drop-in sessions and get advice from their personal officers. The Business Hub holds regular drop-in sessions at which residents can ask about matters to do with Prisoners Monies and Expenditure (PME) and complaints.

5.7 Healthcare and Education have their own equalities policies and complaints procedures in addition to the prison complaints procedure.

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

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

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

5.11 The opening of the Last Stop Café in the visits area has provided a number of residents with hospitality and catering work opportunities (including Barista work) and enables residents to purchase café style food and drink for themselves and any visitors they have. The café is supplied with home produced cakes, pasties, sandwiches and rolls from the prison kitchen and there is a special drinks making machine.

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

5.13 HMP North Sea Camp continues to work with residents who identify as transgender supporting both their transition journey and their progression through their prison sentence. During this reporting year there were 3 residents who identified as transgender who spent time at HMP North Sea Camp but at the end of the reporting year there were no residents identifying as transgender at the prison.

5.14 A new Incentive and Earned Privileges (IEP) scheme following national guidelines was introduced during the reporting year and the IMB were invited to comment on it. The new scheme is much easier to understand than the old scheme and is fairer.

5.15 Residents still have difficulty understanding the fact that a serious breach of prison rules or a ROTL licence can lead to 3 different sanctions: an adjudication with, if found guilty, a loss of privileges (eg less to spend on canteen); an IEP scheme review with a possible downgrading; and a review of what ROTL a resident is allowed which may result in not being allowed out on ROTL for a period (a lie down). Residents think they are being punished three times but it is explained to them that in the outside world breaking the law can have many different consequences.

6 SEGREGATION

Not applicable at HMP North Sea Camp

7 ACCOMMODATION

7.1 The CNA at HMP North Sea Camp is 420. During the period of the report there have been five double rooms that have each been used for only one resident due to the medical needs of the resident – these are called medical singles. At the end of the current reporting period there were 412 residents. Their age ranges were as follows (2018-19 in brackets):

18-21	0 (1)	40-49	90 (108)	70+	37 (25)
22-29	32 (34)	50-59	112 (101)	Total	412 (408)
30-39	89 (90)	60-69	52 (49)		

7.2 Of those some 38 residents have disclosed one or more mental disabilities whilst 37 have disclosed reduced mobility, 21 a progressive condition, and 90 other mobility problems. All these disclosures could impact on a resident's progress within the prison potentially having an adverse effect on their education, employment and general welfare.

7.3 Accommodation remains cramped, tired in appearance and the ground floors of Harrison and Llewellyn are unsuitable for use as double rooms. The accommodation has been in use for many decades and is difficult to repair. Long periods without enough funding, lack of maintenance and remedial programming have left the accommodation units in need of major refurbishment and upgrading. Some metal staircases are extremely worn and can be slippery in winter. Despite these disadvantages, there is a high standard of cleanliness and the level of complaints to the IMB on accommodation related matters is low now that showers have had some refurbishment.

7.4 Residents residing within the main prison are accommodated in two, two-story units (Harrison and Llewellyn) and three one story units (North, South 1, South 2) as well as two multi occupancy self-catering houses (Jubilee 1). There is some dormitory accommodation. The establishment also has a series of self-catering houses, situated roughly ten minutes walk from the prisons main gate (Jubilee 2, 3, 4, 5). Resource was found to start the work to refurbish another house Jubilee 6 with refurbishment almost completed. That will generate ten bed spaces allowing the number of dormitory places to be reduced – any remaining dormitories will have less beds.

7.5 The size of the rooms on the lower floors of Harrison and Llewellyn accommodation units continues to cause the IMB concern. The rooms in these originally temporary buildings (long past their lifespan) are simply far too small for two adults, and some residents who have come from closed conditions and single cells find that a challenge. However, as residents can be out of their rooms for a significant part of the day this does alleviate some of the stress. HMP North Sea Camp has open spaces, a gym, library and a sports field which residents can access daily.

7.6 The IMB recognises the establishment is making efforts to upgrade and provide adequate facilities for all accommodation and shares the frustration that the Prison Management Team have when they are given an indication that progress is possible and then are told that there are other priorities in the system and the prisons projects are, once again, on hold.

7.7 The Dormitories remained in use at the end of the reporting period. In South 1 there are currently 3x3 person, 1x4 person, and 1x6 person dormitories used for residents that have newly arrived at North Sea Camp and these form part of the induction accommodation. South

Monitoring fairness and respect for people in custody

2 has 1x4 person, 1x6 person, and 1x5 person dormitories and these are generally for more long-term use. Some residents have no problems with being in small dormitories and the space that a resident in a dormitory is allocated is often greater than in the double rooms they end up in.

7.8 Residents can request a move to sharing a room with one other person after a few weeks, although the waiting list for a single room could be 12 to 15 months. Any residents identifying as transgender are accommodated in single rooms immediately on arrival.

7.9 North unit caters for ageing and vulnerable residents many of whom have medical needs or disabilities and the office on this unit is always staffed by an officer. On North there are special shower and toilet facilities to accommodate specific requirements e.g. wheelchair use and these have been refurbished during the reporting year. The other toilets and showers in the prison have been refurbished but are still not ideal and require considerable effort to keep clean.

7.10 In 2018-19 the IMB reported that there are parts of HMP North Sea Camp which cannot be accessed by those who need to use bariatric wheelchairs and large mobility scooters in order to mobilise. This applies to education, the resident induction unit, many work areas and parts of healthcare. Some efforts have been made to address this and there has been an accommodation review to consider how best to use the prison buildings and also to make all areas freely accessible. Moving some departments would require special funding.

The prison occupies a large area and to get to healthcare in particular residents have a considerable walk over uneven walkways – the implementation of a round the prison bus service using a modified golf buggy has eased matters considerable. The prison has also purchased several mobility scooters.

7.11 Telephone calls have time restrictions to manage use fairly. Residents can apply to have extended time for telephone calls to solicitors. There are no restrictions on the number of calls that can be made. HMP North Sea Camp has plans to increase the number of PIN phones available to residents, and once these are installed time restrictions will be relaxed or possibly removed. Simple mobile phones without internet access can be purchased by residents for use on ROTL and are held in lockers at the gate. Residents can then take these with them when they leave the prison for shopping, purposeful activity in the community and ROR.

7.12 Residents attend the dining hall for meals unless they are too ill mentally or physically to attend in which case meals are taken to their rooms by Resident Support Workers (RSWs). There are two meal sittings, the first for residents with mental health problems or physical health issues who might feel intimidated in crowds or who might need to take longer to eat their meals and a second sitting for residents who have no problem eating in a crowded room.

7.13 Catering facilities at HMP North Sea Camp are of high standard. The catering audit remains at green. The kitchen holds a level 5 star food hygiene rating from the Food Standards Agency.

7.14 The kitchen at HMP North Sea Camp offers a full cooked breakfast every day (porridge, sausage, eggs etc.), unique within the prison estate, which is very popular with the residents. Much of the food provided is home cooked rather than pre-prepared. The homemade lunchtime soups are very popular. The food is sampled daily by the governor or a member of the senior management team and weekly by IMB members on rota visits. Once a month the kitchen will

Monitoring fairness and respect for people in custody

offer dishes from a specific country or culture and this is popular with residents. Special food is prepared for religious festivals and events as agreed with the Managing Chaplain.

7.15 Board members observe the service of meals on rota visits and have found that there is appropriate portion control. Catering staff are correctly and hygienically attired in all areas where food is prepared and served. There is adequate choice (residents choose meals in advance on a per week basis) to cater for those residents who have special dietary requirements for medical, ethical, cultural or religious reasons.

7.16 In addition to the above there is a staff mess and a café in the visits suite called the Last Stop Café which is used by both staff and residents. Both these facilities are run by residents who receive special training.

7.17 The kitchen laundry (workwear, T-towels etc) and prison issued clothing and bedding all go through stores and are externally laundered at HMP Whatton. The residents personal clothing (non prison issue) and special washes for medical purposes are done in the onsite laundry. Unfortunately, over the reporting year the IMB has had its attention drawn to out of service machinery on a regular basis. In last year's Annual Report, the IMB recommended that as resident numbers were once again close to full complement during the reporting period investment on the laundry should be a priority for the prison. Sadly, neither the Prison Service nor AMEY, the maintenance contractor, seem to be able to address this.

7.18 HMP North Sea Camp has enough and appropriate clothing, bedding and towels for every resident, although obtaining 5XL clothing and very large footwear through the usual prison sources continues to be a problem. Such items must be specially ordered by the business hub. The stores department runs well. Staff and orderlies work hard to ensure that there is adequate stock of everything required.

7.19 Residents can buy clothing from a charity called HIS market which rebrands new clothes given to the charity by firms, HM Revenue & Customs and Trading Standards. Items are brought to the prison and stored in a special shop which was refurbished during the reporting year. Residents get time at weekends to buy items and have them put on their property cards. Clothing is all marked HIS. Residents help run the shop.

7.20 Reception staff undertake thorough property checks when residents arrive. Unclear property cards from other establishments are re-written with the old ones retained for cross reference purposes. New residents often arrive from other establishments with large amounts of belongings as, often, residents have spent many years in the prison estate. However, some transferring can only bring 3 bags plus legal papers plus one oversized item with them on the transport. On arrival at North Sea Camp, those residents with a lot of property are given time to select their most needed items before the remainder are stored on their behalf either in the prison or at Branston, the central prison storage facility.

7.21 Residents who have excessive amounts of property are sometimes told to leave it behind at their previous establishment by the drivers of the contracted transport provider some of whom insist on sticking to the rules regarding property transfer. If excess property is left at the sending prison to be sent on at a later date it often does not arrive in a timely manner or at all. The IMB receives a considerable number of applications regarding property not arriving from other

establishments which the IMB does attempt to chase. Some residents never got their property delivered and have had to claim compensation.

7.22 Relationships between staff and residents are generally positive and supportive. On arrival, residents are allocated a personal officer, an Offender Supervisor (OS) and a case administrator and in addition can speak to the unit officers who are approachable and can advise and assist residents. However, there had been some complaints during the reporting year in which some residents were treated unfairly when attending the OMU and public protection drop-in sessions. (Also see Paras 11.11 and 11.12) The IMB raised it with the Governor and the issues have been addressed with the number of complaints raised with the IMB on OMU related issues having now stabilised.

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

7.24 Residents have adequate access to canteen via the ordering process, and have access to various mail ordering catalogues, such as M&M, Argos and Amazon and there is also the facility to access alternative catalogues on request. Residents identifying as transgender can order make up from Avon. Reception hold the facilities list for residents to look at and this can also be viewed in the accommodation unit offices on request.

7.25 Accommodation units have a microwave enabling residents to warm up soups and other food snacks. In the recreation rooms there are pool tables, a darts board and a television. Board games are available from the wing offices.

7.26 South1 and 2, Harrison and Llewellyn units have recently had enclosed telephone booths installed so conversations cannot be overheard. On North unit there are hoods only over the telephones so that residents with disabilities or those who use wheelchairs and who would find it impossible to get into a booth can still use the phone.

7.27 The regime is appropriate and effectively managed. HMP North Sea Camp in general has a good staff/resident relationship (see however paras 11.11 and 11.12). North Sea Camp also has many peers and mentors who help fellow residents to cope with and make the best of prison life.

8 HEALTHCARE

8.1 The IMB remains of the view that the healthcare provision at HMP North Sea Camp is at the end of the reporting year, as good, and in some areas better, than that enjoyed by the local community. During the year under review there have been some notable improvements. Those requiring to see a doctor can do so within the week, the waiting list to see a dentist is usually less than ten (see 8.2) and there are now no lengthy waiting times for optometry, physiotherapy or podiatry. IMB members regularly seek the views of the residents regarding the standard of healthcare provided. Their remarks are now overwhelmingly favourable and the IMB does not now receive an undue proportion of complaints about healthcare.

8.2 A particular success has been the implementation and the improvement in the dental service. Before the service started in November 2018, a waiting list of close to 100 was common. During the reporting year the IMB received complaints from residents that, once assessed, they waited a long time for treatment and were unable to find out anything from on-site healthcare about their dental treatment. In August 2019 members of the IMB met with the NHS England Commissioner and Community Dental Services about these complaints. NHS England agreed that the dental van should visit HMP North Sea Camp twice a week and since the doubling of the service the number of residents waiting to be assessed for dental treatment has dropped to about 10 each week.

8.3 During the year two Senior (Band 7) Nurses have been appointed (new posts) which has greatly improved both the service provided, and the supervision and support of healthcare staff. One has been appointed in general healthcare and the other in mental health services. Both are qualified to prescribe, and to deputise for the Healthcare Manager, when required. Previously, the manager had no deputy, and this meant that the post holder had an unmanageable workload.

8.4 The Healthcare Centre is still on-track to be extended, allowing Mental Health and Physical Health to be housed in the same location and providing extra treatment rooms. It is anticipated that building work will start in May 2020.

8.5 A particular aspect of healthcare provision to which the IMB wishes to draw attention yet again is the age demographic of residents within HMP North Sea Camp. Because many residents are at the end of very long sentences, the age range includes many who are elderly. Well-established evidence shows that many of them will therefore have under-lying medical conditions, some quite serious.

- In 2012 the proportion of residents over 50 was 25.1 % (source - HMIP report)
- In 2014 the proportion was 28.8% (source - HMIP report)
- In 2017 it was 39.0 % (source – NHS England Health “Needs Analysis Report”)
- In 2018 (during 4th quarter) it was 42.9% (source - Head of Residence Governor HMP North Sea Camp)
- In February 2020 it was 49% (source - Equalities Department – HMP North Sea Camp)

The overall effect of this continuing rise in age profile has been a rise in the number of Patients suffering from cancer, Chronic Obstructive Pulmonary Disease (COPD), diabetes, stroke, and

those who are registered as disabled. Future healthcare provision will need to match resources to this increasing need.

8.6 The IMB considers that HMP North Sea Camp generally does meet the increasing healthcare needs of these elderly residents. However, there are two aspects which are of special concern: -

Dementia

8.7 One of the medical conditions which is known to increasingly affect the elderly is dementia and there are residents in the prison who have been diagnosed with dementia. This causes the prison and healthcare staff particular problems, as there is currently no agreed national policy or resource package to ensure that these residents are appropriately cared for.

8.8 It is particularly difficult to care for residents with dementia in a large open prison with a farm like HMP North Sea Camp where they could get lost within the prison and indeed wander off into the countryside. Constantly watching such residents is not possible without additional resources. Daily personal care is also difficult to provide.

8.9 It is submitted that, as this problem will obviously occur more frequently throughout the prison estate in the future, consideration should be given to the national policy in respect of such residents; if it is considered that prison is the right place for such offenders an agreed policy concerning their care and a package of resources needs be agreed upon and implemented uniformly throughout the prison estate or a special prison or wings be dedicated to the care of those suffering from dementia.

End of Life Facility

8.10 North Sea Camp has, at the time of reporting, 133 residents over the age of 55. Inevitably, many of them suffer from a range of medical conditions – some of them very serious. During the reporting period two residents died in custody who could have benefitted from a palliative care unit. Currently, there is no facility within HMP North Sea Camp where residents can be suitably cared for during an end of life period; there are no on-site residential healthcare facilities. This means that very poorly residents stay on the units within the prison, surrounded by the other residents and the usual activities of everyday prison life. This has a very upsetting effect on those residents living alongside them during this period.

8.11 HMP North Sea Camp would benefit from a facility wherein those requiring palliative care can receive it in calm and appropriate surroundings. A bid for £150,000 has been made to the Regional Business Hub of the Prison Service, to provide for such an end of life care facility. The IMB considers that an end of life facility at HMP North Sea Camp is appropriate and would be regularly used.

8.12 As stated in 8.5 above the percentage of residents over 50 years of age has increased and continues to do so. The health needs of an older population are well documented. Long term chronic age-related issues include COPD, diabetes, cancers, mobility problems, arthritis, anxiety and increased comorbidity (2 or more long-term conditions). There is also an increase in those registered as disabled. The detailed age breakdown of the residents at HMP North Sea Camp can be found at paragraph 7.1.

8.13 The ageing population effect on a range of conditions at HMP North Sea Camp since 2012 can be seen below: -

	Cancer	COPD	Diabetes	Stroke	Reg. Disabled
End 02/2020	5	23	34	11	8
2019	15	23	41	9	10
2018	5	12	19	4	4
2017	9	16	26	9	7
2016	7	17	46	10	8
2015	6	12	19	4	3
2014	5	8	26	4	6
2013	2	11	34	2	2
2012	2	1	25	1	2

Source – NHS healthcare manager – HMP North Sea Camp

8.14 The statistics at paras 7.1, 8.5 and 8.13 show that the demographic profile of the residents staying at HMP North Sea Camp, with a growing proportion of older persons over the years.

Mental Health Services

8.15 The mental health team provide an excellent and efficient service. Their services have been greatly enhanced this past year by the recent addition of a new post, an experienced Senior (Band 7) Nurse, dedicated to mental healthcare. The nurse is qualified to prescribe, and their role will be to direct and supervise the nurses, as well as sharing the caseload.

8.16 Already, this has had a marked effect, in that the personal workload of the two nurses has reduced from a combined average caseload of over 50 patients (2018-2019) to a current caseload of just 15 patients each at any one time thus allowing the nurses to deal more efficiently with each case. The overall annual mental health caseload has increased from 224 patients (2018-2019) to 374 (2019-2020). Some residents required minimal intervention whilst others required more long term intervention.

8.17 Mental Health staff have shared concerns about the care of residents with dementia. (see paragraphs 8.7-8.9)

8.18 Records kept by the Mental Health team show that 80% of older residents have at least one mental illness (for example depression, anxiety) and often suffer from premature ageing leading to a lower life expectancy than people of a similar age in the community.

Social Care

8.19 Lincolnshire County Council provide the social care service at HMP North Sea Camp and the NHS Head of Healthcare says that the Council are supportive. Two clinics are held each month, and a full range of assessments and physical aids is provided. In conversation with residents IMB members find that the residents are aware of these services and how to access them.

8.20 No resource problems are reported with Lincolnshire County Council. However, problems have been identified with the provision of individual electric wheelchairs for which there is a long waiting list.

8.21 The prison site is not level everywhere and there is a steeply ramped road that needs to be used to access several workshops, the farm and healthcare, and access can be difficult for all types of wheelchairs. This is compounded for a resident who, for medical reasons, is unable to push themselves very far in a hand-propelled wheelchair. Such residents need either another resident to be trained and willing to push them, when required – or the provision of an electric wheelchair. At times there have been a lack of volunteers to act as RSWs.

8.22 The prison has purchased several mobility scooters and have adapted a golf buggy to use as a bus service to take residents to healthcare and other departments. An accommodation review may also help access – see para 7.10.

Disabilities

8.23 Of the 412 residents at HMP North Sea Camp at the date of reporting, 187 are recorded as having some form of disability. This is 45.5% of residents. Of those, at any one time, some 25 require a Personal Emergency Evacuation Plan (PEEP) whereby another resident is detailed to assist them to reach safety if any emergency arises. Records are kept of disabilities – the highest figures are as below: -

Hearing Impairment (not profoundly deaf)	57
Reduced Mobility	56
Learning Difficulties	52
Mental Illness	39
Visual Impairment (not severely sight impaired)	26

Of particular concern is any resident who has been diagnosed with dementia.

8.24 These figures show that there is a need at HMP North Sea Camp for some residents with disabilities to receive extra support. HMP North Sea Camp meets this need though nine RSWs who are employed and trained to help provide a range of services such as fetching meals and assisting residents to mobilise round the prison. RSWs never provide personal care (services such as helping residents to wash or dress).

8.25 Several disabled residents who are wheelchair users and do not have electric wheelchairs require wheelchair trained RSWs to help push them around parts of the prison. It is pleasing to see that the prison takes this need seriously, and a recent course in February resulted in 23 RSWs becoming wheelchair trained. Some RSWs accompany wheelchair using residents when they go outside the prison on ROTL visits to the local town.

8.26 Special craft activities and items, such as non-spill mugs, are provided for the use of wheelchair users.

8.27 There can be long delays in finding accommodation in APs in the community for those who use wheelchairs and who want to go on ROR – often a Parole Board requirement prior to permanent release into the community.

Monitoring fairness and respect for people in custody

8.28 There are several residents who have hearing loss, some using sign language and some using lip reading. HMP North Sea Camp is supported by the Lincolnshire Sensory Service that provides a lip-reading course once a month and drop-in sessions for those with hearing loss. This has proved to be very popular and doubles as a disabilities social event as games are played, but in sign language.

8.29 The site is not very user friendly for residents with disabilities in that the ground is often uneven and some buildings, entrances, doorways and facilities do not lend themselves to the use of wheelchairs. The introduction of an internal bus service, using a battery-operated golf buggy type of vehicle, to take residents with disabilities or health issues from their accommodation blocks to the Healthcare Centre when they have a need to attend has helped ameliorate this.

8.30 At the time of reporting HMP North Sea Camp is mid-way through a major accommodation review in order to make the best use of the accommodation available and to take into account how best to provide services for residents with disabilities. All residents who are recorded as having disabilities are accommodated in one residential block where showers and toilets have been specially adapted for use by those with disabilities. Grab handles have been installed and other adjustments have been made.

8.31 Plans are now at an advanced stage to add to the prison accommodation, by increasing the Jubilee Project accommodation (housing provision where selected residents can live semi-independently buying and preparing their own food in preparation for imminent release). This independent living is highly valued by residents and the additional accommodation will also cater for residents with disabilities and protected characteristics.

8.32 There is an Over 50s Club for social activity once a week and gym sessions exclusively for the use of those with disabilities and the over 50s; these activities are well-attended and very much enjoyed.

8.33 The IMB is satisfied that, within the limitations of the site, HMP North Sea Camp is currently doing all it reasonably can without capital investment to ensure that those with disabilities are looked after and cared for to a reasonable standard.

We are With You (formerly Addaction)

8.34 We are With You provides substance misuse services. The professional team is supported by orderlies. There is a part time family and community worker supporting the families of those residents who are struggling with substance misuse.

9 EDUCATION AND OTHER ACTIVITIES

9.1 The aim of the Education department is to prepare residents for the world outside prison and enable them to be in a position to successfully apply for work once they leave prison

9.2 During the course of the reporting year 2019-20 there was a change of education provider to People Plus who provide the Offenders' Learning and Skills Service (OLASS) education provision. Funding is based upon attendance at classes and learning outcomes.

The change of provider was challenging and difficult at the start of the academic year and some things did not start on time. However, there has been a considerable improvement on what is being offered to residents.

9.3 As well as working with People Plus HMP North Sea Camp has engaged and worked with a range of additional providers offering training in Street-works and Barista (Coffee House work) and courses leading to qualifications from the Institution of Occupational Safety and Health (IOSH) and the National Examination Board in Occupational Safety and Health (NEBOSH).

9.4 Recognising that some residents who work outside the prison on either a voluntary or paid work basis were missing the opportunity for education, weekend and evening courses have been offered in addition to the sessions provided during the core day. Over 40 residents each night can attend sessions. Distance learning has been expanded and there is more support for Open University (OU) courses. Additionally, half sessions help residents to maintain work as well as learn.

9.5 When residents arrive at HMP North Sea Camp they are assessed by the Education Department and a training plan is drawn up that takes into consideration their sentence plan and future employment possibilities.

9.6 Many residents arrive at HMP North Sea Camp not confident in English and/or Maths and so residents are encouraged to work towards Functional Skills English and Maths at level 1 and 2. Not all residents will be able to achieve level 2 in English and/or Maths. In April and June 2019, the IMB were approached by a number of residents who felt they were being over zealously persuaded to try Level 2 English and Maths leading them to become anxious and visit Mental Health but since that period no more complaints have been received.

9.7 There is a special portacabin in the prison devoted to the Shannon Trust scheme. Residents are trained as peer mentors and help fellow residents to learn to read on a one to one basis. The library supports this scheme and has a variety of starter books designed for adults learning to read or perfecting their reading skills.

9.8 Qualifications in Catering, Cleaning, Recycling, Practical Horticulture, Painting and Decorating and Bricklaying are popular as they are seen as courses that will lead to employment outside prison. There have been times when it was not possible to offer bricklaying courses due to lack of a tutor but this has now been rectified.

9.9 In July 2019 the IMB attended one of the Learning and Achievement Awards ceremonies arranged by the Education department at which the governor presented awards to recognize a wide range of achievement, not just academic achievement. These events are very popular with

Monitoring fairness and respect for people in custody

residents.

9.10 Whenever the IMB have observed lessons residents have been seen to engage well with tutors who are used to dealing with learners of all abilities

9.11 In the main, classrooms are wheel chair accessible but residents who are not be able to access the classroom for any reason can be given materials to undertake studies in their rooms.

9.12 Recognising that outside prison most things are computer-based residents can learn how to use a computer and can practice IT skills on the computers in the prison library (fully wheel chair accessible).

9.13 A great emphasis is placed on being present at all sessions of a course and so residents cannot miss education unless they have a justifiable absence agreed in advance.

Other Activities

9.14 There is a well-equipped gym that offers a wide range of activities for residents throughout the week with a clearly published timetable. All residents must complete a gym induction programme prior to using the facilities.

9.15 The gym has four staff and a number of orderlies. On Monday through to Friday there are 3 sessions in the morning between 07:45 and 11:45, two in the afternoon between 13:30 and 16:45 and one in the evening between 17:30 and 19:45. Activities include keep fit sessions, aerobics, badminton and a recent addition of indoor bowls as well as dedicated sessions for over 50s, kitchen workers and retired residents. There is one gym session on Saturday and one on Sunday, both from 07:45 to 08:45 and after that a range of seasonal outside activities are offered.

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

9.17 For the older residents there is the Over 50's Club which meets two afternoons a week in Visits. Tea and coffee are available and cards, dominoes, bingo and board games are played. There are around 200 residents over 50 years old at HMP North Sea Camp and these meetings are attended by between 30 and 50.

9.18 The library continues to be well run and attendance is high every day. Not only does the library provide general interest books and novels but it supports education and learning where residents need it. Inter-library loans can be organised for books not in stock at HMP North Sea Camp. Accessibility has improved since the last report as a side door with ramp access can now be opened if necessary, to allow those in bariatric wheelchairs or who use mobility scooters to get into the library. In addition to the written word the library loans out Audio Books, DVDs and Jigsaws and this year has seen the addition of Compact Discs. The Librarian has a budget to acquire new stock but also benefits from donations from residents and staff of unwanted items. Computers are available in the library (no internet access) and a communal jigsaw is popular. A Book Club has proved popular.

Monitoring fairness and respect for people in custody

10 WORK AND VOCATIONAL TRAINING

10.1 All 412 residents are expected to work, with the exception of retirees, although of these, the majority opt for work of some form, usually light duties. At the end of the reporting year 9 retirees had chosen not to work.

10.2 The working day is from 08:30 to 11:45 and 1:30 to 4:30, with a full working week being 10 sessions. Where overtime is required (due to sickness, home leave etc) this is normally compensated by time off in lieu. Some work outside the prison is part-time and in such cases the balance of hours is made up by part-time work within the prison.

10.3 At the present time some 40 residents are employed on the farm, the remainder working in such areas as cleaning, the kitchen, stores, chaplaincy, jobs club, library, reception, recycling, lobster pot manufacturing, cycle repairs, education or outside employment both paid and unpaid.

10.4 When residents arrive at HMP North Sea Camp they undertake a one week induction, which is designed to familiarise them with the geographical layout of the establishment. Some areas of the farm are out of bounds to residents who do not work there. During this period the various work opportunities available at that time are explained and residents can nominate their three preferred choices of work. Background checks may determine that some are not suitable to be employed in one or more of their choices and will be allocated work accordingly.

10.5 A number of work categories are deemed essential (the kitchen, the laundry and cleaning). These need to have a full complement of workers at all times. Where there are insufficient volunteers for these positions, they will be filled by those residents deemed most suitable. Once allocated their initial work placement, residents must continue to work there for 28 days after which they can apply to change jobs if they feel there is something else they would prefer.

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

10.7 The Jobs Club is run by a team of resident orderlies who help other residents to identify work opportunities and complete application forms. Residents are also supported to write CVs for external vacancies and also so that they can easily apply for jobs when they leave prison.

10.8 Many jobs at HMP North Sea Camp include training on the job, leading to professional qualifications, including horticulture, animal husbandry, recycling and so on, which will enable residents to find work upon release and make rehabilitation more realistic.

10.9 Residents can apply for jobs both within and outside the prison. As a resident progresses, they may be considered for work allocation outside the prison. There are over 80 external placements available – some paid by the employers and some unpaid i.e. paid by the prison at prison work pay rates. Every work placement in the community involves a detailed interview with the employer.

10.10 For a period during the reporting year some residents were paid to work night shifts at local firms. This meant a change of regime for those residents who had to learn to sleep during the day. The catering department also had to adapt so that residents got meals at correct times for their reversed working day.

10.11 Unfortunately, some residents experienced problems getting their wages for paid work and some had to have wages sent on to them once they had left the prison. This issue was a combination of employers not understanding how to use the emergency tax code and also delays at the Prison Service shared services where all paid employment wages are sent for deduction of victim surcharge before wages are sent on to the prison for payment into residents' accounts.

10.12 There have been periodic changes to the pay regime at HMP North Sea Camp. While some of these have been necessary to meet national guidelines the changes always cause a significant level of angst for the residents who worry about getting less pay. Residents have found it difficult to follow the rationale behind the changes which did not help the situation

10.13 Employer engagement events are held throughout the year. Employers are invited to attend HMP North Sea Camp for presentations and to talk about offering placements to residents.

10.14 There is a working farm at HMP North Sea Camp majoring on rare breed sheep (about 400 lambs are produced each year) and pigs. The farm also has non rare breed sheep and pigs and some chickens. There are polytunnels, greenhouses and arable farming. Produce from the farm is used in the prison kitchens. Residents also work in the greenhouses to supply plants for community based events like Boston in Bloom as well as enhancing the prison environment.

10.15 Two innovative work areas within HMP North Sea Camp are recycling and the making of lobster pots. Doing recycling on site has generated a good income for NSC and residents can obtain qualifications in recycling. From time to time residents have also been employed to work on teams removing items fly tipped in the local area

11 RESETTLEMENT PREPARATION

11.1 The OMU at HMP North Sea Camp is particularly busy as all residents at HMP North Sea Camp eventually go out on ROTL, RDR and ROR in preparation for release back into the community.

11.2 On arrival at HMP North Sea Camp each resident will arrive with an updated OASys. This OASys is then updated at regular intervals. This system enables staff at HMP North Sea Camp and the probation service (via the OMs) to assess how a resident is progressing with regards their risk of reoffending. An up to date OASys is necessary before residents can be considered for ROTL. In order for an OASys to be updated both the resident's OS at HMP North Sea Camp and their OM in the community need to complete paperwork.

11.3 Due to excessive workloads especially in metropolitan areas, OMs are often late in completing their part of the OASys when this needs updating. There are also delays caused by OMs with other necessary paperwork required for ROTL leading to residents becoming anxious especially if they have been tasked by the Parole Board with undertaking a certain number of ROTL and ROR before their next Parole Board hearing. On 24 February 2020 out of 24 OASys that were late, 20 were late due to OMs. This was typical throughout the reporting year. This was also a problem mentioned in last year's IMB report. Although only 5% of all OASys at the prison were typically late at any one time the fact still remains that some residents experience long delays in getting OASys and ROTL paperwork completed by their OMs – some residents have had to delay Parole Board hearings as a result.

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

11.5 There are between 1200 to 1400 ROTLs per month and annually 98% of these are successful. With regards the rest, residents are helped by staff to overcome any problems they encountered when out on ROTL which meant they were unable to complete what had been planned. Occasionally residents have to be sanctioned due to poor behaviour or breach of licence when out on ROTL.

Two areas of concern are

- the lack of bus warrants for residents who get ROTL to a location not easily served by rail
- the lack of AP accommodation for use by residents who cannot go to stay with family or friends and who need to use wheelchairs to mobilise. This can mean that residents using wheelchairs stay longer in prison than they need to due to difficulties doing enough overnight stays in the community to satisfy the Parole Board that they can be safely released back into the community

11.6 The first ROTL is with an officer and often involves a visit to the local town for residents to get used to being out in public again. For residents who have been in prison for many years (sometimes 15 or more years) going out into a town can be a daunting prospect. Some residents join work parties where several residents go out with one officer to do work such as weeding or tidying areas in the local community

11.7 Once a resident is confident to go out alone and staff feel that the resident is able to go out without re-offending a resident will go out for half days on their own to do purposeful activity such as setting up a bank account. Residents progress from that to ROR either to their own home, the home of a relative or friend or to an AP or hostel.

11.8 There is a major focus on MAPPA at NSC and there are some 380 residents who are MAPPA eligible which means a very considerable amount of work to prepare paperwork to enable such residents to sit ROTL boards. Work between the relevant agencies in the MAPPA process is in the main good.

11.9 The implementation of the new policy framework “Release on Temporary Licence (ROTL) Policy” during the reporting year has brought welcome changes to the ROTL process. Residents are no longer subject to a mandatory 3 month period without ROTL (lie down) on arrival in open conditions and less ROTL boards are needed as residents can be given permission for a whole series of ROTLs rather than the two or three permitted in the past.

11.10 ROTL is a big part of a resident’s progress towards release and delays of any sort either actual or perceived are always a cause of concern to residents who know that if they do not achieve what has been asked of them at a Parole Board hearing it may well cause them to spend years longer in prison than they had hoped for. Residents with sentences of Imprisonment for Public Protection (IPP) get particularly anxious about delays in their ROTL process as many are years over tariff and do not want to spend more time in prison than they actually have to.

11.11 In previous years the IMB has reported on the fact that some staff in OMU at HMP North Sea Camp have not spoken to residents politely. After an improvement, residents complained that standards had slipped and in November 2019 a series of forums with residents were held so that the Head of OMU could understand what was going wrong. The issues raised included:

- Residents had become fearful about going to OMU for fear of getting a negative entry, an IEP warning or being shipped out back to a closed prison
- Residents said some staff were very rude at the OMU door even during the drop-in sessions
- If an offender supervisor left, residents waited a long time to be allocated a new offender supervisor
- There was no cover for officers when they were not in, on nights or on leave. Residents often put in multiple applications to see their offender supervisor before getting an appointment.
- Residents working on Community Service Voluntary (CSV) or paid work often did not get back to the prison until 17:30 so they missed all the OMU drop-in sessions.
- Some residents wanted to change their offender supervisor but were told they could not – they felt this disadvantaged them.

11.12 After the forums the Head of OMU and the Deputy Governor made changes to address the residents concerns which have led to a marked improvement in how staff deal with residents.

11.13 HMP North Sea Camp provides a considerable level of advice and guidance via the Job Club, the RAC and OSs. During the last 3 months of their sentence, external Housing Associations work with those residents who will not be returning to family.

11.14 The RAC is run by residents. There are currently nine residents on the team who staff the RAC seven days a week. They provide support for any resident who requires it to complete applications and complaints. The RAC handles the first stages of the ROTL process for the OMU. Residents who undertake work in the RAC can take qualifications in information advice and guidance.

11.15 In the last reporting year on the basis of a top roll of 420, the figures obtained from the RAC showed that, in theory, on average each resident accessed support from the RAC 14 times a year although of course in reality some residents accessed the RAC very rarely and others very often. Last year's figures did not include general enquiries about public transport, obtaining maps for going into Boston and other queries. The IMB suggested that the additional footfall could be easily identified if the RAC had a footfall counter like the library, to record every individual entry to the building. This has not happened and in fact this year the figures to enable the IMB to identify direct levels of support were not collected.

11.16 Residents post-release plans are considerably affected by the availability or otherwise of accommodation. For HMP North Sea Camp residents there are complications with release plans because, due to the nature of their offences, some individuals find it difficult to get accommodation. Despite the best efforts of HMP North Sea Camp and outside agencies, a few residents are released with no fixed abode. Less than 10 per year.

11.17 Family visits are well managed at HMP North Sea Camp. The visits area recently been refurbished with new furniture and the opening of the Last Stop Café, which is used by visitors, residents and staff. Regular family days are organised together with courses and workshops around family relationships and ROTLs for home visits.

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

12 THE WORK OF THE IMB AT HMP NORTH SEA CAMP

12.1 Overview

12.1.1 The IMB has eight Board Members. Even though the full complement was not achieved, the Board decided not to carry out a further recruitment campaign as the number of members currently available enables monitoring requirements to be effectively carried out.

12.1.2 At least 2 Rota visits are undertaken each week. Resident applications are taken either via the IMB boxes or when a resident makes a direct approach to an IMB member. Applications are dealt with as they are received and residents are kept updated on progress as soon as practicable, bearing in mind that many are out working during the day. The number of applications was up by approximately 25% from last year.

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

12.1.4 IMB members monitor some of the Adjudications arising and attend some of the establishment's management meetings. Adjudications seem to be fairly run and the procedures carefully explained to residents.

12.1.5 The Governor, Senior Managers and Staff are cooperative and supportive of the IMB's presence and activities. Members benefit from the support of a conscientious and helpful Board Clerk with additional support provided where necessary by the Business Hub.

12.2 Training

IMB members continue to take the opportunity to attend training courses within HMP North Sea Camp. Board meetings are often followed by informal training/information sessions given by professionals working at HMP North Sea Camp. All IMB members contributed to the Annual Team Performance Review at which members had a chance to say what improvements they wanted with regards monitoring and team working.

12.3 IMB Statistics

Recommended Complement of IMB Members	10
Number of IMB Members at start of reporting period	8
Number of IMB Members at end of reporting period	8
Number of new members joining within reporting period	0
Number of members leaving within reporting period	0
Number of attendances at meetings other than Board meetings	20
Total number of visits to the HMP North Sea Camp (including all meetings)	252
Total number of applications received	98
Total number of segregation reviews held	N/A
Total number of segregation reviews attended	N/A

Monitoring fairness and respect for people in custody

12.4 Resident Applications to the IMB

	13/14	14/15	15/16	16/17	17/18	18/19	19/20
Accommodation	4	0	3	3	5	10	5
Adjudications	2	3	0	3	0	4	9
Diversity related	0	2	3	1	0	4	1
Education/Employment/ Training	6	2	10	6	5	10	15
Family visits	11	2	6	14	14	13	10
Food/kitchen related	0	0	1	1	1	0	2
Health related	5	1	10	6	15	12	20
Property	11	17	35	27	18	27	30
Sentence related incl HDC	25	16	17	16	12	13	17
Staff/resident related	2	2	6	8	2	2	5
Transfers	1	1	2	5	0	0	1
Miscellaneous	6	3	5	4	4	3	8
Total no of applications	73	49	98	94	76	98	123

APPENDIX – Abbreviations Explained

ACCT - Assessment, Care in Custody & Teamwork

AP – Approved Premises

CET - Community Engagement Team

CSIP approach (Challenge, Support and Intervention Plan)

CNA - Certified Normal Accommodation

COPD – Chronic Obstructive Pulmonary Disease

CRC - Community Rehabilitation Company

CSV - Community Service Volunteer

DIRF - Discrimination Incident Reporting Form

EPOC – Early Prevention of Cancer

HDC – Home Detention Curfew

HMP - Her Majesty's Prison

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

IEP – Incentive and Earned Privileges

IMB – Independent Monitoring Board

IPP – Imprisonment for Public Protection

LAT - Lincolnshire Action Trust

MAPPA - Multi Agency Public Protection Arrangements

OASys - Offender Assessment System - identifies risk

OLASS - Offenders' Learning and Skills Service

OM – Offender Managers

OMU - Offender Management Unit

OS – Offender Supervisor

OU – Open University

Monitoring fairness and respect for people in custody

PEEP - Personal Emergency Evacuation Plan

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

PME – Prisoners Monies and Expenditure

PSI - Prison Service Instructions

RAC – Residents Advice Centre

RDR - Resettlement Day Release

ROR - Resettlement Overnight Release

ROTL - Release on Temporary Licence

RSW – Resident Support Worker

SSAFA (Soldiers', Sailors' & Airmen's Families Association)

TTG – Through the Gate