



Annual Report
of the
Independent Monitoring Board
at
HMP Lindholme

for the reporting year
1 February 2019 to 31 January 2020

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Monitoring fairness and respect for people in custody

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A Sections 1 – 3

1 STATUTORY ROLE

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

The Board is specifically charged to:

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

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

2 EXECUTIVE SUMMARY

Main judgements

1. Are prisoners treated fairly ?

Overall, prisoners are treated fairly. However, the Independent Monitoring Board (IMB) is concerned at the length of time it takes to respond to prisoners' complaints (see section 5).

It is of particular note that 60% of prisoners questioned in a survey carried out by the Board in October 2019 reported that their complaints had not been dealt with in the prescribed timescale (see 2019 survey question 9b).

As reported last year, there continue to be concerns over the proportion of prisoners having links to organised crime (17–20%) and the consequent negative impact that this can have on the safety of prisoners (see section 4).

The average number of prisoners held in the segregation unit, and the length of time that some of them spend there have been reduced (see section 6).

The transfer of property from wing to wing or to the segregation unit, and from other prisons, continues to be a source of aggravation to prisoners, with resultant poor behaviour (see section 7).

There are 187 prisoners over the age of 45 years at the establishment. The spur of one wing has been designated for the majority of them, and part of a newly refurbished wing will also hold some of these older prisoners (see section 5).

A key worker support system has been introduced during this reporting year as part of the national Offender Management in Custody (OMiC) project. It has had a fairly slow start in the reporting year (to the end of January 2020), and it is of note that in the survey in October 2019, although more than 80% of those questioned knew that they had a key worker, only half knew his/her name and only a quarter had spoken to them in the previous seven days. Great improvements were seen towards the end of the year, and we will continue to monitor progress over the next year (see section 11)

2. Are prisoners treated humanely ?

Prisoners are in general treated humanely. However, substance misuse and the ease with which illegal substances are available continue to remain a significant problem (see sections 4 and 8).

With regard to physical and mental healthcare provision, while waiting times have, for the most part, improved since last year, the number of non-attendances at prison and external hospital appointments are not showing any improvement (see section 8).

The Board has concerns about the reliability of kitchen equipment, and about the quantity and lack of variety of the food served, caused by a very low per capita monetary allowance (see section 7).

3. Are prisoners prepared well for their release?

HMP Lindholme is a category C prison and not a designated resettlement prison. However, a small number of prisoners are released each month, and they receive support from the probation service. It is a training prison and, in this capacity, prepares prisoners for their release.

Prisoners are given good opportunities to obtain work and employment (see section 10). Much of this employment provides transferable vocational qualifications (see section 9).

Prisoners are relocated to their related probation area some 12 weeks before release, where possible, but in many cases this does not happen. In this case, resettlement provision is conducted in-house, in conjunction with Sodexo, South Yorkshire Community Rehabilitation Company (CRC) (see section 11).

The Board is concerned at the high number (59) of prisoners serving indeterminate sentences for public protection (IPP) at the prison. This form of sentence, which was discontinued several years ago, is the cause of considerable anxiety to those affected, who have no knowledge of when they might expect to be released.

Main areas for development

TO THE MINISTER

There continues to be a high number of IPP prisoners in HMP Lindholme and, presumably, other establishments. The indeterminate nature of this sentence can appear to be, effectively, a whole-of-life sentence, which this Board considers to be inhumane (see section 11). Will the minister seek to have an urgent review, to seek ways of significantly reducing these numbers quickly?

TO THE PRISON SERVICE

Will the Prison Service consider what measures are needed to ensure that the staffing levels of the healthcare provider are maintained as per contract (see section 8)?

Will the Prison Service examine measures to improve the reliability of kitchen equipment at HMP Lindholme, and to seek an uplift in the monetary allowance for food per prisoner (see section 7)?

Will the Prison Service proactively explore issues surrounding the recruitment and retention of all staff, but particularly operational personnel

TO THE GOVERNOR

Will the Governor continue to ensure that the effectiveness of the procedures for the transfer of property when a prisoner is moved between wings or from the wings to the segregation unit is improved (see sections 7, D)?

Will the Governor ensure that prisoners' complaints are dealt with in a timely manner and that, at the very least, a holding response is given to every complaint when it is received (see Survey Questionnaire 9b)?

Will the governor continue to seek to ring-fence key worker duties, to enhance further the effectiveness of the role?

Improvements

Security measures have been implemented during the reporting year, to reduce the quantity of illegal items coming into the prison, in particular those brought in by visitors.

In this reporting year, staffing levels have further increased, in order to implement the key worker support system. This is starting to have an impact on the way that prisoners are able to engage with the prison regime. We hope to see significant further improvements next year.

The treatment of older prisoners has improved during the reporting year, with the designation of specific accommodation for those over the age of 45 years.

3 DESCRIPTION OF THE ESTABLISHMENT

HMP Lindholme is a category C prison for men. It is designated as a training prison. It was opened in 1985 on the site of a former RAF station. It occupies a very large area, of approximately 128 acres, close to the village of Hatfield Woodhouse, 10 miles to the east of Doncaster, South Yorkshire. It has a certified normal accommodation of 924 and an operational capacity of 1,010.

The establishment comprises a combination of buildings. A large number of former RAF buildings have been converted into residential accommodation. Other former RAF buildings house:

- administration, including the offender management unit (OMU) and security department
- prisoners' reception area
- industrial workshops
- education department
- healthcare centre
- the chaplaincy
- the bistro and the library.

Modern units have been built for further cellular residential accommodation, the segregation block, the visits centre, the gym and the bakery.

A new kitchen block was opened in 2012. A reception area for prisoners' visitors is located outside the main gate.

There have been further improvements arising out of T10 funding during this reporting year; this includes the installation and upgrading of security fencing and the start of a refurbishment programme for some of the accommodation wings.

The prison is in the public sector, and the Prison Service is responsible for its operation. There are two main service providers: Novus (for learning and skills) and Care UK (for physical and mental healthcare).

B Evidence sections 4 – 11

4 SAFETY

Overall, prisoners felt safe in the prison (see 2019 survey question 4a) and they were treated with respect (see 2019 survey question 3d). However, a significant majority – over two-thirds – were aware that victimisation, racism and bullying were present (see 2019 survey question 4b).

The previous report made comment on the large proportion of prisoners designated for organised crime gang (OCG) activities – between 17% and 20%, typically around 170 prisoners. At the time of writing, there are 246 OCG members in their entirety – around 25% of the prison population. However, of these, 145 are ‘active members’. This means that their group is still active (not necessarily the men) and has not been archived. Many of the active OCG members are marked as 5C, which means low threat, disorganised and sporadic criminality. At present, this data is being used to implement actions to reduce these figures.

New prisoners had an induction course on entry to the prison, although the 2019 survey question 2c would indicate that not all prisoners received this. Only two thirds of the prisoners interviewed acknowledged that they had received an induction course. As part of the induction process, an educational assessment was also carried out. There is also a dedicated wing (L wing) to receive new prisoners, and they spend at least one night there before moving to other wings.

The number of assessment, care in custody and teamwork (ACCT) documents opened in the reporting period was 412, averaging 34.3 per month. Board members check ACCT documentation weekly in the segregation unit and when a wing is visited as part of the rota duties. The procedures were found to be operating effectively.

The number of incidents of self-harm increased during the reporting year, in comparison with the previous year. There were 602 incidents in total, with a monthly average of 50.2. The majority of self-harm incidents involved cutting, and were carried out on the wings in single-cell accommodation (see Appendix 1).

Substance misuse continues to be a problem in the prison. The geography of the establishment, with a lengthy perimeter fence to defend, together with the large proportion of prisoners linked to OCGs, work to the detriment of effective control of substance use. However, the prison has introduced a number of measures to improve security. The monthly average figure for substance misuse during the reporting year was 55, although there was an inconsistency over the year. ‘Hooch’ continues to be a problem, with 366 finds throughout the reporting year (see Appendix 1). The 2019 survey (question 4c) substantiated this, with 60% of prisoners saying that the drug problem was a serious issue. The 2019 survey (question 4d) showed that two-thirds of the prisoners thought that alcohol was a moderate to serious problem in the prison.

The monthly average number of assaults by prisoners on prisoners was 18.9, and was generally consistent over the months. There was a monthly average of eight assaults on prison staff, down from 13.7 last year (see Appendix 1).

There were three deaths in custody in the reporting year, down from seven in the previous year.

5 EQUALITY AND FAIRNESS

HMP Lindholme continues to engage with prisoners and staff regarding the issue of equality in the establishment. Senior staff meet to discuss policy pertaining to equality and fairness within the prison at the monthly prisoner equality action team meetings. Members of the Board frequently observed these meetings, to ensure that there was an avenue for actively monitoring equality issues arising in the prison.

There were 77 discrimination incident report forms (DIRFs) completed by prisoners and staff in the reporting year. Of these, 68 were submitted by prisoners, and the remaining nine by staff. The three highest characteristics of issues in the DIRFs were discrimination on the grounds of race (46), disability (13) and religion (12). Scrutiny panels meet to ensure that DIRFs are answered both correctly and promptly. In the reporting year, 44 were not completed in the timescale. This was consistent with some concern by the Board regarding the complaints system in the establishment in general. As deadlines for responses to complaints have been missed, this has led to prisoners feeling frustrated.

Lindholme has a diverse population, many from differing racial and ethnic communities. The population make-up in the reporting year was approximately: 70% white and 30% black and minority ethnic. There were 43 foreign national prisoners. The prison continues to discuss and actively engage with issues of race and ethnicity in regular equality and diversity meetings.

There are at present 187 'older' prisoners, defined as those over 45 years of age. Most are accommodated on J wing in refurbished cells, with an association area that meets the needs of the population. Two of the spurs on the newly refurbished D wing have also been designated specifically for these prisoners, and they have access to in-cell telephones. Opportunities for work exist in the main prison which enable older prisoners to retain their jobs. Most of these prisoners had employment across the prison, and there are at present only three retired prisoners.

Prisoners with declared disabilities made up about 20% of the total prison population. The main reasons for a declared disability were mental illness (30%) and reduced mobility (15%). This brought further problems, logistically (access to wings and cells), owing to the nature of Lindholme and its category as a training prison. The prison has attempted to mediate onmitigate this issue, by offering alternatives where work was not possible (that is, in education classes, the library and the chaplaincy).

The establishment has engaged with a small number of prisoners concerning LGBT rights, in developing a subgroup of the equality and diversity committee to alleviate pressure on the LGBT population. However, the Board noted a reluctance by prisoners to reveal their sexual orientation, with 99.56% declaring they are heterosexual and only 0.44% declaring 'other' orientation, largely due to the threat of assault.

The chaplaincy was staffed by 16 members, from a multitude of faiths: Church of England, Roman Catholic, Free Church, Muslim, Sikh, Hindu, Buddhist, Jewish, Jehovah's Witness, Pagan, Rastafarian and Quaker. Regular services are provided in the chaplaincy

throughout the week that reflect the diversity of the population. On average, 120 prisoners attended Friday prayers each week, and faith courses, including Islamic studies, are run by the chaplains on a weekly basis. A scheme to encourage the use of volunteer prison visitors from the local community has been disappointing, although the chaplaincy is endeavouring to overcome this by reaching out to local church groups. The chaplaincy also sponsors a forum for armed forces veterans. This has, in the past, been low-key but, with the arrival of a new Anglican chaplain during the year, who is also a veteran, the forum is expected to be reinvigorated.

6 SEGREGATION, CARE AND SEPARATION UNIT

The segregation unit is a purpose-built, single-storey building containing 20 cells. One cell is used as a dry cell for special accommodation. Two other cells, known as 'trap cells', are used for checking that prisoners have no secreted items on their person, but are also used for normal accommodation. There is a communal shower facility on the unit and two outside exercise yards.

The unit was visited at least once a week by Board members, and each prisoner was given the opportunity to speak freely to them. A Board member attends the review boards, which are held weekly (see section D). Prisoners always have the opportunity to attend the review board, and a member of the mental healthcare team is also present. In addition, members attend planned removals when on site.

In the last report, it was noted that the unit was well used, with 17–18 of the cells being occupied most of the time. It had been at this level for a number of years. However, in this reporting period the prisoner population in the segregation unit has been reduced to 10–12 occupants. The low roll is due to the good work of the staff, managers and safer custody staff, using the challenge, support and intervention plan (CSIP) process. This is when prisoners come onto the unit and a plan is then put into place to outline whether they will remain in the unit for investigation by security/police, be transferred out or be reintegrated back onto normal location. The decision not to allow some prisoners to return to the wings was due to the nature of the offences (see Appendix 2).

A concern of the Board in the previous report was the length of time that some prisoners remained in the unit, particularly if over 42 days and 80 days. It is an ongoing concern that members continue to monitor. It was noted that the extension beyond 42 and 80 days had the correct approval, and that the factors were often beyond the control of prison managers (that is, if other establishments refused to accept a prisoner). While the details above are still the same, in this report the number of prisoners held for more than 42 and 80 days was reduced (see Appendix 2).

Adjudications are held regularly in the unit. Members of the Board on rota frequently attended adjudications, with the prisoners' consent. In last year's report, it was observed that there was an issue with the adjudication documents, which were not completed and/or not presented to the prisoner within the permitted timescale; this resulted in the adjudication process being stopped and the charges dismissed. However, there is now a new system in place which monitors the standards of adjudication paperwork, resulting in fewer adjudications being dismissed. When adjudications did proceed, Board members noted that the issues were dealt with fairly and expediently.

Residential accommodation

There are 10 accommodation wings. A to F wings are former RAF dormitories converted to, mainly, single cells; each wing houses 64 prisoners on eight spurs. These wings, being more dated, have required more extensive and costly refurbishment and maintenance programmes, notably in the provision of hot water and the shower areas.

G to K wings are modern structures, housing, respectively, 120, 180 and 180 prisoners. One section of J wing has become a dedicated spur for older prisoners, as far as is practical, being affected by prison population transfers and in-house movements.

L wing is the most modern structure, comprising 30 double cells, each with its own shower facility. Newly transferred prisoners are usually housed in this wing and inducted into the establishment's operational facilities and rehabilitative opportunities, before being assessed and allocated to a place in the general population.

All accommodation has been kept to a reasonable standard and the levels of cleanliness have generally been acceptable. However, the consistency of maintaining these standards is prone to fluctuation, depending on the level of employability on the wings among the inmates, funding and staffing. That said, a survey among the resident population during this reporting year found that 31.3% were satisfied, 38.4% were fairly satisfied and 30.3% were dissatisfied with their accommodation. A survey taken in 2017 indicated that 31.9% were satisfied, 49.5% fairly satisfied and 18.7% dissatisfied with their accommodation (see the survey Appendices).

In addition, there is a segregation unit, with a capacity to hold 20 prisoners in single cells (see section 6). Occasionally, the unit receives transfers directly from the segregation unit of another establishment.

Kitchen

The kitchen provides food for the 10 wings, which are spread over a site of 100 acres. Thus, getting food of an acceptable standard to its point of delivery has tended to be a challenge. This has led to a requirement for some new trolleys to be purchased, to improve delivery, as indicated in last year's report; however, these can also be subject to malfunction because of heavy use, and require constant checking and maintenance, along with the kitchen-based units. There were some significant problems with kitchen operations during the previous reporting year, which necessitated close monitoring by Board members. However, these issues have been, and are being, actively addressed by the operational managers on site. While some difficulties remain surrounding equipment maintenance, the servicing and maintenance schedules are generally seen to be more responsive, depending on the availability of parts, which sometimes need to be sourced from abroad.

At the beginning of this reporting year, there were problems about the efficient operation of refrigerators and freezers, caused by an installation fault in the plumbing

on the cooling plant. Temporary freezers and refrigerators were brought in at that time but these did not cover the full working capacity of the kitchen appliances they were replacing. The Board has historically been concerned at the delay in maintaining the equipment, as already noted.

In addition, and relevant to this, the rota reports of Board members indicated that there were occasions when the kitchen could not be said to have been working to full capacity. The kitchen managers and staff are to be commended for coping and providing a service in what has been a difficult year due to funding pressures. The Board notes that the catering budget is overspent by about 5% - some £40,000. The Board considers that the per capita allowance is insufficient to maintain food quantity and quality, requiring the governor to divert financial support from elsewhere. In the 2019 survey of residents, the following opinions of the food were noted:

	Satisfactory	Fair	Unsatisfactory
2017	8.8%	19.8%	71.4%
2019	9.1%	36.4%	54.5%

The number of prisoners nominally assisting in the kitchen is 30, and generally this has been achieved. While there have been issues arising from prisoner absenteeism, these occasions have been managed effectively, with teamwork. Kitchen managers and staff have worked collectively to maintain kitchen cleanliness throughout the unit, and the concerns that Board members have expressed about the management of the kitchen, in terms of a lack of attention to basic standards of hygiene, have been clearly addressed. White coats and headgear are provided to all kitchen visitors, and health and safety at work standards have been seen to be enforced. The Board will continue to monitor kitchen activities closely over the coming year.

The intranet menu system that was introduced in the last reporting year has been seen to be an efficient menu communication avenue between the wings and the kitchens. This has also allowed better monitoring of special individual dietary requirements that recognises the diverse cultural, religious and healthcare needs of the population. It has worked well, in that there is better recognition and accounting of food waste in production, and efforts continue to achieve consequential savings on the food bill. However, issues surrounding the timeliness of communication of individual prisoners' food needs from the wings via the intranet system continues to be a source of frustration for the efficient control and projection of costs to kitchen managers.

The bakery facility has continued to develop well during this reporting year. It continues to provide bread supplies not only for Lindholme, but also for the adjacent prisons of HMP Moorland and HMP Hatfield Lakes. In addition, a range of bakery products are made available for purchase by prison staff and visitors in the visits hall and the gatehouse. Orders for specialty breads and seasonal products, as well as standard bakery fare, are also received from retailers outside the prison.

Property

The management of prisoners' property, when moved both within and outside the prison, continued to be an issue. Board members noted that, on a number of occasions, prisoners' property did not arrive at the prison after transfer from a previous establishment, being either lost or misdirected. In these cases, prisoners had no other course of action than to make an appeal to the Prison and Probation Ombudsman for compensation. Of equal concern to the Board was the loss of property after a prisoner had been transferred from one wing to another within the prison or, more especially, from the wing to the segregation unit. This has been the source of additional aggravation to the prisoner and can be seen to have an impact on their behaviour. Towards the end of the last reporting year, prison managers changed the way that prisoners' property is moved and accounted for. Consequentially, custody managers are now in control of property transfers. The Board feels that this was a positive move. However, there continue to be some issues.

In the survey of prisoners, answers to the question, 'When you arrived at the prison did your property arrive with you?' were as follows:

	Yes	No
2017	75.8%	23.1%
2019	71.7%	28.3%

Communication

This reporting year has seen the introduction and promotion of a key worker system, to provide support for individual prisoners as part of the Offender Management in Custody programme. Every new prisoner is allocated a dedicated officer during their induction week as a contact and link between the detainee and systemic procedures/departments, in an effort to minimise individual stresses and possible negative behaviour patterns. Each officer has a core of around six prisoners and is responsible for a programme of rota visits to their respective charges, being required to maintain a care plan-style record of their individual visits and concerns expressed. This initiative is in addition to the following communication methods:

- wing-based officers
- the complaints procedures
- procedural access to healthcare, chaplaincy, kitchens, work and education/training
- The OMU and Listener services

A new question put to prisoners in the 2019 survey was:

- Do you have a key worker?

Yes	No	Don't know
83.8%	9.1%	7.1%

- Do you know his or her name?

Yes	No	Don't know
48.5%	47.5%	4.0%

- When did you last speak to him/her?

In the last 7 days	More than 7 days ago	N/A
26.3%	67.7%	6.1%

The key worker system is developing credibility slowly, but the Board has noted that the efficacy is being affected by custodial staffing issues. The ring-fencing of the time allocated to the officers to undertake their role in this respect is continually undermined by their being reallocated to other duties, to meet prison operational needs.

8 HEALTHCARE (INCLUDING MENTAL HEALTH AND SOCIAL CARE)

Care UK has been in place as the health care provider since September 2017.

A prison healthcare operational group is now established, and is functioning well as a monthly review group between the prison senior management team and the healthcare team, with a Board monitor. This group engages in frank, open and constructive discussion about shared concerns. There is a monthly systematic review of: staffing, performance figures, action plan (traffic-lighted) and the risk register, all supported with adequate, well-presented information. A key new appointment is a new consultant psychiatrist after his predecessor was promoted.

- **General practitioner (GP) care:** GP care is provided via Care UK commissioning a Mansfield practice for three days per week. The three days of GP provision is intended to be supplemented by advanced nurse practitioner (ANP) input, and this post is now filled. A pilot scheme is under way to substitute the GP segregation unit round with ANP/nurse triage.
- **Staffing levels:** As at January 2020, 12 out of a total of 60 posts were either vacant, awaiting completion of the recruitment process or subject to a period of notice. This has improved slightly since January 2019. The main impact of inadequate staffing is on the performance of primary care. This issue is reflected in the risk register. Staffing difficulties, of course, reflect a wider problem in the NHS.
- **Waiting times:** Waiting times to see a GP vary substantially from month to month. In January 2020, this was two weeks, which was a significant improvement on the previous year. The filled ANP post has had a positive impact on this (see above). Waiting times for physiotherapy are nine weeks (much improved from a year ago), and for podiatry were 23 weeks (worse than a year ago).
- **Non-attendance:** The 'did not attend' rate for GP appointments has increased to 9.5% (an average of December 2019 and January 2020 figures), despite discussions with prison managers aimed at improving prisoner movement.
- **Telemedicine:** The use of this service has declined further, to almost none. This partly reflects using a geographically remote provider trust and also the waiting times for telemedicine slots. This is under review.

- **Hospital appointments:** Thirteen prison escorts for hospital appointments were cancelled by the establishment in January 2020. This represents a worsening of the situation, despite a discussion between healthcare and prison managers.
- **Psychoactive substances:** The high level of use of psychoactive substances by prisoners remains a major challenge to the day-to-day running and security of the prison, and to the substance misuse and healthcare teams generally.
- **Medicines management:** Healthcare staff have achieved excellent results in reducing the number of monthly prescriptions of abusable gabapentinoids by 64%.

9 EDUCATION AND OTHER ACTIVITIES

Education is a core element in the provision for prisoners at HMP Lindholme. It enables them to gain nationally accredited qualifications, which, in turn, will be of assistance on their release into the community. The prison education framework is delivered by Novus, the offender learning section of the Manchester College.

Initially, all prisoners on arrival at the establishment have an educational induction, to determine the individual route of curriculum provision and progress. The programme implemented by Novus has four broad elements, with progression from level to level:

- functional skills in English and mathematics, covering entry level and levels 1 and 2
- 'general' employability skills, including: health and safety in the workplace; information, advice and guidance; understanding enterprise skills information; iMedia/ITQ; art for those identified with mental health issues
- vocational qualifications, mainly to levels 1 and 2, with some to level 3, with a diversified provision as befits a training prison. These courses are delivered in the workplace, with outreach where required. Qualifications available in the reporting year included: hospitality and catering; food safety; food preparation; baking; industrial cleaning; hairdressing and barbering; light vehicle maintenance and repair; painting and decorating; plastering; bricklaying; joinery; welding; building maintenance
- the virtual campus, which gives prisoners the opportunity for limited internet access for Open University and distance learning study, and to create CVs and apply for jobs. Novus assists prisoners as they approach resettlement and release, and also when they are released, in order to help them find work or further study.

To summarise achievement in the academic year 2019/20:

- overall success rate of all courses combined, as a percentage of entries: 94% (96% last year)
- vocational employment success rate: 95% or above on most courses (99% last year)
- English and mathematics combined success rate: 69% (88% last year).

The gym occupies a separate block in the prison and comprises a number of areas, dedicated to different activities. It is well used, typically with 65–70 prisoners using the facilities at any one time. Hours of operation conform to the working/training prison it is open from 8 am to 7 pm. There are separate sessions for prisoners over 50. Prisoners in work go to the gym after work. The staff are professional and dedicated in their approach, and form good relationships with the prisoners.

There is a main library in the prison. This is open for eight sessions a week, with closure on Fridays and Saturdays. In five of the sessions, as well as the normal lending facility, support courses of a specific nature are run – for example, Storybook Dads, Turning Pages and Legal Call-ups. In addition, the library operates in the larger wings – G, K, J, and L – for one session per week each, three of them in the early evening.

10 WORK, VOCATIONAL TRAINING AND EMPLOYMENT

HMP Lindholme is designated as a training prison. Thus, work and employment, with appropriate training, must be a priority in the operation of the establishment. This enables prisoners to gain practical knowledge and, in many cases, externally validated qualifications, together with skills for rehabilitation back into the community.

In providing evidence, account should be taken of the fact that the number of jobs available throughout the year will vary as contracts end and new contracts are obtained. Similarly, the number of prisoners in employment throughout the year will vary according to prisoner transfer movement. The statistics of the jobs available and the number of prisoners employed have been monitored every month. The monthly average provided below gives a clear evidential picture of work and employment in the reporting year.

	2019/20	2018/19
% of prison population employed in work and training	62%	(69%)
% of prison population in full-time education for functional skills	15%	(15%)
% of prison population not employed in work, training or education	23%	(16%)

This included: retired, long-term sick and vulnerable prisoners; new receptions; prisoners in segregation; those who are unemployable based on prison intelligence, and also prisoners who refuse to work.

In addition, there will always be a small number of 'floating' prisoners (around 6%) who are between jobs, having left or been dismissed from one job and awaiting re-designation or refusing to re-designate.

The work, employment and vocational training can be broken down into three strands, with approximately the same number of placements in each

- Contracts from external agencies have provided workplaces during the reporting year:
 - Ministry of Defence: textiles, camouflage nets, flat-racks, tarpaulin covers, sandbags
 - Doncaster Metropolitan Borough Council lighting recycling workshop
 - Private contractors, including charities: fence panels, garden furniture, bicycle repairs.
 - Further workplaces have been provided internally by the establishment, to maintain the fabric of the prison and assist in its effective operation, including: wing refurbishment, cleaning, laundry, waste management, library, kitchen, landscaping and gardening.

- Vocational training in the workplace, resulting in external qualifications (see section 9).

11 RESETTLEMENT PREPARATION

The OMU has a rehabilitation function, to equip prisoners for life after release and to ensure that the schemes offered are supported by well-trained staff. This has continued to offer help and guidance in accommodation; education, training and employment; family ties; and health. Prisoners are relocated to their related probation area at least 12 weeks prior to release, whenever possible. For those prisoners who are not relocated, HMP Lindholme now has a resettlement capability in conjunction with Sodexo, South Yorkshire CRC.

Sentence planning

The Board noted that it is still taking up to eight weeks for offender assessment system (OASys) plans to be completed following initial sentencing. Initial sentence planning is not always being completed at the prisoner's local prison, where the resources are placed. The process has changed somewhat in this reporting year with the introduction of OMiC. High-risk assessments in this reporting year were:

- probation responsibility: 81 initial assessments (compared with 63 last year)
- establishment responsibility: 289 initial assessments (compared with 135 last year).

Multi-Agency Public Protection Arrangements (MAPPA)

This is the framework that merges the agencies. Planning for these cases needs to start between eight and 15 months before the release date. Lindholme played an imperative and critical role in this process during the reporting year. The procedure was fully supported by offender supervisors.

Advice and assistance available to prisoners

On arrival, prisoners should ideally be seen by OMU staff within 14 days. As in our previous report, this timescale was not always achieved; producing sentence packs was typically behind schedule, although there has been an improvement over the reporting year. The prisoner information desk, run by prisoners on the wings, provided details to prisoners on how to contact the department best placed to help them. Following the introduction of OMiC, the OMU is now staffed by non-operational staff, who are not redeployed to other operational duties. The Board is pleased to note that this has improved the effectiveness of the OMU office considerably. In addition, under OMiC, all prisoners have now been allocated a key worker. The Board was concerned about the rather slow take-up of the scheme when it was introduced, and in our 2019 survey, it was noted that only 48.5% of prisoners questioned knew who their key worker was. Following that survey, considerable effort has been made to ensure the effectiveness of the scheme, and over the last few weeks of the reporting year Board members have noticed a far greater level of awareness among prisoners.

Release on temporary licence (ROTL) and home detention curfew (HDC)

New ROTL rules mean that no such releases have been granted from this prison. HDC is the system whereby prisoners serving sentences of between three months and four years can be considered for early release. HMP Lindholme is predominately a 4 year +

establishment so this precludes many prisoners. The number accessing HDC in the reporting year was 56 (compared with 37 last year)

In the reporting year, the establishment housed 27 foreign national prisoners, 61 lifer prisoners, 59 IPP prisoners and 84 determinate paroles (compared with 21 foreign nationals, 53 lifers and 64 determinate paroles last year). The Board is concerned at the number of IPP prisoners being held. While a few are on recall, some of these prisoners are as much as 12 years post-tariff. It is understood that there is a national scheme to review the possibility of parole for all IPP prisoners, but it remains a matter of considerable anxiety for these individuals, who view themselves as being under a sentence without a foreseeable end.

Contact with family

Most prisoners had no difficulty in contacting their family, and most could obtain a visiting order easily. Family days provided a good environment to enhance family links.

However, it is evident that, for a variety of reasons, not least the distance of prisoners from their home area, a small minority of prisoners experienced difficulties in receiving visits from their families.

Section C – The work of the IMB

HMP Lindholme 2019-2020	
Recommended complement of Board members	16
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period	9
Number of new Board members in the reporting period	4
Total number of visits to the establishment	511
Total number of segregation reviews attended	51
Total number of individual prisoner segregation reviews attended	331

Section D – Applications to the IMB

Code	Subject	Current reporting year	Previous reporting year
A	Accommodation, including laundry, clothing, ablutions	38	16
B	Discipline, including adjudications, incentives and earned privileges, sanctions	18	18
C	Equality	7	5
D	Purposeful activity, including education, work, training, library, regime, time out of cell	10	13
E 1	Letters, visits, telephones, public protection restrictions	21	5
E 2	Finance, including pay, private monies, spends	15	2
F	Food and kitchens	5	5
G	Health, including physical, mental, social care	52	30
H 1	Property within this establishment	22	36
H 2	Property during transfer or in another establishment or location	26	26
H 3	Canteen, facility list, catalogue(s)	4	1
I	Sentence management, including HDC, ROTL, parole, release dates, recategorisation	47	23
J	Staff/prisoner concerns, including bullying	31	19
K	Transfers	20	35
	Miscellaneous	0	0
	Total number of IMB applications	316	234

Appendix 1 – Analysis of incident reports

Category	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Total
Assault Prisoner on Prisoner	16	28	23	18	17	13	18	23	17	20	17	17	227
Assault Prisoner on Staff	14	7	7	15	4	7	4	10	7	10	8	4	97
Drugs	28	21	18	23	17	27	31	28	28	48	40	29	338
Use of Force	45	43	46	66	37	48	50	39	44	33	34	39	524
Substance Misuse (UTI)	74	46	81	59	60	61	74	34	55	31	30	54	659
Hooch	22	26	39	27	26	30	24	39	34	28	47	24	366
Self- Harm	42	61	38	37	40	55	48	50	55	55	63	58	602
New ACCT	39	39	23	40	32	32	35	29	32	39	28	44	412
Weapon Find	16	12	18	27	20	23	24	24	28	28	23	26	269
Death in Custody	0	1	0	0	1	0	0	1	0	0	0	0	3
Telephones	20	17	21	17	17	17	9	20	31	46	39	17	271

APPENDIX 2

Analysis of prisoners placed in the segregation unit, February 2018 to January 2020

Number of prisoners placed in segregation in the reporting year: 166

Reasons for placement:

- serious incident within the prison 154 (92.8%)
- for their own protection 10 (6.0%)
- refusal to relocate 2 (1.2%)

TOTAL 166

Destinations of prisoners in segregation

- returned to wing 67 (45.3%)
- transfers to other establishments 75 (50.7%)
- release 4 (2.7%)
- moved to secure hospital 2 (1.3%)

TOTAL 148

There were 18 still in segregation at the end of the reporting period

TOTAL 166

The number of prisoners exceeding 42 days in segregation was 47 (This represents 28.3% of the total number of prisoners in the segregation unit)

- 100+ days 2 (101 and 102, respectively)
- 90-99 days 2 (90 and 92, respectively)
- 80-89 days 1
- 70-79 days 7
- 60-69 days 7
- 50-59 days 16
- 43-50 days 12

The destinations of prisoners exceeding 42 days in segregation were:

- transfers to other establishments 38 (80.1%)
- returned to wing 7 (15.0%)
- release 1 (2.1%)
- moved to secure hospital 1 (2.1%)

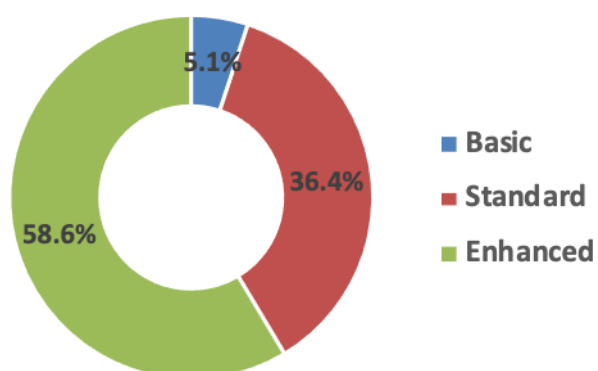
TOTAL 47

Appendix 3

IMB - HMP Lindholme - Survey Questionnaire 2019

Conducted by 8 IMB members on 22nd October 2019.

Question 1 Are you on Basic, Standard or Enhanced?

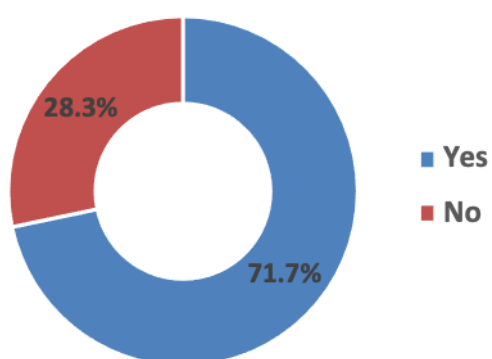


<u>Basic</u>	<u>Standard</u>	<u>Enhanced</u>	<u>Total</u>
<u>5</u>	<u>36</u>	<u>58</u>	<u>99</u>

<u>Basic</u>	<u>Standard</u>	<u>Enhanced</u>
<u>5.1%</u>	<u>36.4%</u>	<u>58.6%</u>

Question 2 - Arrival/Reception/Property

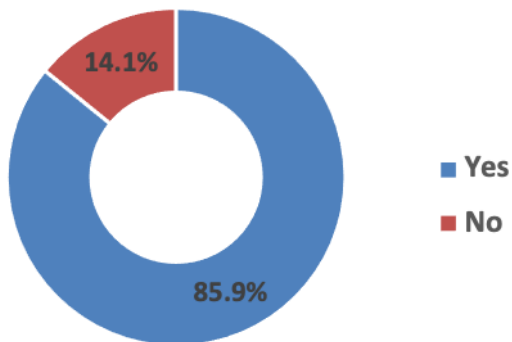
2a When you arrived at the Prison did your property arrive with you?



<u>Yes</u>	<u>No</u>	<u>Total</u>
<u>71</u>	<u>28</u>	<u>99</u>

<u>Yes</u>	<u>No</u>
<u>71.7%</u>	<u>28.3%</u>

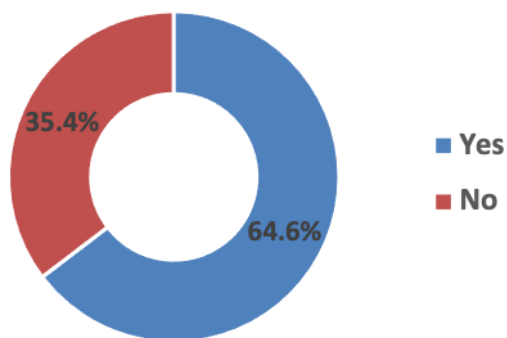
2b. Were you treated with courtesy/respect upon arrival at the Prison?



<u>Yes</u>	<u>No</u>	<u>Total</u>
<u>85</u>	<u>14</u>	<u>99</u>

<u>Yes</u>	<u>No</u>
<u>85.9%</u>	<u>14.1%</u>

2c. Were you given an Induction within your first week at Lindholme?

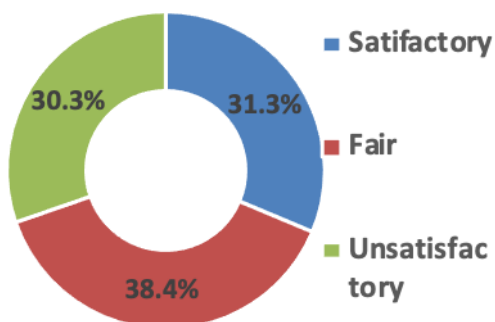


<u>Yes</u>	<u>No</u>	<u>Total</u>
<u>64</u>	<u>35</u>	<u>99</u>

<u>Yes</u>	<u>No</u>
<u>64.6%</u>	<u>35.4%</u>

Question 3 – Residential

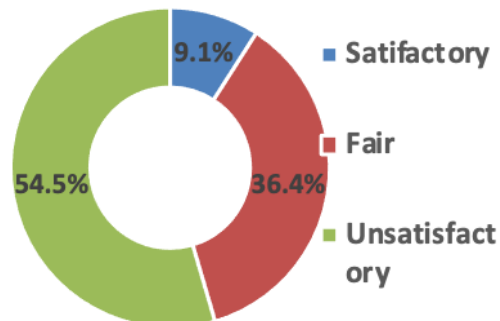
3a. What is your opinion of the accommodation?



<u>Satisfactory</u>	<u>Fair</u>	<u>Unsatis.</u>	<u>Total</u>
<u>31</u>	<u>38</u>	<u>30</u>	<u>99</u>

<u>Satisfactory</u>	<u>Fair</u>	<u>Unsatisfactory</u>
<u>31.3%</u>	<u>38.4%</u>	<u>30.3%</u>

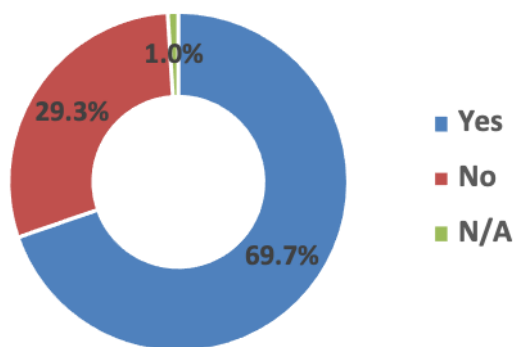
3b. What is your opinion of the food?



<u>Satisfactory</u>	<u>Fair</u>	<u>Unsatisfactory</u>	<u>Total</u>
<u>9</u>	<u>36</u>	<u>54</u>	<u>99</u>

<u>Satisfactory</u>	<u>Fair</u>	<u>Unsatisfactory</u>
<u>9.1%</u>	<u>36.4%</u>	<u>54.5%</u>

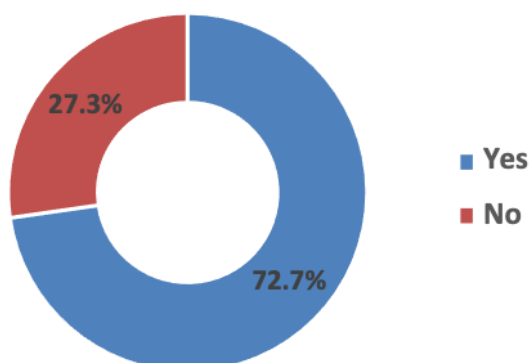
3c. Do you have access to a listener when required?



<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Total</u>
<u>69</u>	<u>29</u>	<u>1</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>N/A</u>
<u>69.7%</u>	<u>29.3%</u>	<u>1.0%</u>

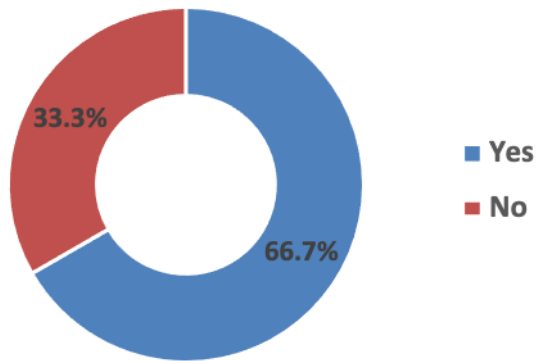
3d. Are you treated with respect within the prison?



<u>Yes</u>	<u>No</u>	<u>Total</u>
<u>72</u>	<u>27</u>	<u>99</u>

<u>Yes</u>	<u>No</u>
<u>72.7%</u>	<u>27.3%</u>

3e. Do you meet with Officers on the Wing or at Association?

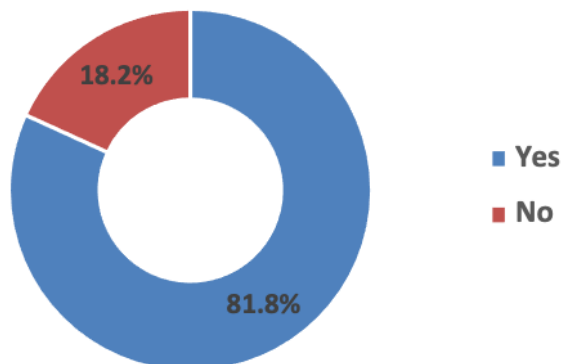


<u>Yes</u>	<u>No</u>	<u>Total</u>
<u>66</u>	<u>33</u>	<u>99</u>

<u>Yes</u>	<u>No</u>
<u>66.7%</u>	<u>33.3%</u>

Question 4 – Security/Safety

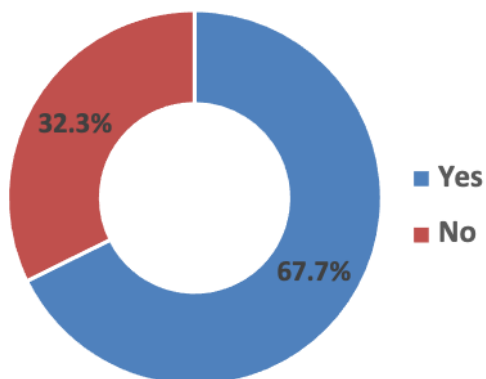
4a. Do you feel safe in this prison?



<u>Yes</u>	<u>No</u>	<u>Total</u>
<u>81</u>	<u>18</u>	<u>99</u>

<u>Yes</u>	<u>No</u>
<u>81.8%</u>	<u>18.2%</u>

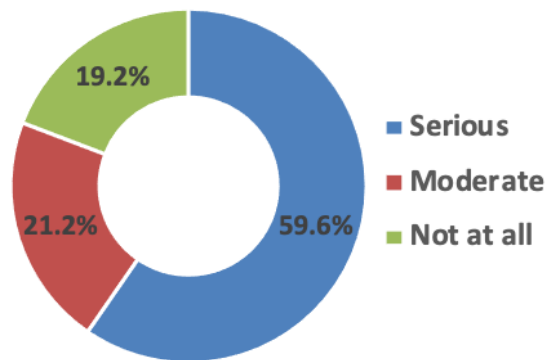
4b. Are you aware of victimisation, racism or bullying from any quarter?



<u>Yes</u>	<u>No</u>	<u>Total</u>
<u>67</u>	<u>32</u>	<u>99</u>

<u>Yes</u>	<u>No</u>
<u>67.7%</u>	<u>32.3%</u>

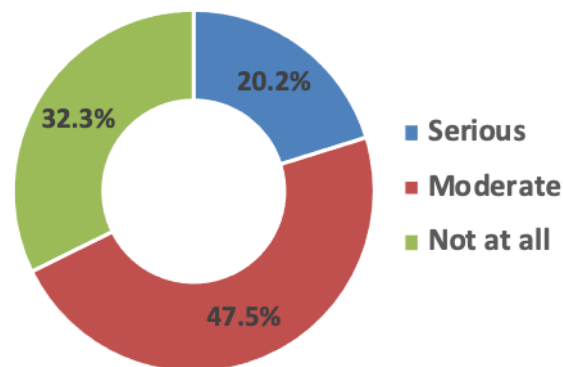
4c. How serious is the drug problem in this prison?



<u>Serious</u>	<u>Moderate</u>	<u>Not at all</u>	<u>Total</u>
<u>59</u>	<u>21</u>	<u>19</u>	<u>99</u>

<u>Serious</u>	<u>Moderate</u>	<u>Not at all</u>
<u>59.6%</u>	<u>21.2%</u>	<u>19.2%</u>

4d. How serious is the alcohol problem in this prison?

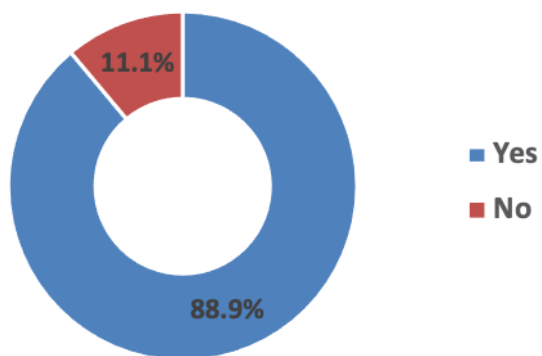


<u>Serious</u>	<u>Moderate</u>	<u>Not at all</u>	<u>Total</u>
<u>20</u>	<u>47</u>	<u>32</u>	<u>99</u>

<u>Serious</u>	<u>Moderate</u>	<u>Not at all</u>
<u>20.2%</u>	<u>47.5%</u>	<u>32.3%</u>

Question 5 - Work

5a. Do you have employment in the prison?



<u>Yes</u>	<u>No</u>	<u>Total</u>
<u>88</u>	<u>11</u>	<u>99</u>

<u>Yes</u>	<u>No</u>
<u>88.9%</u>	<u>11.1%</u>

5b. If not why not?

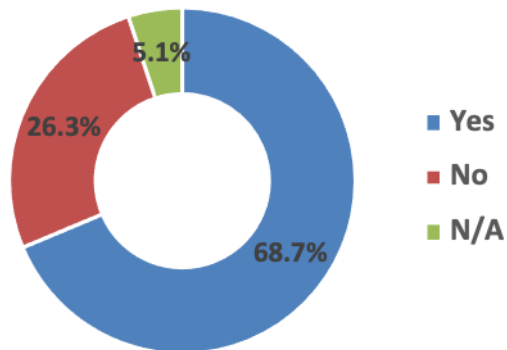


<u>Lost employment</u>	<u>No jobs available</u>	<u>No jobs appeal</u>	<u>Total</u>
<u>2</u>	<u>1</u>	<u>1</u>	<u>4</u>

<u>Lost employment</u>	<u>No jobs available</u>	<u>No jobs appeal</u>
<u>50.0%</u>	<u>25.0%</u>	<u>25.0%</u>

Question 6 – Healthcare

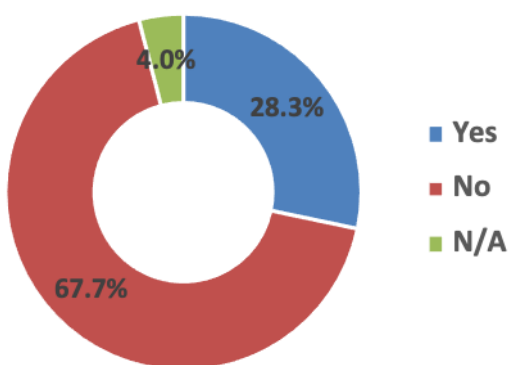
6a. Are you able to take your medication as prescribed?



<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Total</u>
<u>68</u>	<u>26</u>	<u>5</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>N/A</u>
<u>68.7%</u>	<u>26.3%</u>	<u>5.1%</u>

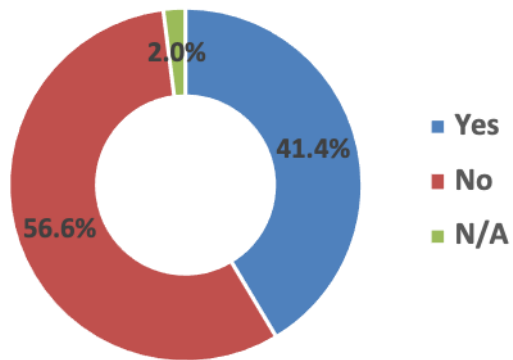
6b. Have you experienced cancellations to hospital appointments?



<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Total</u>
<u>28</u>	<u>67</u>	<u>4</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>N/A</u>
<u>28.3%</u>	<u>67.7%</u>	<u>4.0%</u>

6c. Do you find it easy to access Healthcare?

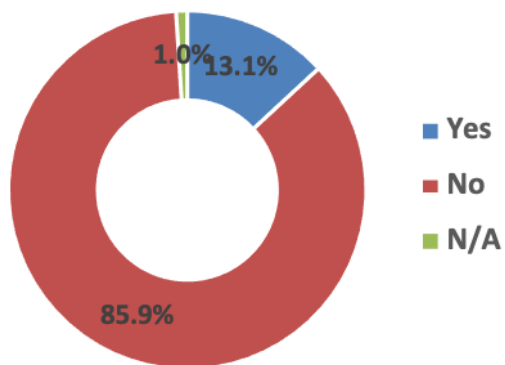


<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Total</u>
<u>41</u>	<u>56</u>	<u>2</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>N/A</u>
<u>41.4%</u>	<u>56.6%</u>	<u>2.0%</u>

Question 7 – Family

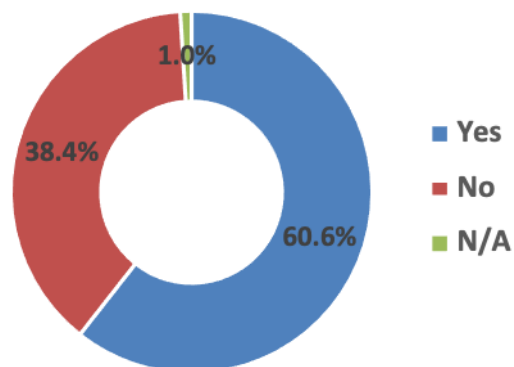
7a. Do you have any problems contacting family?



<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Total</u>
<u>13</u>	<u>85</u>	<u>1</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>N/A</u>
<u>13.1%</u>	<u>85.9%</u>	<u>1.0%</u>

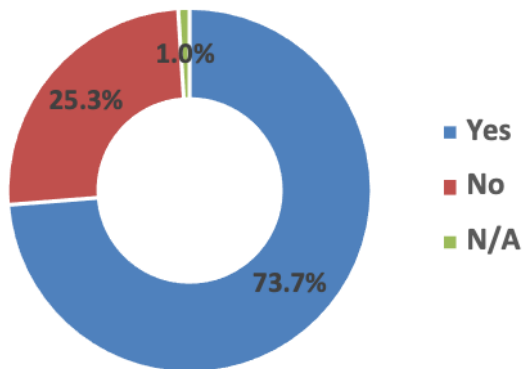
7b. Are your family close enough to visit easily?



<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Total</u>
<u>60</u>	<u>38</u>	<u>1</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>N/A</u>
<u>60.6%</u>	<u>38.4%</u>	<u>1.0%</u>

7c. Are they able to obtain a visiting order easily?

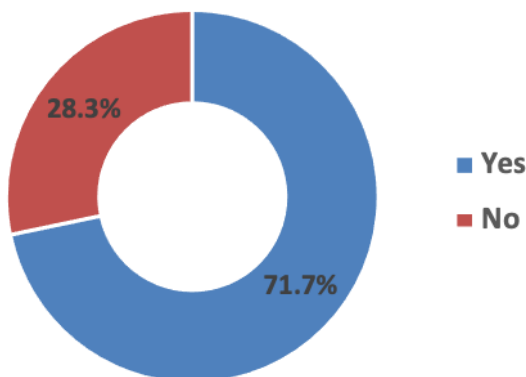


<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Total</u>
<u>73</u>	<u>25</u>	<u>1</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>N/A</u>
<u>73.7%</u>	<u>25.3%</u>	<u>1.0%</u>

Question 8 – IMB

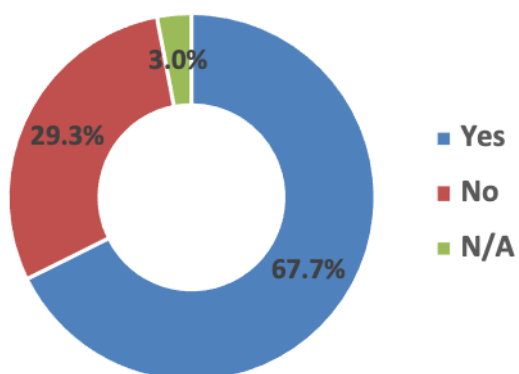
8a. Do you know about the role of the IMB?



<u>Yes</u>	<u>No</u>	<u>Total</u>
<u>71</u>	<u>28</u>	<u>99</u>

<u>Yes</u>	<u>No</u>
<u>71.7%</u>	<u>28.3%</u>

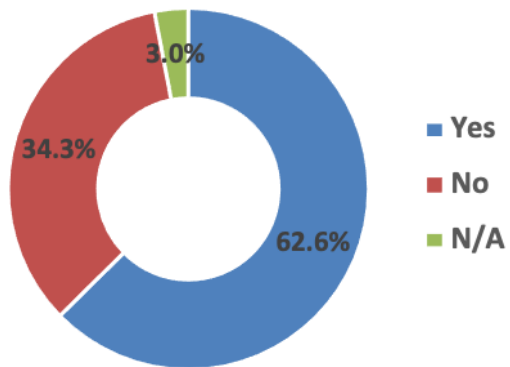
8b. Do you find it easy to contact the IMB?



<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Total</u>
<u>67</u>	<u>29</u>	<u>3</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>N/A</u>
<u>67.7%</u>	<u>29.3%</u>	<u>3.0%</u>

8c. Are the IMB forms easily/readily available?

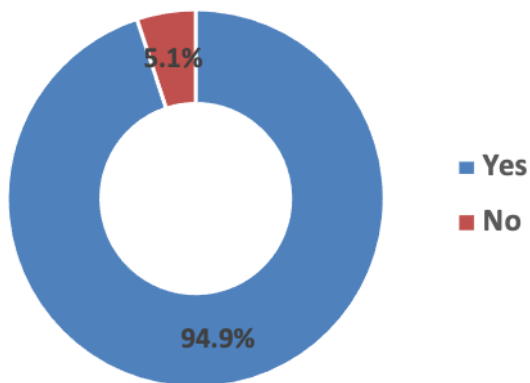


<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Total</u>
<u>62</u>	<u>34</u>	<u>3</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>N/A</u>
<u>62.6%</u>	<u>34.3%</u>	<u>3.0%</u>

Question 9 – Prison Complaints Procedure

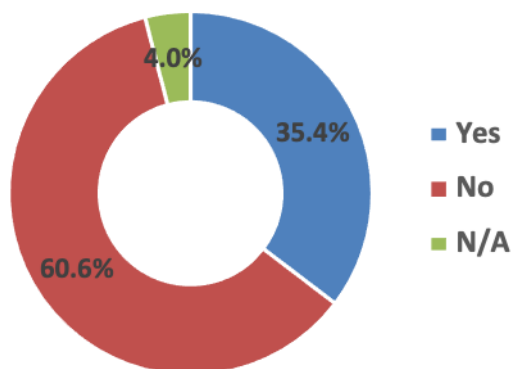
9a. Do you know how to use the prison complaints procedure?



<u>Yes</u>	<u>No</u>	<u>Total</u>
<u>94</u>	<u>5</u>	<u>99</u>

<u>Yes</u>	<u>No</u>
<u>94.9%</u>	<u>5.1%</u>

9b. Is your complaint dealt with within the prescribed time scale?

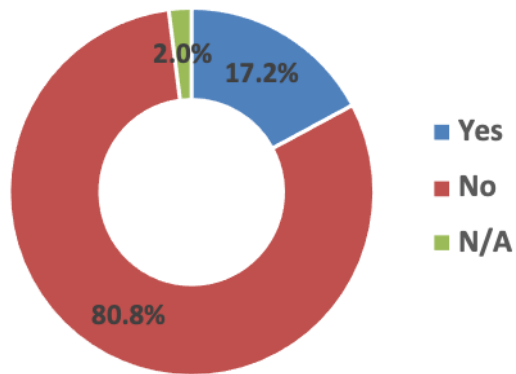


<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Total</u>
<u>35</u>	<u>60</u>	<u>4</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>N/A</u>
<u>35.4%</u>	<u>60.6%</u>	<u>4.0%</u>

Question 10 – Chaplaincy/Miscellaneous

Do you have problems attending faith services?

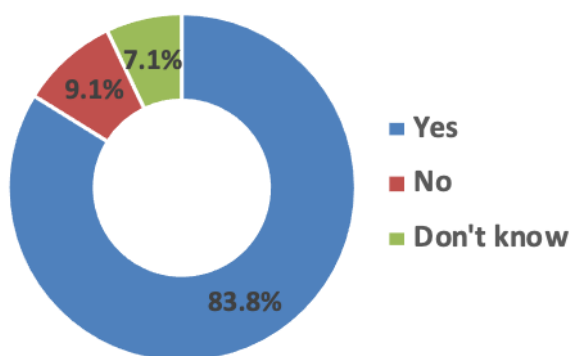


<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Total</u>
<u>17</u>	<u>80</u>	<u>2</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>N/A</u>
<u>17.2%</u>	<u>80.8%</u>	<u>2.0%</u>

New Questions for 2019

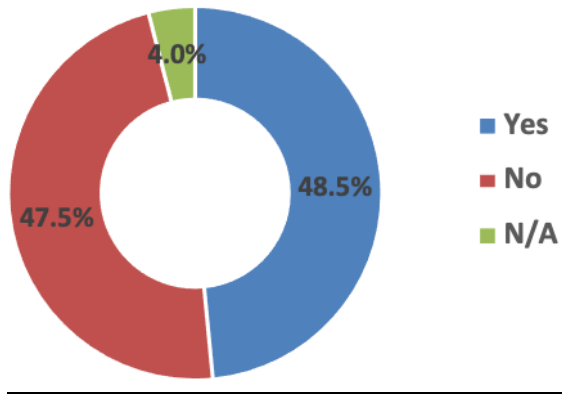
3f. Do you have a Key Worker?



<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Total</u>
<u>83</u>	<u>9</u>	<u>7</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>Don't know</u>
<u>83.8%</u>	<u>9.1%</u>	<u>7.1%</u>

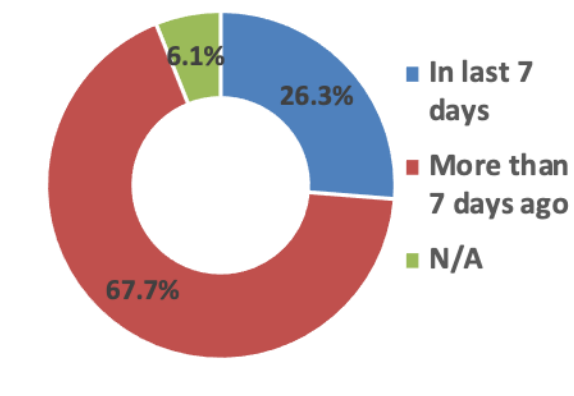
3g. Do you know his or her name?



<u>Yes</u>	<u>No</u>	<u>N/A</u>	<u>Total</u>
<u>48</u>	<u>47</u>	<u>4</u>	<u>99</u>

<u>Yes</u>	<u>No</u>	<u>N/A</u>
<u>48.5%</u>	<u>47.5%</u>	<u>4.0%</u>

3h. When did you last speak to him/her?



<u>In last 7 days</u>	<u>More than 7 days ago</u>	<u>N/A</u>	<u>Total</u>
<u>26</u>	<u>67</u>	<u>6</u>	<u>99</u>

<u>In last 7 days</u>	<u>More than 7 days ago</u>	<u>N/A</u>
<u>26.3%</u>	<u>67.7%</u>	<u>6.1%</u>