



# **Annual Report of the Independent Monitoring Board at HMP Lindholme**

**For reporting year  
1 February 2022 to 31 January 2023**

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## Introductory sections 1 - 3

### 1. Statutory role of the IMB

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

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

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

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

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

## 2. Description of the establishment

HMP Lindholme is a category C male prison. It is designated as a training prison and was opened in 1985 on the site of a former RAF station, originally built in the late 1930s. 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 currently has an operational capacity of 932.

The establishment is a combination of buildings. Six former RAF buildings have been converted into residential accommodation. Other former RAF buildings house:

- administration, including the offender management unit (OMU) and security
- prisoners' reception
- industrial workshops
- education
- healthcare
- chaplaincy
- library
- bistro for staff

More modern units were built when the prison was opened for:

- additional cellular residential accommodation, which is a mixture of single and double occupancy cells on two or three storeys
- segregation unit with 20 cells
- visits centre
- gymnasium
- bakery

A modern reception area for prisoners' visitors is located outside the main gate.

Work continues on upgrading the prisoners' accommodation in regards to improved fire safety requirements and security measures. This work has required a rolling closure of some accommodation spaces in order to complete the work.

The prison is in the public sector and the Prison Service is responsible for the operation of the establishment. There are three main service providers: Novus for learning and skills; Practice Group Plus for healthcare and mental healthcare; and Amey, for the provision of facilities management and site maintenance.

### **3. Executive summary**

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

The prison ran a reduced regime for the early part of the reporting year, returning to a full regime during the summer. Covid testing for staff entering the prison continued during this time. Overall, the prison responded well to the challenge presented by Covid, both in managing the risks and maintaining the most appropriate regime possible.

#### **3.2 Main judgements**

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

Many of the prisoners (67%) consider the prison to be safe, although 55% are aware of victimisation, racism or bullying. (Appendix 4 – questions 8 and 9.)

Some 42% of prisoners consider the drug problem in the prison to be serious, while some 18% consider the alcohol problem to be serious. Both of these figures are an increase in the figures for 2021. (Appendix 4 – questions 10 and 11.)

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

Each year, the IMB reports on the continuing use of cells designed for single occupancy which are authorised for double occupancy. In HMP Lindholme, there are some 86 such cells. This one fact undermines all other efforts to treat prisoners fairly and humanely.

The prison is at its capacity, which results in pressures around the establishment. Nevertheless, all staff in the prison work tirelessly to maintain a decent standard of environment for prisoners, treating them fairly and humanely in the process.

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

In general terms the Board believes that the prisoners' health and wellbeing needs are being met, and that this is equivalent to that which they could expect in the community. The Board notes the high caseload of the mental health team and will closely monitor this in the coming year. In addition, the Board continues to be disappointed that in November's prison survey 69% of prisoners said that they found it difficult to contact healthcare.

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

HMP Lindholme's role as a training prison is dependent on maintaining sufficient workshop capacity to facilitate this role. The ongoing problems concerning the ageing infrastructure and the financial implications of the options available give little optimism that the situation will improve.

There has been some progress towards improving successful resettlement over the past year, despite the fact that HMP Lindholme is not a designated resettlement prison. There is now an employment hub and other supporting services which in turn provide a limited resettlement service. However, it remains a concern that over 120 prisoners were released into the community last year without the full benefit of a structured pre-release programme (see 7.4).

Nevertheless, the Governor is aware of these challenges and, despite the budgetary pressures, has taken steps to address the problem. However, until population pressures are reduced, successful resettlement will remain a concern.

### **3.3. Main areas for development**

#### ***TO THE MINISTER***

**Overcrowding.** We are aware that the problems of overcrowding are caused by a lack of capacity in the prison estate and that these are influenced by several factors. However, the problem remains a very real one which is causing difficulties for prison staff, as well as having a detrimental effect on the mental health of prisoners and reducing the effectiveness of resettlement work in reducing reoffending. The Board considers that a more multifaceted plan should be adopted, rather than merely building more prison places.

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

**Imprisonment for public protection (IPP)** We are still concerned at the number of men who remain in prison with IPP sentences. Numbers in the prison have increased slightly to 41; a high percentage of these are licence recalls. The Board requests that more emphasis and engagement is given to implementing the HMPPS strategy to prepare these prisoners for release.

**Property (inter-prison transfers).** The loss of a prisoner's property is regularly reported as a concern in many IMB reports. In addition, there are the many administrative hours spent dealing with this issue and, of course, the cost of compensation. Nevertheless, the problem of prisoners' property going missing on transfer still remains. The Board strongly urges that the HMPPS gives this a higher level of importance with the aim of fully resolving this issue.

#### ***TO THE GOVERNOR***

**Complaints.** A large proportion of prisoners who were surveyed (73%) stated that their complaint was not dealt with within the prescribed timescale (Appendix 4, question 19). The Board is aware that a comprehensive plan is in place to improve the complaints procedure. However, we ask that this be closely monitored as we recognise the importance of a good complaints procedure to the success of a prison.

**Property (internal).** The number of complaints regarding issues with property going missing within the establishment is high. This includes cell clearances and other reasons for the movement of property. We request that the governor address this urgently.

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

- The introduction of digital applications has enabled prisoners to submit applications using their laptop, making the process more accessible.
- Limited resources have continued to be provided for a resettlement service as a result of increased prisoner releases.
- The prison staff are to be commended for their management of the prison during the Covid pandemic. Covid outbreaks were relatively few and were well managed in regards to the impact and running of the prison.
- The prison has moved to more part-time working for prisoners, which means that there are more places for prisoners to be employed in activities.

## **Evidence sections 4 – 7**

### **4. Safety**

#### **4.1 Safety overall**

Late last year, a survey using the laptop technology was completed by a larger percentage of prisoners than the previous year. So, it is perhaps more telling in the responses received. The results are at Appendix 4.

The results indicate that prisoners feel less safe this year than previously. However, as the prison regime opened up again, allowing more interaction of prisoners, it is not unreasonable to presume that this may have contributed to the rise.

What can be stated is that, overall, the signs are that the prison is generally a safe place. However, as population pressures increase, making the management of prison safety more difficult, it is likely that the overall feeling of safety will reduce.

In question 8 of the survey, 67% of the prisoners said that they felt safe, compared with 81% in the smaller survey the year before (Appendix 4).

Survey question 9, 'were prisoners aware of victimisation, racism or bullying from any quarter', produced similar responses to the previous survey.

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

Incidents of self-harm decreased significantly this year to 269 incidents (see Appendix 2). There were 169 new assessment, care in custody and teamwork (ACCT) documents opened, down from 225 last year. Of these, there were 25 prisoners held in the segregation unit whilst on an ACCT. Board members checked ACCT documentation weekly in segregation and when a wing was visited on rota. The procedures were found to operate effectively.

The majority of self-harm incidents were by cutting and were carried out on the wings in single cell accommodation.

The Board reports that there were two deaths in custody in outside hospital during this reporting year.

#### **4.3 Violence and violence reduction**

Incidents of violence, prisoner-on-prisoner, have increased from 84 last year to 199 this year. Incidents of violence, prisoner-on-staff, have decreased significantly from 60 last year to 34 this year (Appendix 2). The Board also notes increases: drug finds, hooch finds, weapon finds, telephone finds (Appendix 1).



#### **4.4 Use of force**

Use of force figures show a reduction from 289 incidents last year to 262 in the current year. Given that the regime opened up last summer and prisoners interacted more, this is a welcome reduction.

However, there has been an increase in the use of force in the last three months of the reporting year (see Appendix 1).

The Board notes the introduction of use of force scrutiny panels, which are held on a fortnightly basis, often chaired by the deputy governor. These panels bring increased confidence in the monitoring of use of force at the establishment.

The Board also notes that almost all prison staff are up to date in the use of C&R (control and restraint) (refresher courses).

The Board has no concerns about the use of force at the establishment.

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

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

#### ***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. Works began in 2020 to improve fire safety and shower facilities. Two more wings were completed in 2021, with the final wing being completed in 2022. During the work, one wing in turn had to be emptied of men, thereby reducing the overall operational capacity of the prison.

G, J and K wings are more modern structures, which have undergone a rolling programme of modernisation and fire regulation improvements. This work has involved the closure of some cells during this work.

The Board is disappointed that the use of one wing for older prisoners has now ceased, and that they are now located with the general prisoner population.

Within the modern wings of G, J and K, 86 of the cells have been authorised for double occupancy. This is in response to the increase in prisoner population nationally, and one which the Board is particularly aggrieved about, given that men are being held in what is essentially a toilet cubicle. Despite much time and effort and many reports (for instance, HM Inspectorate of Prisons, *Life in Prison: Living Conditions*, October 2017) there seems to be no plan that will address this abhorrent measure and achieve lasting results.

The accommodation is maintained by Amey, which has struggled again this year to maintain standards, although many of the shower rooms have in fact been improved. The levels of cleanliness have generally been acceptable, although cell clearing following a prisoner's removal from a cell is continuing to be a problem (see Property, 5.8).

#### ***Clothing***

No issues have been reported with prison clothing, but we are still receiving complaints about men who upon arrival at the prison are not being allowed early access to their own clothing, which is held in reception.

The Board considers that some flexibility should be given to ensure that men are allowed at least their basic requirements of personal underwear.

A lot of work and considerable expense have gone into the repair of washers and driers on the wings, which has reduced the number of complaints we had last year.

#### ***Food***

Food from the central kitchen is taken in heated trolleys to the 10 widespread wings. Since we have been allowed back into the prison as Covid restrictions have been lifted, we have been able to recommence monitoring this more closely.

Overall, the food is of an acceptable standard, although men do complain about the size of portions and that they find it unappetising, and often cold.

The intranet menu system has continued to work well, allowing the monitoring of special individual dietary requirements for the diverse cultural, religious and healthcare needs of the men. Special menus have been provided for a variety of cultural and religious festivals, which appear to have been well received.

Black History Month was celebrated with displays and appropriate meals on the prisoners' menu choice. Men taking part in Ramadan and Eid were also well catered for.

The Board has frequently observed very little supervision by staff at the servery area during the serving of meals. In addition, despite the best efforts of the kitchen manager, the testing of the temperature of the food at the servery by the use of a food temperature probe rarely happens. Consequently, it is difficult to monitor any queries regarding the food temperature, or indeed that the process meets food standard requirements.

## **5.2 Segregation, special accommodation**

The segregation unit is a purpose-built, single-storey building containing 20 cells. One cell is used for special accommodation. Two other dry cells, with traps, are used for checking prisoners who are suspected of having secreted items on their person. There is a communal shower facility on the unit and two outside exercise yards. Throughout the year, men have been given a period of at least 30 minutes of outside exercise each day and have been given the opportunity of a daily shower.

The number of men held in the segregation unit has increased this year to 341, although the number of men held for more than 42 days has fallen. Generally, men are being held for less time in the segregation unit.

The Board is particularly watchful of men held under Rule 45A (segregation for own protection), as they can be particularly vulnerable, especially as current population pressures make inter-prison transfers difficult.

Adjudications have been held in the unit within 24 hours of men being placed on report (excluding Sundays or Bank Holidays). This year, members of the Board have not attended adjudications as often as we would have liked, merely due to the size of the IMB team.

Although, the Board does not receive many applications regarding adjudications, the ones we do receive often enquire about the appeal procedure for an adjudication. We will monitor this more closely in the coming year.

The unit is visited on a regular basis by mental health, the chaplaincy and a member of the IMB, as well as daily visits by the duty governor. IMB members regularly check all documentation in the unit, including daily logs, history sheets and ACCT forms. A Board member attends segregation reviews when available, and these reviews are always attended by a member of the mental health team.

Overall, the Board has no concerns regarding the use of segregation, despite the increase in occupancy.

	2022/23
Number of men placed in segregation unit	341
Rule 53	61
GOOD (good order and/or discipline)	77
Rule 45A (own protection)	12
Cellular confinement (CCs)	91

	2021/22	2022/23
Number of men placed in segregation unit	185	341
Average population in segregation unit	8 - 12	10
Number of men held in unit for more than 42 days	17	7
Number of IMB visits to men in segregation unit	51	52
Number of individual segregation reviews attended	167	210

### 5.3 Staff-prisoner relationships, key workers

Staff-prisoner relationships appear to be good (Appendix 4, question 5), and the prison made concerted efforts towards the end of the reporting year to increase the number of key worker sessions.

The prison has an expected role of 199 prison officers, of which 180 are in post. Of these 180, 53 have less than two years' service.

Whilst daily communication with prisoners is good, what appears to be lacking is the ability of prison officers to provide answers to prisoners' problems and issues. Given that the act of imprisonment removes an individual's ability to resolve things, there is an increased reliance on others for assistance, particularly staff members.

The high numbers of prisoner complaints (COMP1s), some with poor responses, the extremely high number of property complaints, the measuring the quality of prison life (MQPL) survey observations, and high numbers of applications to the IMB (page 23) all suggest that prisoners' issues are not being dealt with at the prison officer level.

### 5.4 Equality and diversity

There were 90 discrimination incident reporting forms (DIRFs) completed by prisoners and staff in the reporting year, down by two from last year; 85 were submitted by prisoners, the remaining five by staff.

The three highest characteristics raised in the DIRFs were discrimination on the grounds of race (60), disability (18), and religion (19). There was also one about marriage and one about sexual orientation.

Scrutiny panels met to ensure that DIRFs were answered both correctly and promptly. In the reporting year, 64 had not been completed in the timescales; this is nearly double from last year.

However, it is disappointing that there is no external scrutiny of the DIRFs.

The delay in responses to DIRFs was consistent, with some concern by the Board regarding the complaints system at HMP Lindholme in general. As deadlines for responses to complaints have been missed, this has led to prisoners feeling frustrated.

HMP Lindholme has a diverse prison population, many from differing racial and ethnic communities on the outside. The population make-up in the reporting year was approximately 66% white, 26% black, Asian and minority ethnic, and 8% other. There were 43 foreign national prisoners. The prison continued to discuss and actively engage regarding issues of race and ethnicity in regular equality and diversity meetings.

There are at present 164 older prisoners who are over the age of 45. Last year they were accommodated on J wing in refurbished cells and an association area that met the needs of the population. Due to the prison operating at near full capacity, unfortunately, these older prisoners are now accommodated in the general population.

Prisoners with declared disabilities made up 32.18% of the total prison population of 926. The main reasons for a declared disability were mental illness, 8.9%, and reduced mobility, 6.9%.

This brought further problems logistically (access to wings and cells) due to the nature of HMP Lindholme and its category as a training prison.

Towards the end of the reporting year, the Prison Equality Action Team meetings recommenced, which is a welcome step forward after their suspension during the Covid pandemic.

Finally, the Board is optimistic that the appointment of an equalities manager at the end of the reporting year will deliver more progress in the area of equality and diversity.

## **5.5 Faith and pastoral support**

The chaplaincy team at HMP Lindholme is staffed by 14 members from a multitude of faiths, including Church of England, Roman Catholic, Free Church, Muslim, Buddhism, Judaism, Jehovah's Witnesses, Paganism and Quaker, as well as a free church volunteer and a Christian Science volunteer.

The chaplaincy continues to deliver a variety of services for regular days and festivals, as well as faith courses and studies within chaplaincy since the pandemic. The Jehovah's Witnesses have now returned after a three-year hiatus, which is good

news. The chaplaincy is looking to expand further its volunteer base as there has been some interest.

The team continues to nurture the prisoners with their faith and wellbeing in whatever way they can. This includes the use of the in-cell phones and laptops, with lots of material being uploaded, making faith more accessible. The team still delivers resources to those who request it, and this is conducted by the recently appointed peer mentor.

The peer mentor also conducts induction for new arrivals, in addition to the reception conducted by chaplains, and can support and signpost as required. He also regularly visits the wings highlighting chaplaincy services and providing information and support.

The chaplaincy continues to find dynamic ways to support the prisoners and use both local and national charities to gain funding and resources. This includes the Irish Council for Prisoners Overseas (ICPO), who recently carried out a visit for the Irish prisoners. For example, recently funding has been obtained for more religious material for prisoner use. This allows for more material to be put on the wings so the prisoners can choose to use it.

The chaplaincy has also expanded its prisoner support with the 'Letter Link' project. This allows prisoners to have a pen pal and engage with the outside. It is now looking to start an Angel Tree project, which allows prisoners to request gifts to be sent at Christmas. Both of these are through the Prison Fellowship.

The veterans continue to meet regularly with the supporting charity Care after Combat. The number of veterans has now reduced to seven and all were able to take part in the recent Remembrance Day Service, as is traditional. They were also involved in the remembrance board in the library.

## **5.7 Complaints**

The business hub received nearly 3,500 complaints, as shown in the table below. Despite the concerns we raised last year, prisoners still express their dissatisfaction with how well they are handled. Of the 598 men who answered the IMB survey in November, a surprising number, 124, stated that they did not know how to use the prison complaints system. Forty per cent, 233, stated that complaint forms were not readily available on their wing or spur, and only about a quarter of those who had made a complaint, 112, stated that it had been answered in the prescribed timescale. (Appendix 4, questions 17-19.) Receipt of a complaint was not routinely acknowledged by the business hub, so very often men had no idea whether any action had begun on their complaint. Furthermore, the quality of the responses to complaints was sometimes poor, leading to misunderstandings by the originator and applications being sent to the IMB to ask for assistance.

Prisoners were able to make applications to the IMB using their laptops for a trial period from July 2022 to January 2023. During that time, the IMB responded to 80

applications which drew our attention to problems men were having with the complaints system.

Month	Comp 1	Comp 1A	Com 2
Feb 22	201	25	3
Mar 22	250	27	9
Apr 22	239	29	10
May 22	290	30	12
Jun 22	261	30	9
Jul 22	222	9	7
Aug 22	251	24	7
Sep 22	309	32	23
Oct 22	258	17	20
Nov 22	249	18	10
Dec 22	203	18	17
Jan 23	251	29	22

In November, the deputy governor announced that, following discussions with prisoners and staff, the procedure for dealing with complaints had been reviewed and better control would be exercised.

As a result of this, from January 2023 the procedure will now include

- acknowledgment of the receipt of a complaint in the business hub
- tighter control over timeliness of responses
- better supervision of the quality of responses
- routine quality assurance of responses

The IMB has agreed to be included in the monitoring of replies to complaints, and as such will independently carry out a quality assurance check on a small number of responses to complaints each month.

## 5.8 Property

Every year, loss of property is the top category for formal complaints made at Lindholme. This is confirmed by the number of IMB applications received (295 for

property internal and external), see page 23. However, given that reception had almost 2,500 digital applications during our reporting year, the evidence suggests that there has been no improvement in this emotive area.

Many of these applications relate to property missing during a transfer from another prison, and much time, effort and resources are expended at Lindholme dealing with this, and the prisoner still does not have his property.

The system is, as the IMB has often commented, unreliable, outdated, bureaucratic and lacking in a single point of responsibility.

Transfers between prisons and cell clearances are the most common sources of problems. The latter is one in which staff knowledge and adherence to correct procedures appear to be lacking.

Currently the Board has little confidence that the situation is likely to improve, given the high population pressures and low levels of staff experience.



## **6. Health and wellbeing**

### **6.1 Mental health**

During the reporting year, there were 640 mental health referrals. Most were dealt with on time, or within five days, and missed appointments were usually due to the prisoner not attending. There is no waiting list for referrals, although once seen by the mental health team (MHT) a decision may be taken to place the prisoner on a MHT worker's caseload; at the end of the reporting year, there were 63 prisoners on the MHT caseload.

A prisoner may request a referral by an application to healthcare, or by speaking to their wing staff. If a prisoner is placed on an ACCT, then they will be seen by the mental health team within 24 hours. All the prisoners in the segregation unit are seen by the mental health team on a daily basis.

After the assessment of the prisoner there is a mental health team meeting to decide what is the best treatment for the individual. If necessary, they may be placed on a waiting list for an appointment with a GP, psychologist or a psychiatrist, and medication can be prescribed by the GP or the prescriber, taking into account any history of substance misuse.

Once a week a safer prescriber meeting is held to discuss individual prisoners' medication requirements, especially prisoners, for example, with ADHD, heart problems or who are taking antipsychotics or have a history of substance misuse.

As the prison has returned to the normal regime after the pandemic, there has been an increase in telephone calls to mental health by prisoners, and wing staff have made more requests for referrals. Posters have been placed on the wings encouraging the men to ask for help if they need it, and also the key worker sessions have resumed giving each individual a chance to voice their concerns.

One prisoner was transferred to a secure mental hospital during the last reporting year.

### **6.2 Drug and alcohol rehabilitation**

The prison included in its delivery plan, 2022-23, the creation of a mixed incentivised substance free living (ISFL) and drug recovery unit. Work on this started in March 2022 using a separate building – L Wing – which can accommodate up to 60 men in double cells, all of which have in-cell toilet and shower facilities. The unit is staffed by selected prison staff and dedicated medical staff, who provide a good measure of continuity.

Men do go out to work and education where appropriate, and do get the opportunity to go to the gym, but they exercise in their own yard next to the unit, rather than on the main prison yard. Meaningful activities are organised on the wing every morning and afternoon, except weekends, and these are either staff or prisoner led by peer mentors.

Prisoners coming onto the unit undergo a recovery programme for the first few weeks, tailored to individual needs, then progress to ISFL, which leads on to them becoming peer mentors. Progression from there is planned to be for men to return to normal prison accommodation where they will become peer mentors.

There are currently 58 men on the unit, with a further 30 on the waiting list. During the course of the year, a few have moved on to other prisons, either category D or pre-release prisons, but as yet none have moved back to normal accommodation to act as peer mentors.

It is difficult to assess the success of the unit, other than that there is very little poor behaviour or violence because the staff-to-prisoner ratio is so much higher than elsewhere in the prison. Men much appreciate the individual attention they receive.

The IMB commends the initiative taken to address the problem of rehabilitation, and looks forward to a more quantifiable measure of success of the unit, which should be possible during the course of the coming year.

## **7. Progression and resettlement**

### **7.1 Vocational training, work**

HMP Lindholme is a large site with a large area of the prison designated for the workshops, which are a mix of training and contract workshops.

However, the Board is concerned at the current levels of prisoner attendance in these workshops. Weekly figures show an average of 79% (am) and 76% (pm) attendance rates. However, if wing cleaners and orderlies are removed from these figures, then the percentages are less favourable at 70% (am) and 64% (pm).

Whilst the board acknowledges that efforts have been made to rectify this, there has been little improvement. As the prison seeks further investment in its infrastructure in order to maintain its role providing training for prisoners, it must improve the prisoner attendance rates in its existing workshops.

### **7.2 Offender management, progression**

Lindholme has a mixed team of 10 probation prison offender managers (POMS) and eight prison officer POMs, although only 14 are in post. The probation POMs deal with the more complex and high-risk cases, of which at present there are 646, and any staffing pressures impact on the ability of the POM to deliver the quality and intended outcomes in their work with these prisoners.

However, in the IMB prisoner survey, only 56% of prisoners indicated that they had discussed their sentence plan with their POM.

Each month, the POMs' caseload remains static, for example in December 2022, there were 42 cases outstanding at the beginning of the month and 43 outstanding at the end. This is due to more cases transferring in than have been completed.

The evidence indicates that there is a lot of pressure on the POMs. The Board acknowledges this heavy caseload and the good work that is done by the staff of the offender management unit (OMU), however, we are concerned that this pressure is diluting the time available for effective sentence management - specifically, all prisoners having an up-to-date OASys (offender assessment system) assessment, timely reviews and prisoner engagement.

In addition, although Lindholme is not a resettlement prison, an average of 11 prisoners are released each month. This requires additional work to be prioritised in order to hand the case over to the community offender manager.

Only seven men have been released on home detention curfew (HDC) because the majority of men are serving sentences in excess of four years.

HMP Lindholme no longer runs the offending behaviour programme Resolve, leaving the Thinking Skills Programme (TSP) as the sole offending behaviour programme. Up to November there were two facilitators to run the courses, with 10 men on each course, but since November there has only been one facilitator and the course has

been run on a one-to-one basis. This approach has had a mixed reaction from prisoners.

To date 44 prisoners have started the TSP course, 33 have completed it and 142 suitable prisoners are on the waiting list. It is hoped that more staff will be available soon, as current staffing levels are insufficient to reduce the backlog of prisoners waiting to attend an offending behaviour course which has been designated as part of their sentence plan to reduce their risk of reoffending.

### ***Imprisonment for public protection (IPP) prisoners***

As of the end of the reporting year, there were 41 IPP prisoners in HMP Lindholme, of whom 36 had been recalled back to prison. This is a slight increase from last year. However, given the publication of the government response to the Parliamentary Select Committee report and its recommendations, it is vital that HMPPS implements positive and effective measures to enable this group of prisoners to progress through their sentence.

A future approach should address their unique situation and provide a platform for them to make progress towards their release.

## **7.3 Family contact**

The Board is pleased to note that social visits were back up to 40 every day, except Tuesdays.

Family days are back up to nine per year and enable 30 families at a time to visit. Although this is good, it still means that only 270 prisoners a year can have a family day.

It is hoped that in the very near future the café in the visits hall will be able to sell hot food, with payment terminals being installed to facilitate this.

## **7.4 Resettlement planning**

HMP Lindholme transferred 165 men to category D open prisons in the last 11 months, leaving only 11 prisoners on the waiting list. This is a considerable improvement over the year.

However, recent changes to criteria for prisoners to move to open conditions have resulted in a significant reduction in the numbers of prisoners being approved for open conditions. The Board will monitor this more closely in the coming year.

Each month, on average, 37 prisoners have been transferred to a category C resettlement transfer prison. HMP Lindholme is not a resettlement prison and yet 123 prisoners were released during the year. Many of these were released at their sentence expiry date (SED), some as a result of being recalled to prison (licence recall); others did not get transferred to a resettlement prison before release.

Unless prisoner resettlement transfers are resumed, this trend of releases from HMP Lindholme is likely to continue. At present, there are 212 prisoners in their resettlement window, which is between 10 and 24 months from the end of their sentence, and 115 prisoners have 16 months or less of their sentence to serve.

Some local measures are in hand to provide a limited resettlement service, including creating an employment centre which will provide advice on work and pensions, finance and debt management, and will also include a photo booth. However, the Board is concerned that, unless a more structured approach is taken, significant numbers will continue to be released without undergoing adequate resettlement planning, particularly in respect of their accommodation needs.

## The work of the IMB

This reporting year has continued to be challenging for a number of reasons. The prison was running a reduced regime early in the year (stage 3), and staff took Covid tests as they entered prison. In July, the prison began to move to a full regime (stage 4) and removed the need for testing of staff. During this time, the Board members carried out their routine rota visits, particularly to understand how the prisoners were coping with the return to a more open regime.

As the year started, the Board consisted of four members and one member on a sabbatical. Two new members started in the spring, one finishing their induction before Christmas, the other resigning after a few weeks of their induction. This does mean that the Board is short in numbers, and has had to focus on the areas of concern. Nevertheless, the Board has managed to maintain a regular presence in the prison, carrying out weekly rota visits, covering many areas of the prison used by the prisoners, visiting the segregation unit every week and attending most segregation review board meetings. Members have also attended a variety of routine prison meetings.

In July 2022, the Board began a trial of using digital technology for prisoners' applications to the IMB. Whilst the Board was optimistic initially, the ease of access for prisoners resulted in a vast increase in the volume of applications. Consequently, this has severely hampered the amount of time the Board could use in monitoring areas of the prison. The trial was terminated in January 2023, not least because of the impact on the monitoring by the Board.

The national 0800 freephone line for IMB applications, that had been set up during the Covid lockdown period, has again proved invaluable, as replies could be made speedily using the in-cell phones that are available in all cells. This facility has continued throughout the year and, outside of the digital applications trial, the majority of applications to the IMB are made this way.

In November, a survey was conducted using the laptop technology. Whereas in previous years the Board contacted 100 prisoners randomly by telephone, using the laptops, the survey was completed by 583 prisoners. The survey questions were broadly similar to the previous survey. (See Appendix 4.)

Previous surveys had indicated that some 50% of prisoners either were unaware of the IMB or found it difficult to contact us. The recent survey of 583 prisoners found that 29% of prisoners (169) had contacted the IMB. Whilst the trial of prisoner applications to the IMB using digital technology proved challenging, there is no doubt that it raised the profile of the IMB and made the Board more accessible.

## Board statistics

Recommended complement of Board members	15
Number of Board members at the start of the reporting period	6 plus one on sabbatical
Number of Board members at the end of the reporting period	5 plus one on sabbatical
Total number of visits to the establishment	344 (280 previous year)
Total number of individual prisoner segregation reviews attended	210 (167 previous year)

## Applications to the IMB (*plus digital applications, six-month trial*)

Code	Subject	Previous year 2021/22	Current year 2022/23	Digital apps 6 months 2022
A	Accommodation, including laundry, clothing, ablutions	7	5	<b>36</b>
B	Discipline, including adjudications, incentives sanctions	36	18	<b>58</b>
C	Equality	18	3	<b>14</b>
D	Purposeful activity, including education, work, training, library, regime, time out of cell	21	6	<b>38</b>
E1	Letters, visits, telephones, public protection restrictions	34	5	<b>81</b>
E2	Finance, including pay, private monies, spends	19	7	<b>51</b>
F	Food and kitchens	3	6	<b>30</b>
G	Health, including physical, mental, social care	40	21	<b>155</b>
H1	Property within this establishment	49	22	<b>97</b>
H2	Property during transfer or in another establishment or location	48	33	<b>143</b>
H3	Canteen, facility list, catalogue(s)	7	11	<b>58</b>
I	Sentence management, including HDC, release on temporary licence, parole, release dates, recategorisation	75	21	<b>37</b>
J	Staff/prisoner concerns, including bullying	55	20	<b>114</b>
K	Transfers	33	17	<b>124</b>
L	Miscellaneous, including complaints system	0	0	<b>78</b>
	Total number of applications	445	195	<b>1116</b>

## Appendix 1 Use of force

	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23
<b>Nos of UoF incidents</b>	12	21	18	15	33	15	21	10	18	38	33	34
<b>Cuffs</b>	9	9	6	7	20	6	13	7	9	19	13	14
<b>Guiding holds</b>	10	6	11	7	9	5	2	3	4	15	11	14
<b>PAVA</b>	0	0	0	0	0	1	2	0	0	0	0	0



## Appendix 2 – Analysis of incident reports 2021/2022 and 2022/23

### Incident reports 2022/23

Category	Feb 22	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23	Total year 22/23	Last year 21/22
Assault - prisoner on prisoner	10	13	8	7	7	9	11	11	9	15	16	16	116	84
Assault - prisoner on staff	3	2	3	3	1	1	3	2	3	4	9	3	34	60
Drugs	23	3	16	13	23	21	22	17	21	26	14	22	199	166
Use of force	12	21	17	15	33	15	17	9	18	38	33	34	262	289
Substance misuse (UTI)	15	18	14	13	11	48	9	15	31	22	27	29	223	188
Hooch	9	20	14	7	15	13	11	9	9	15	20	12	142	123
Self-harm	20	23	24	23	21	19	29	21	35	27	27	38	269	362
New ACCT	12	18	12	16	18	14	15	15	15	18	16	26	169	225
Weapon find	13	13	10	5	8	14	14	7	8	10	6	13	108	64
Death in custody	0	0	0	0	1	0	0	0	1	0	0	0	2	0
Telephones	7	9	4	7	11	10	14	16	12	20	13	11	123	46

## Appendix 3 – Monthly prisoner transfers and releases 2022/23

	Mar 22	Apr 22	May 22	Jun 22	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22	Jan 23
Home detention curfew	3	1	1	0	1	0	0	0	1	0	0
Released at CRD*	1	10	6	6	2	2	1	1	1	0	1
Released at SED**	2	3	4	4	2	1	0	0	1	1	0
Released on parole	8	9	5	12	2	4	1	4	12	6	4
Total nos of prisoners released	14	23	16	22	7	7	2	5	15	7	5
Other cat C prison transfers	70	51	31	47	58	41	55	39	38	31	7
Cat C resettlement Transfers	68	47	30	45	43	32	54	34	26	23	0
Transfers to cat D	12	18	23	11	30	27	0	10	16	7	11
Cat D waiting list	68	65	61	71	46	21	32	31	27	21	11
Nos of prisoners in their resettlement window (10-24 months) at end of each month	244	244	255	247	239	256	240	201	214	215	212
Nos of prisoners with 16 months or less to serve	174	124	90	79	88	121	121	112	100	103	115

\*CRD – Conditional release date

\*\*SED – Sentence expiry date

#### Appendix 4 – prisoner survey, November 2022

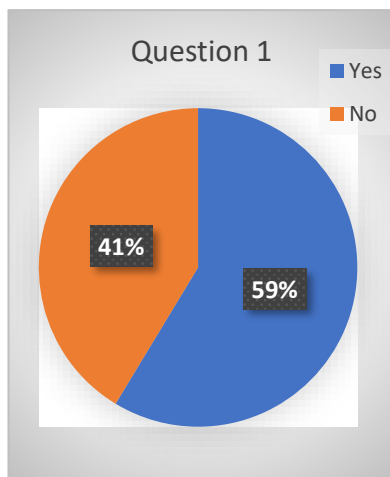
Survey conducted using prisoner laptop digital technology; the survey ran for seven days. The prison population at that time of the survey was 920, and 583 prisoners completed the survey, giving a response rate of 63%.

Total number of responses:

Nov-22 **583**

**Nov-21 98**

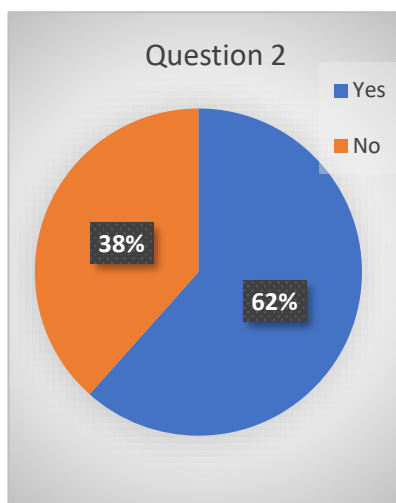
1. When you arrived at the prison did all your property arrive with you?



Yes	No
342	241
59%	41%

**2021**  
**71% 28%**

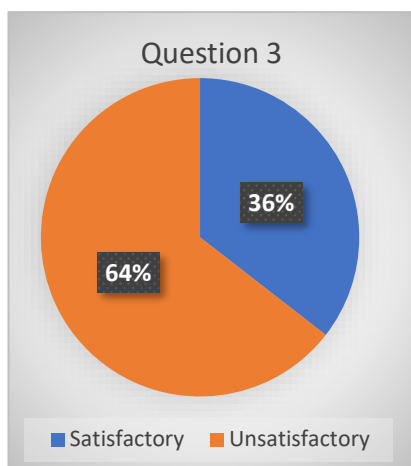
2. Is your cell adequate?



Yes	No
359	224
62%	38%

**2021**  
**70% 30%**

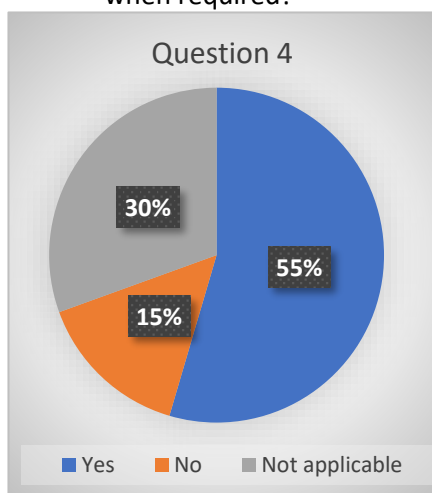
3. What is your opinion of the food?



Satisfactory	Unsatisfactory
207	376
36%	64%

2021  
47% 53%

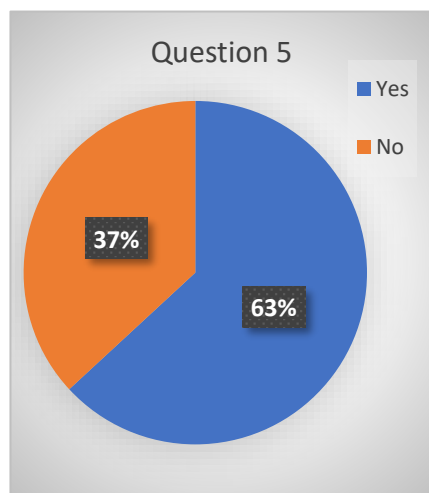
4. Do you have access to a listener when required?



Yes	No	Not applicable
318	87	178
55%	15%	30%

2021  
42% 22% 36%

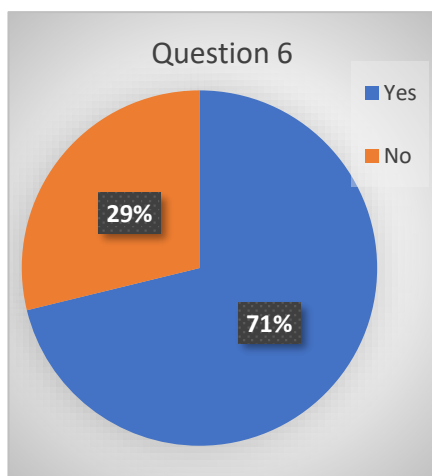
5. Are you treated with respect within the prison?



Yes	No
368	215
63%	37%

2021  
78% 22%

6. Do you have a key worker?

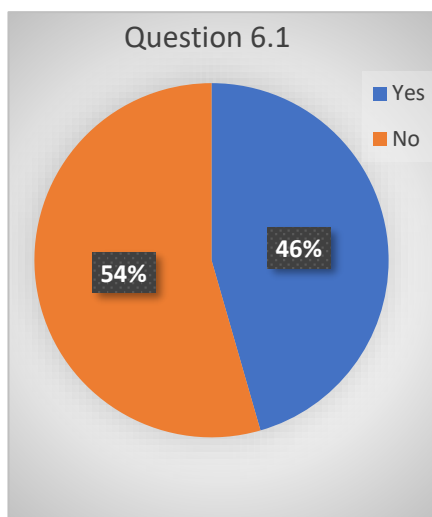


Yes	No
415	168
71%	29%

2021

No similar question

6.1 Have you spoken to your key worker within the last 14 days?

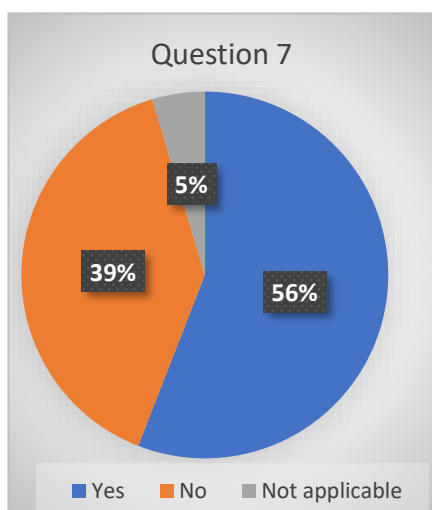


Yes	No
189	226
46%	54%

2021

No similar question

7. Have you been able to discuss your sentence plan with your offender manager (POM)?



Yes	No	Not applicable
326	230	27
56%	39%	5%

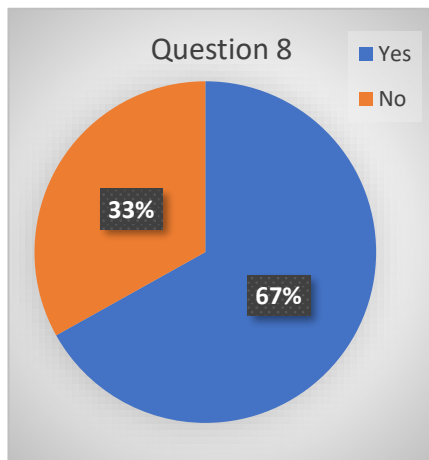
2021

59%

40%

1%

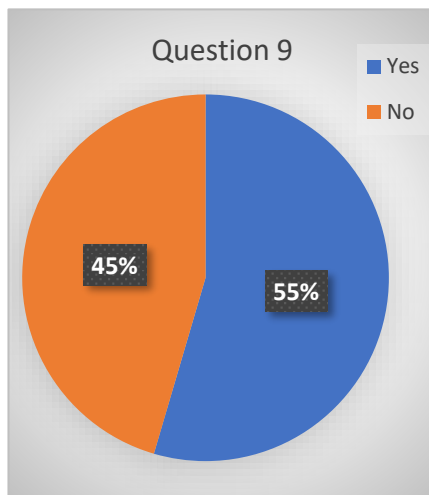
8. Do you feel safe in this prison?



Yes	No
390	193
67%	33%

2021  
81% 19%

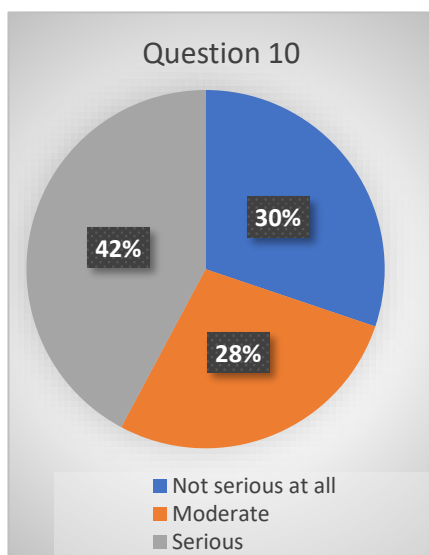
9. Are you aware of victimisation, racism or bullying of any kind?



Yes	No
318	265
55%	45%

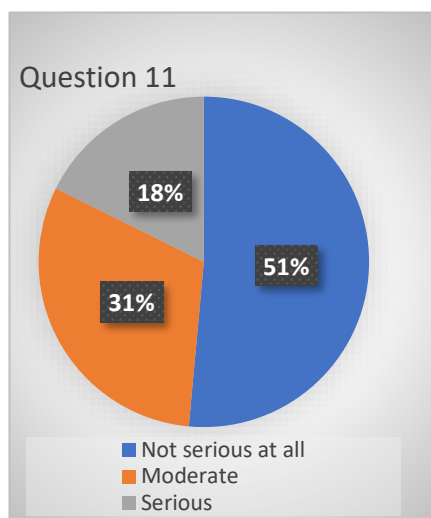
2021  
55% 45%

10. How serious is the drug problem in this prison?



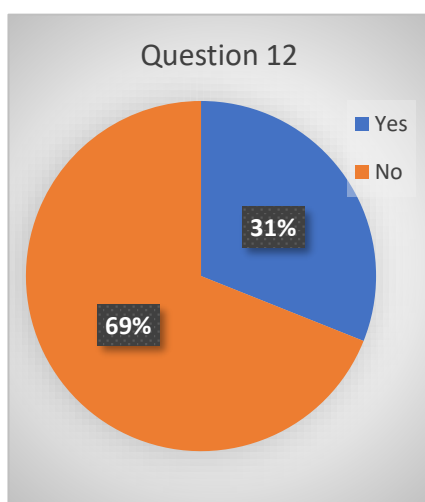
Not serious at all	Moderate	Serious
176	161	246
30%	28%	42%
2021 18%	49%	33%

11. How serious is the alcohol problem in this prison?



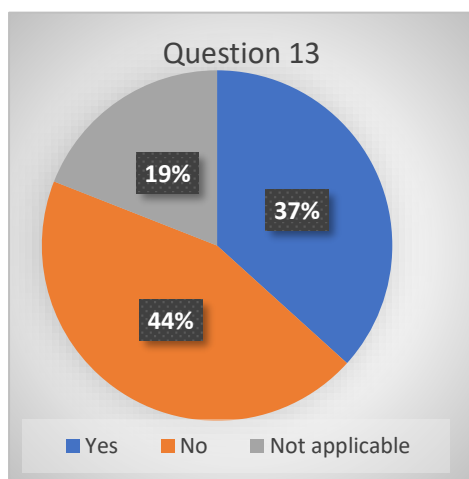
Not serious at all	Moderate	Serious
300	180	103
51%	31%	18%
2021		
50%	37%	13%

12. Do you find it easy to access healthcare?



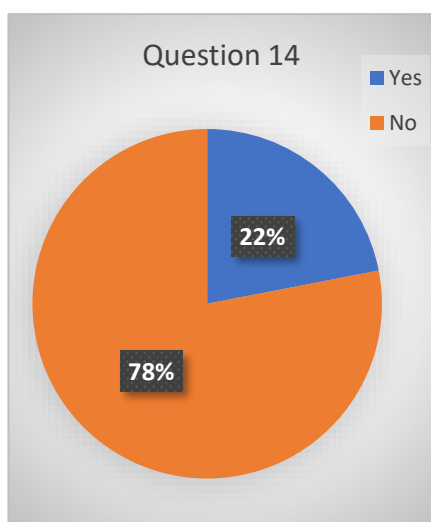
Yes	No	
181	402	
31%	69%	
2021		N/A
42%	53%	5%

13. Are your visitors able to obtain a visiting order easily?



Yes	No	Not applicable
214	258	111
37%	44%	19%
2021		
49%	30%	21%

14. Have you used the video calls facility?



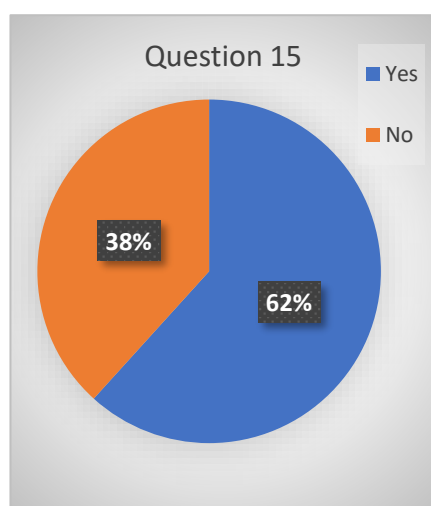
Yes	No
128	455
22%	78%

2021

26%

47%

15. Does your family find video calls easy to use?

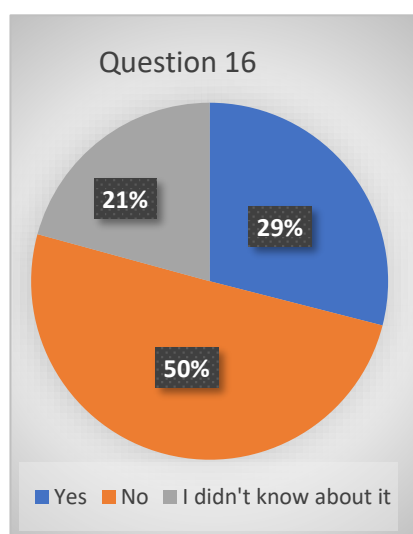


Yes	No
79	49
62%	38%

2021

No similar question

16. Have you used the IMB application form on your laptop?

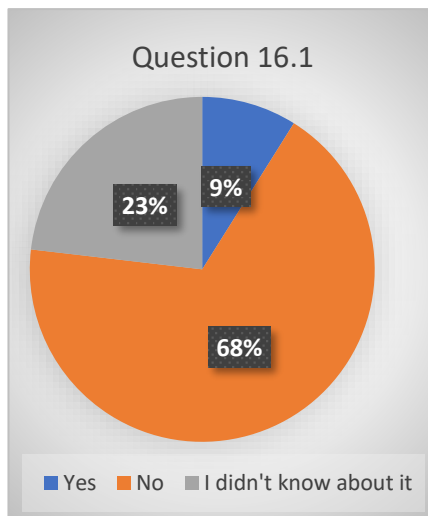


Yes	No	Unaware
169	293	121
29%	50%	21%

2021

No similar question

16.1 Have you used the IMB 0800 applications telephone number?

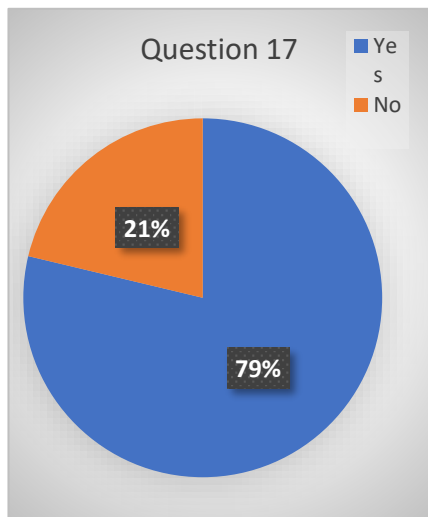


Yes	No	Unaware
52	396	135
9%	68%	23%

2021

No similar question

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



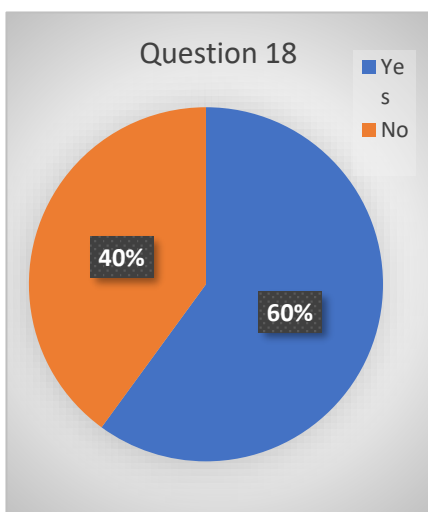
Yes	No
459	124
79%	21%

2021

96%

4%

18. Are complaint forms readily available on your wing/spur?



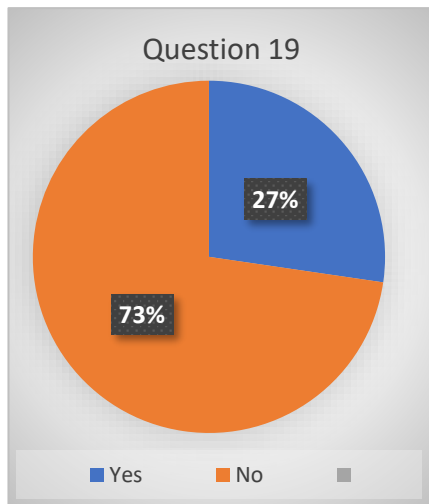
Yes	No
350	233
60%	40%

2021

No similar question



19. If you have made a complaint, was it dealt with within the prescribed time scale?



	Yes	No
	112	298
	27%	73%
2021		
29%		41%