



Annual Report of the Independent Monitoring Board at HMP Lindholme

**For reporting year
1 February 2023 to 31 January 2024**

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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, or CNA (the number of prisoners a prison can hold without being crowded), of 924, and currently has an operational capacity, or OC (the maximum number of prisoners that can be held without serious risk to safety, security, good order and the proper running of the planned regime), of 904¹.

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
- care and separation unit (CSU), 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 regard to improved fire safety requirements and security measures. This 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.

¹ Figures included in this report are local management information. They reflect the prison's position at the time of reporting, but may be subject to change following further validation and therefore may not always tally with Official Statistics later published by the Ministry of Justice.

3. Key points

3.1 Background to the report

The report covers the first full year of a normal prison regime since the Covid pandemic.

In the Board's opinion, the use of in-cell technology (laptops) has continued to be successful and more readily allows prisoners access to information and a simple process for making an application to various departments.

The Board continues to monitor the possibilities of reinstating a digital application process for prisoners to access the IMB. To date, the Board numbers are not sufficient to proceed with this.

During the reporting year, the Board became more aware of the problems that illegal drugs are causing in the prisoner population. Unfortunately, this area of concern was not able to be included in this year's report. The Board intends to make this a priority issue in the next reporting year.

In the summer of 2023, the prison received an unannounced visit by HM Inspectorate of Prisons (HMIP). They plan to return later in 2024 to check on progress.

3.2 Main findings

Safety

Once again, the IMB was able to conduct a survey using the laptop technology, which was completed by a slightly lower percentage of prisoners than last year, 2022. The results are in Appendix 4.

The prison population pressures continue to make the management of prison safety difficult. Consequently, the Board is not surprised that the overall feeling of safety has reduced. This year's survey results indicate that prisoners feel less safe this year than previously, in 2022. There are likely to be a number of factors influencing these responses, which are outside the scope of the survey. However, the Board is pleased to note that there is a high awareness of the Listeners scheme (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) and how to access it if required.

Fair and humane treatment

The Board must, once again, report our disappointment at the continuing use of cells designed for single occupancy being authorised for double occupancy. This year's survey again reflects that prisoners feel treated with respect at Lindholme. Given the daily pressures, this is a positive reflection of the efforts made by staff to provide a decent standard of environment for prisoners, whilst treating them fairly and humanely. However, the Board believes the practice of using single cells for two people undermines all the other efforts to treat prisoners fairly and humanely.

Health and wellbeing

In general terms, the Board, once again, believes that the prisoners health and wellbeing needs are being met. Much effort has been exerted in improving access to healthcare services, although this is not reflected in the results of the IMB survey.

The Board notes the high numbers of mental health referrals and gatekeeping assessments (this is an assessment under the mental health act to determine whether the prisoner needs treatment in a secure establishment).

Progression and resettlement

HMP Lindholme's role as a training prison continues to be dependent on maintaining sufficient workshop capacity to facilitate this role, which it has not been able to do. The delays in reaching a decision concerning the ageing infrastructure are disappointing and have an impact on workshop capacity.

The appointment of a new head of education, work and skills has been very positive, with changes to the policy on prisoner workshop attendance and other associated policies beginning to have a positive impact.

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. 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 7.5).

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

Mental health of prisoners in segregation

During the reporting year, the number of prisoners in the segregation unit waiting for a bed in a secure mental health facility has increased significantly. Given the amount of evidence indicating prolonged stays in segregated conditions are detrimental to mental health, it does seem to be a paradoxical situation, and one in which the prisoner's mental health is likely to deteriorate even further.

How – and when – does the Minister plan to tackle this serious issue?

TO HMPPS

IPP prisoners

The Board expressed concern last year at the number of men who remain in prison with IPP sentences. This year, the number in this prison has risen to 46, of whom 33 are licence recalls. The Board, once again, requests that more emphasis and engagement is given to implementing the HMPPS strategy to prepare these prisoners for release.

TO THE GOVERNOR

Property (internal)

There continues to be a high number of applications to the Board regarding issues with property missing within the establishment. This includes cell clearances and other reasons for the movement of property. The Board requests that this be addressed.

Kitchen: food trollies

Plans have been discussed for many months, with little improvement. The Board asks that this area be given a higher priority and resources be allocated to achieve a long-term solution.

Discrimination incident report forms (DIRFs): external audit

During the reporting year, the external review of DIRFs has, unfortunately, not yet happened. The Board regards external oversight as a vital measure of the veracity of the prison's systems.

3.4 Progress since the last report

- The prison estate continues to be under extraordinary pressure from an increase in prisoner population. This pressure has widespread consequences, including the reduction in access to offender behaviour programme (OBP) courses, managing vulnerable prisoners, resettlement transfers, an increase in violence and ensuring adequate resettlement options for those who the prison discharges. Despite these pressures, the Board's observations of daily routine and the IMB prisoner survey indicate that prisoners still feel respected by staff.
- The Board is pleased to report that the response of the senior management team to tackle any issues that arise is positive, acknowledging both the difficulty and reality of each situation. This response offers hope in an increasingly difficult era.
- The prison kitchen has been able to deliver a good offering of food, despite the many infrastructure problems it faces. The daily challenges in this department are overcome with seemingly endless enthusiasm, without which the outcome would be much different.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

At HMP Lindholme, there is a large reception area that aims to ensure a two-hour turnaround from 'bus to wing'. There is a dedicated induction wing and all prisoners have a two-week induction programme which, due to population pressures, sometimes means it is completed elsewhere in the jail.

In recent months, the induction programme has become more focused and is targeted towards the needs of the prisoner, which means they are much more actively engaged with the process of careers, education and progression. A weekly sequencing meeting has been introduced for all new prisoners, which is designed specifically to engage more with the prisoner regarding career aspirations and their current skill set. Although this is in its infancy, it is aimed at ensuring allocations are more purposeful and to allow progression to take place. The initial feedback is that it is starting to improve attendance in education/workshops and there are fewer requests to change activities.

At the same time, the local incentives scheme, which rewards good behaviour, has been remodelled. It has reduced the amount of private cash a prisoner on the lowest level of the scheme can spend which, hopefully, will help to improve attendance in both education and workshops.

4.2 Suicide and self-harm, deaths in custody

There were two deaths in custody during the reporting year. The prison also received reports about two deaths in custody that occurred last year, and created an action plan from the recommendations accepted by the prison. The action plan is regularly reviewed and updated, and the Board has no concerns about the implementation of recommendations by the prison.

4.3 Vulnerable prisoners, safeguarding

There are occasions when prisoners find themselves in a difficult situation, often of their own making, and, perhaps, due to prison culture, are unable or unwilling to speak to prison staff. If the prisoner does not wish to involve prison staff, the options for potential solutions are limited, particularly as current reductions in inter-prison transfers have reduced the chances of a transfer. Collectively, this group may be referred to as vulnerable prisoners (VRs).

The prison encourages prisoners to take part in the prison regime, although some prisoners have had a separate regime, locally referred to as a VR regime, and a small group of other prisoners choose to self-isolate and not take part in the prison regime at all. The Board has been concerned about this for some time.

Contact with several prisoners in these groups has established unrealistic expectations of the regime offered to them: prisoners expected to be completely isolated from other prisoners, which was not the prison managements' intent, as the plan was to encourage integration and demonstrate that the prison was safe.

In addition, prisoners tell us their meals were brought to their cell by a prison officer.

However, towards the end of the reporting year, the policy of vulnerable prisoners was reviewed and a simpler strategy, called a 'supported regime', was implemented. This has resulted in three prisoners who have chosen to self-isolate, and 12 prisoners who are now on the supported regime. The Board welcomes the simpler process and improved monitoring of prisoners needing additional support, the main thrust of which is encourage all prisoners to take part in the regime.

4.4 Use of force

From the Board's observations, the use of force in the prison is neither disproportionate nor discriminatory. The policy is underpinned by monthly meetings reviewing statistics and trends and, more importantly, by the weekly use of force scrutiny panel. This panel has the full confidence of the Board and regularly reviews randomly selected incidents and those incidents where PAVA (an incapacitant spray) was drawn (ten times) or used (six times).

There are many positive outcomes, including identifying poor interventions by staff that were dealt with appropriately, identifying opportunities for further training and encouraging the use of body worn video cameras by prison staff. During the year, this panel was viewed as a model of best practice by the operational and system assurance group, with another prison showing an interest in adopting similar processes and procedures.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

Residential accommodation

There are 10 accommodation wings, consisting of six former RAF dormitories converted for use (referred to as spurs), and four purpose-built wings. Work began in 2020 to improve fire safety and shower facilities. This is still ongoing and requires a reduction in the overall operational capacity.

The Board is pleased to note that some of smaller spurs are being designated for older prisoners, although this does not appear to be a strategic decision.

Within the purpose-built wings of G, J and K, 86 of the cells have been authorised for double occupancy. This is a decision imposed on the prison in response to the increase in prisoner population nationally. Whilst the Board recognises the extraordinary pressures that HM Prison and Probation Service (HMPPS) is under, we feel that double occupancy of cells designed for one person is an abhorrent practice, given that men are being held in what is essentially a toilet cubicle. The Board awaits with interest any response to a reduction in population pressures.

In the response to the IMB prisoner survey, 64% of prisoners indicated that cell temperature was an issue (See Appendix 4). This has been highlighted in an HMIP report and it would seem that the air vents in the windows are often not working. The Board feels this issue deserves more attention and a suitable programme of works to fix them.

Food

Last year, the kitchen received a disappointing report after an inspection by Doncaster Council, as well as adverse comments after the HMIP visit. The prison responded with robust action plans, which resulted in more funding being given to the prison to tackle the issues raised. The Board notes the extraordinary energy and enthusiasm of the kitchen manager in producing a varied menu offering suitable choices.

Despite these positive steps, the Board is disappointed at the slow pace of progress in implementing some of the repairs, replacements and general maintenance in the kitchen infrastructure. Although the Board can confirm that significant progress has been made, it must be noted that important elements of work remain.

Another continuing problem is the maintenance of the food trollies. These are used to transport food from the kitchen to the accommodation area at the correct temperature, ready to serve. A significant feature of HMP Lindholme is its vast footprint. While in some prisons a food trolley may trundle along a corridor between the kitchen and wing, at Lindholme it may have several hundred yards of rough terrain to traverse. Consequently, the wear and tear on trolley wheels and chassis means they barely last six months before needing replacing. Whilst plans have been put in place to address this, progress has been glacial, resulting in it being a continual problem, which undermines any other progress made by the kitchen team.

Despite the Board's observations of the problems the kitchen is experiencing, they continue to offer a varied menu catering to the wide cultural and religious and

healthcare needs of the men, including menus for special occasions such as Black History month. In addition, systems are in place to communicate with prisoners, often making changes and improvements in response to prisoners' complaints.

The Board continues to have little faith that the temperature of food is being recorded by wing staff before it is served to the prisoners on the wing. Consequently, it is difficult to monitor any queries regarding the food temperature or, indeed, whether the process meets food standard requirements.

The Board wishes it to be noted that, despite the challenges, it commends the enormous effort made by the kitchen manager and staff to provide quality food to prisoners.

5.2 Segregation, special accommodation

The segregation unit, also known as the care and separation unit, or CSU, is a purpose-built, single-storey building containing 20 cells. One cell is used for special accommodation (where items such as furniture, bedding and sanitation are removed in the interests of safety). Two other 'dry' cells (which have no running water), with traps, are used for checking prisoners who are suspected of having ingested contraband. (When the prisoner needs to use the toilet, they have to use a bucket or bedpan, which can then be inspected. 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 the opportunity to shower daily.

The number of men held in the CSU has significantly increased this year, to 505 (which could include prisoners who have been held in the unit several times, and/or under different rules). In addition – and of more concern to the Board – is the fact that the number of men held in excess of 42 days has risen to 15.

The Board is aware of what is referred to as 'population pressures' and the knock-on effects of this. In addition, many of the prisoners in the CSU for lengthy periods are waiting for a bed in a secure hospital, having passed a gatekeeping assessment, with one man held for 139 days before transfer. This is of particular concern to the Board as, despite the excellent care demonstrated on a daily basis by the CSU staff, lengthy periods of segregation are detrimental to mental health.

The population pressures referred to earlier add to the frustrations of prisoners wanting a transfer. This occasionally results in infractions of prison discipline in order to be placed in the CSU; the prisoner then refuses to leave the unit and continues to breach prison discipline until he gets a transfer.

The CSU is visited on a regular basis by chaplaincy and a member of the IMB, as well as having daily visits by the duty Governor and a member of the mental health team. IMB members regularly check all documentation in the unit, including daily logs, history sheets and assessment, care in custody and teamwork (ACCT) forms. During these regular checks, the Board has noticed that the authorising Governor's reasons for initial segregation are sometimes rather brief and not always as detailed as they could be.

Nevertheless, despite the increase in occupancy, the Board have no concerns regarding the management of CSU or the care given to the prisoners.

5.3 Staff and prisoner relationships, key workers

As reported in the last report, from the Board's observations, staff and prisoner relationships remain generally good. From the November 2023 survey, 62% of respondents said they were treated with respect.

There is still a high turnover of staff, with 64 of the current 199 prison officers having served less than two years. Some prison officers appear to lack the ability to resolve prisoners' problems and there have been occasions when matters needed to be escalated to a higher level more quickly.

The prison has made a major effort in allocating key workers. In the survey, 87% prisoners said they have a key worker. However, taking a small sample of 17 randomly selected prisoners over a 15-week period between the end of September 2023 and the beginning of January 2024, it appears that, on average, key workers are only seeing their allocated men about once every 3-4 weeks. Quality assurance of key worker reports is carried out by custody managers. While there is higher level co-ordination of the considerable effort that is put into this work, the Board considers it could be better focused on identifying the prisoners who need this service most.

In the Board's opinion, the benefit of the system in improving the transition of the prisoner through his sentence and into release is difficult to assess and virtually impossible to quantify.

5.4 Equality and diversity

A total of 78 discrimination incident report forms (DIRFs) were submitted by prisoners and staff this year (90 last year), all of which were taken to full investigation. The majority were submitted in the first half of the year. Internal scrutiny panels met to ensure that the DIRFs were answered correctly and on time. During the first half of the year, 14 (26%) were not completed in the correct timescale. However, following the arrival of the new equalities manager, this has improved to such an extent that now only six were not completed on time. As yet, no external scrutiny of DIRFs has taken place, but arrangements are in hand for it to be undertaken over the next year by the Zahid Mubarak Trust.

The Board welcomes the appointment of an equalities manager, who has instigated a greater focus on equality and diversity. This has resulted in a number of specialist events throughout the year, such as Black History Month, as well as regular focus groups and prison equality action team (PEAT) meetings.

5.5 Complaints

Work began early in the reporting year to provide some quality assurance of prisoners' complaints and a digital acknowledgement receipt of a prisoner's complaint. The quality assurance work has progressed well and a small number have been seen by the IMB, with satisfactory results.

However, the Board's concerns remain, as replies gathered from the IMB survey found that whilst the majority of prisoners (81%) knew how to use the prison complaints procedure, only 64% said that complaint forms were readily available on their wing or spur.

Furthermore, the survey found that of 378 prisoners who said they had submitted a complaint using a COMP1 (an ordinary complaint) form, only 136 (35%) said they had received a digital acknowledgement by email confirming it had been received.

Despite the Board's limited efforts, we have not been able to cast light on why these figures are so low. However, there does appear to be evidence suggesting that complaint forms submitted by the prisoner are not reaching the complaints clerk and similarly, replies to a submitted complaint are not being received by the prisoner. The prison management has indicated an awareness of the problem and is assessing ways to address it.

The Board draws the overall conclusion that, whilst there is evidence of quality assurance and a rise in standards, the fact remains that prisoners have little faith that they will receive a timely response to their complaint. The Board recommends that the prison focus on ensuring a robust end-to-end complaints' system that results in prisoners' complaints being acknowledged and answered correctly.

5.6 Property

Every year, IMB Boards continue to report that the loss of property is the top category for formal complaints. However, applications (written representations that prisoners submit to the IMB) this year indicate an improved situation at Lindholme regarding property missing on transfer. Many of the applications submitted result in a positive outcome, whether that is the return of property or compensation.

However, property missing internally has remained a problem, often when a prisoner is moved to the CSU. For unexplained reasons, property often goes missing from a cell after a prisoner has been moved. In view of the high population pressures and low levels of staff experience, the prospects for improvement remain low.

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 be placed 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, they will be seen by the MHT within 24 hours. All the prisoners in the CSU are seen daily by a member of the MHT.

After the assessment of the prisoner, there is a MHT meeting to decide the best treatment for the individual. If necessary, they may be placed on a waiting list for an appointment with a GP, psychologist or 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 those with, for example, ADHD or heart problems or who are taking anti-psychotics 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 the mental health team by the 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. Also, the key worker sessions have resumed, giving each individual an opportunity to voice their concerns.

The main concern of the Board is that, invariably, prisoners who have been referred for a gatekeeping assessment are held in the CSU until this is complete. As set out in NHS England's good practice guidance, a transfer to a bed in a secure mental health unit should be facilitated within 28 days. In all cases at HMP Lindholme, this has not been the case.

During the reporting year, the number of prisoners in this situation has increased significantly. Whilst the Board understands the prison's difficult position, given the amount of evidence indicating prolonged stays in segregated conditions are detrimental to mental health, it does seem to be a paradoxical situation, and one in which the prisoner's mental health is likely to deteriorate even further.

7. Progression and resettlement

7.1 Education, library

Education has a total of 174 places, only 92 of which are full-time. There is a waiting list, yet attendance on some of the courses is lower than capacity. This raises the concern about whether the courses offered are able to provide meaningful training and progression. A recent survey showed that 61% of the prisoners did not feel that work and/or education provided in the prison was adequate in preparing them for release.

However, the Board is pleased to say that in recent months, with the appointment of a new education, learning and skills manager, robust strategies have been put in place to remedy the situation.

Sequencing during the induction process and a new database are helping allocate workplaces more efficiently, which has improved engagement and attendance. Sequencing meetings are where prisoners are allocated to a workplace using a risk assessment based on security risk and their educational needs. New qualifications for some of the workshops are being introduced and, within the education sector, progression is improving through the implementation of NVQ Level 2 and Level 3 courses. The prison is in the process of introducing new online e-courses, which will allow prisoners to work in the day and, should they choose, study in the evening.

As part of improving attendance, the prison has reviewed the incentives scheme, which will make the rewards for attending work and education more attractive and more restrictive for those who choose not to engage with the work programme.

The prison has also been accepted on to a national pilot scheme to outsource education services, which will help the implementation of more diverse courses and also support good progression.

HMP Lindholme has a robust reading strategy policy, where a prisoner's reading ability is assessed during the induction process and support is provided through the Shannon Trust mentors on the wings.

The prison has an excellent library facility offering varied opportunities for prisoners to engage in a range of activities.

7.2 Vocational training, work

HMP Lindholme is a large site. It houses a mix of workshops that cater for external contract-based work; training with qualifications; and more general, work-based activities. There are 386 full-time places and 307 part-time places, but not all places have qualifications attached.

The main concerns for the Board are that quite a number of the workshops do not adequately support and prepare prisoners in getting them meaningful work on release. At induction, prisoners were often loaded onto inappropriate courses, leading to a degree of apathy within the system. However, new procedures are now in place (see 7.1), which should address this.

The large, former aircraft hangars are closed and currently not in use as workshops, due to the need for significant investment in their infrastructure. The prison is still

waiting for a decision to be made on their future. This undoubtedly impacts on the prison's ability to deliver a higher volume of purposeful workshop activity.

In addition, the Board is concerned that there are ongoing issues of low attendance rates in the workshops and education. Whilst there is much talk nationally of a decline in interest in working since the COVID pandemic, this undermines the very purpose of a training prison. However, the Board is encouraged by the focus of the senior management team to deal with this, and despite the complexity of the issue, it is pleased to report that a series of measures have been implemented to address this. These include changes in the prisoner healthcare appointment procedure; the entitlements for prisoners on the basic level of the incentives scheme; and a review of the reporting sick procedure. Recent monitoring by the Board indicates that there is a much greater understanding of the issues and that it is getting the closer attention this important topic merits.

7.3 Offender management, progression

Indeterminate sentences for IPP (imprisoned for public protection) prisoners

At the end of the reporting year, there were 46 IPP prisoners in HMP Lindholme, of whom 33 had been recalled to prison. This is an increase from last year.

Since the publication of the Parliamentary Select Committee report and its recommendations early last year, expectations were high that more attention would be given to this particular group of prisoners.

Unfortunately, this has not been the case. An IPP strategy has been compiled but very little work has been done to implement it. Overall, the Board concludes that prisoners serving an IPP sentence are treated just like any other prisoner. This is despite ample evidence to support the view that their situation is different, with high degrees of hopelessness, lack of access to offender behaviour programmes (OBPs) and a general inability to make any progress that may be acknowledged by the parole board and, indeed, prepare them for release and reduce their chances of being recalled.

Whilst the Board is aware of the conflicting pressures placed on prison management, we believe that more must be done to address the unique situation of prisoners serving IPP sentences.

8. The work of the IMB

Board routine

The Board has had to monitor the prison with a third of the members it should have. This has meant limiting our focus. Notwithstanding this, we have managed to maintain a regular presence in the prison, carrying out weekly monitoring visits, covering many areas of the prison used by the prisoners, visiting the CSU unit every week and observing most of the segregation review board meetings. Members have also observed a variety of routine prison meetings.

The Board had found the national 0800 freephone line for IMB applications very useful. After its closure in the summer, we made sure that prisoners were made fully aware of procedures for making applications to the IMB. This was done by making use of the in-cell technology and ensuring that IMB application boxes were emptied weekly.

In November, a survey was, again, conducted using the laptop technology. It was completed by 516 prisoners (56% of prison population). It included a mix of questions from previous surveys and a few new questions, which gave the opportunity for both comparison and further exploration of issues. See Appendix 4.

Whilst a crude indicator, data from the survey showed that, of those who answered, 191 (30%) were unaware of the IMB in the prison, and 55% of prisoners indicated that they knew how to submit an application to the IMB.

Finally, after reviewing this year's board statistics, the Board has decided to be more selective in its observations of segregation reviews, as it recognises the dangers of becoming too close to the process, which consequently lessens the opportunity for monitoring.

Board statistics

Recommended complement of board members	15
Number of board members at the start of the reporting period	5 plus, one on sabbatical
Number of board members at the end of the reporting period	5 plus, one on long term absence
Total number of visits to the establishment	346 (280 previous year)
Total number of individual prisoner segregation reviews observed	252 (210 previous year)

Applications to the IMB

Code	Subject	Previous Year 2022/23	Current Year 2023/24
A	Accommodation, including laundry, clothing, ablutions	5	4
B	Discipline, including adjudications, incentives schemes, sanctions	18	16
C	Equality	3	11
D	Purposeful activity, including education, work, training, library, regime, time out of cell	6	9
E1	Letters, visits, telephones, public protection restrictions	5	3
E2	Finance, including pay, private monies, spends	7	4
F	Food and kitchens	6	1
G	Health, including physical, mental, social care	21	14
H1	Property within this establishment	22	20
H2	Property during transfer or in another establishment or location	33	17
H3	Canteen, facility list, catalogue(s)	11	3
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, re-categorisation	21	20
J	Staff/prisoner concerns, including bullying	20	46
K	Transfers	17	10
L	Miscellaneous, including complaints system	0	7
	Total number of applications	195	185

Appendix 1: analysis of incident reports

Category	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Last year 22/23	This year 23/24
Assault: prisoner on prisoner	13	8	8	13	19	12	14	16	15	13	16	14	116	161
Assault: prisoner on staff	10	11	3	4	7	4	14	6	13	10	9	14	34	105
Drugs	24	11	8	18	3	10	13	15	7	1	13	13	199	136
Use of force	30	37	25	25	38	34	44	26	52	45	35	52	262	443
Substance misuse (under the influence/UTI)	38	19	20	34	10	10	9	3	17	7	14	21	223	202
Hooch (illicitly brewed alcohol)	9	8	13	15	2	7	23	12	11	8	16	13	142	137
Self-harm	33	46	62	39	38	49	35	25	38	32	31	46	269	474
New ACCT	9	31	17	28	14	20	24	26	29	29	18	22	169	167
Weapons' finds	11	9	6	10	5	6	9	7	7	1	3	13	108	87
Deaths in custody	-	-	-	-	-	-	-	-	-	-	-	-	2	2
Mobiles	14	7	10	10	8	8	5	4	7	2	9	16	123	100

Appendix 2: monthly prisoner transfers and releases

	Feb 23	Mar 23	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24
Total number of releases	3	8	8	7	12	11	20	18	20	11	13	10
Home detention curfews	0	0	0	2	0	2	0	1	1	0	1	0
Released at CRD	0	1	0	0	2	3	1	2	2	4	4	3
Released at SED	0	0	0	2	1	0	0	0	0	0	0	0
Released on Parole	3	7	8	3	9	6	19	15	17	7	7	7
Total Prisoners transferred to cat C	9	22	23	50	39	33	17	19	28	16	24	22
Cat C resettlement Transfers	6	7	19	44	24	20	4	19	15	16	9	0
Transfers to cat D	5	10	13	5	13	9	5	18	9	12	17	16
Cat D waiting List	11	12	10	8	10	6	14	8	16	15	15	16
Nos of prisoners in their resettlement window (10-24 months) at end of each month	224	220	199	199	208	222	232	223	232	238	233	231
Nos of prisoners with 16 months or less to serve	128	136	128	134	128	133	145	147	142	149	151	173

Key

CRD: conditional release date

SED: sentence end date

Appendix 3: segregation figures

	2022/23	2023/24
Number of men placed in the CSU	341	505
Average population in the CSU	10	11
Number of men held in the CSU t for more than 42 days	7	15
Number of IMB visits to men in the CSU	52	52
Number of individual segregation reviews observed	210	252

	2022/23	2023/24
Number of men placed in the CSU	341	505
Rule 53	61	102
Rule 45B Good Order or Discipline (GOoD)	77	250
Rule 45A (own protection)	12	32
Cellular confinement (CCs)	91	121

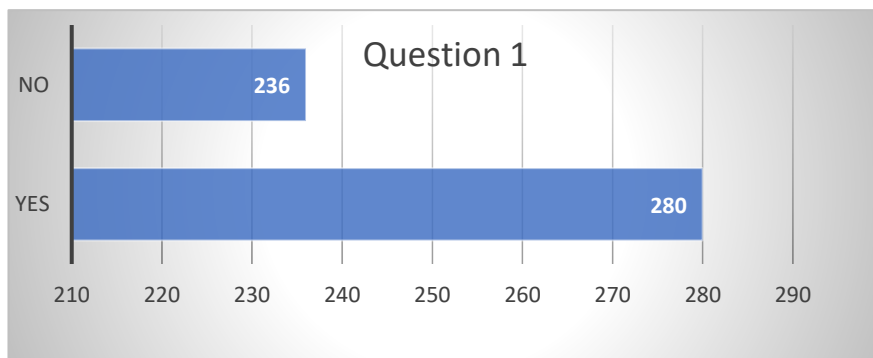
Appendix 4: prisoner survey, November 2023

The survey, which ran for seven days, was conducted on prisoner laptop digital technology. The prison population at that time was, on average, 926, of whom 516 completed the survey, giving a response rate of 56%.

Total number of responses:	Nov 2023	516
	Nov 2022	583

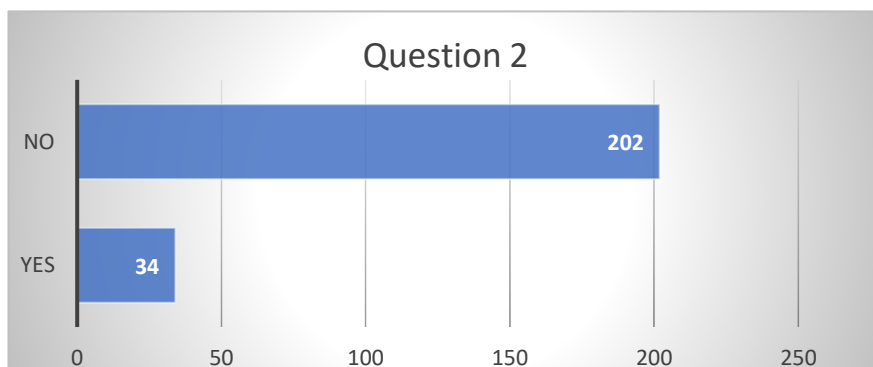
Q1 When you arrived at the Prison did all your property arrive with you?

Yes	No	2022	
280	236	Yes	No
54%	46%	59%	41%



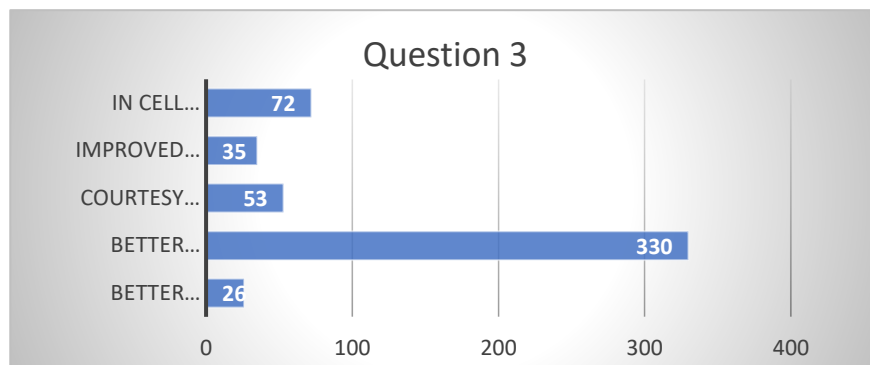
Q2. Did you receive your property within 28 days of arriving at Lindholme?

Yes	No	2022	
34	202	No similar question	
14%	86%		



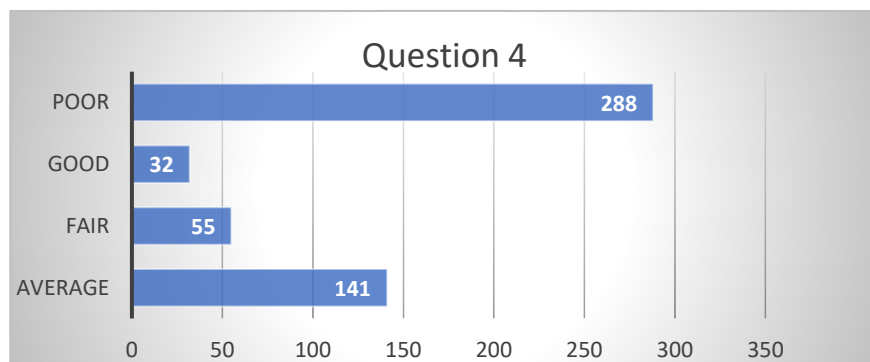
Q3 In your opinion what one thing would improve your cell?

Better lighting	Better temperature control	Courtesy curtain (toilet)	Improved vermin control	In cell cleaning opportunities
26	330	53	35	72
5%	64%	10%	7%	14%



Q4 What is your opinion of the food served to you at Lindholme?

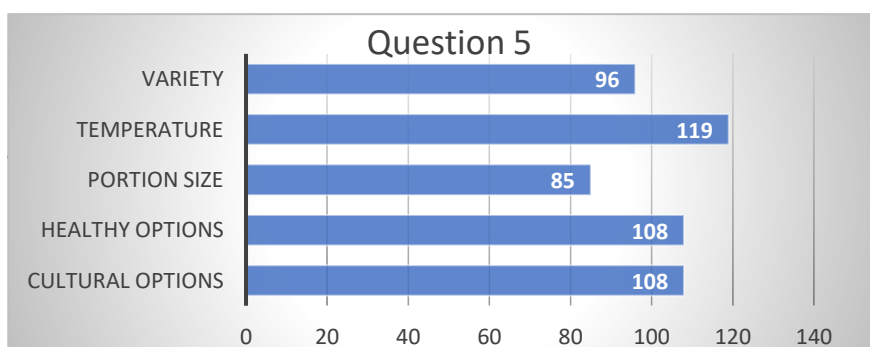
Average	Fair	Good	Poor
141	55	32	288
27%	11%	6%	56%



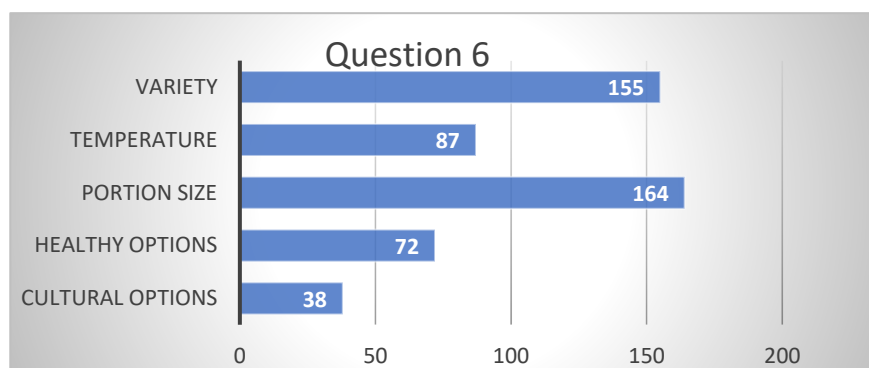
Q5 Name one good thing about the food at Lindholme

Cultural options	Healthy options	Portion size	Temperature	Variety
108	108	85	119	96
21%	21%	16%	23%	19%

Q6



Cultural options	Healthy options	Portion size	Temperature	Variety
38	72	164	87	155
7%	14%	32%	17%	30%

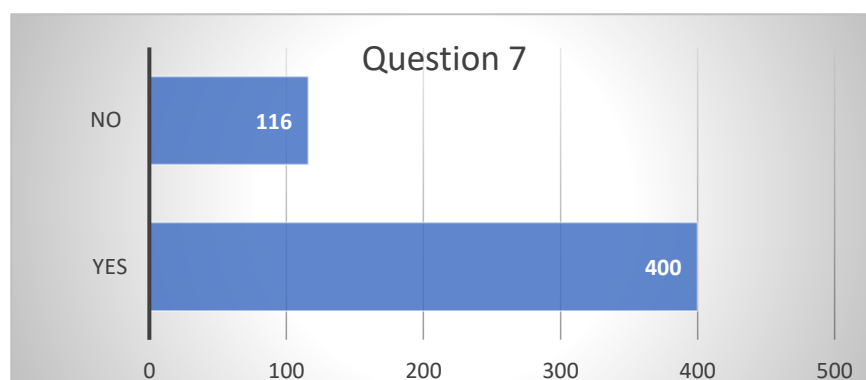


Q7 Are you aware of the Listener scheme for prisoners?

Yes	No
400	116
78%	22%

2022

No similar question

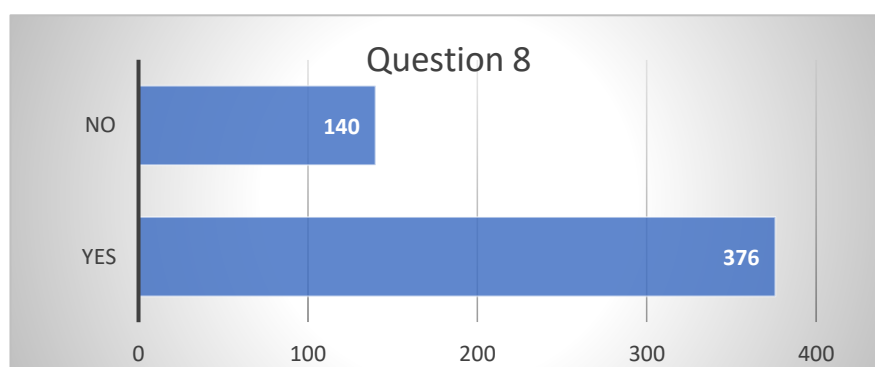


Q8 Do you know how to access a Listener, if required?

Yes	No
376	140
73%	27%

2022

Yes	No
42%	22%

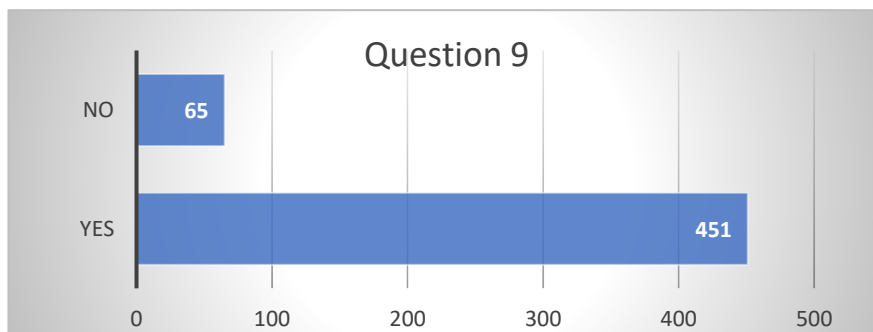


Q9

Yes	No
451	65
87%	13%

2022

Yes	No
71%	29%

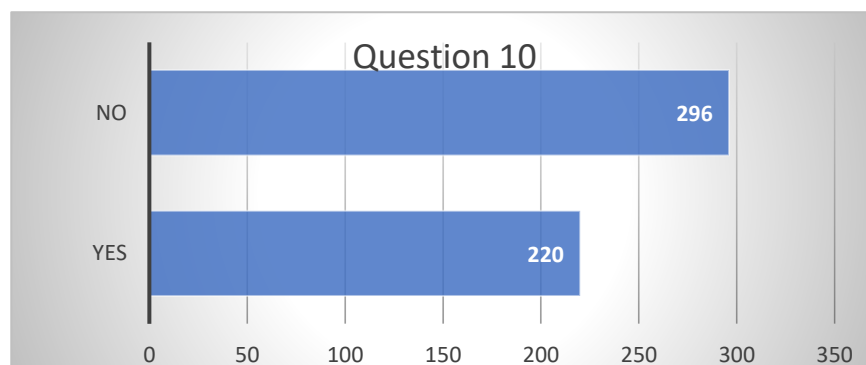


Q10 Have you spoken to your key worker in the last 14 days?

Yes	No
220	296
43%	57%

2022

Yes	No
46%	54%

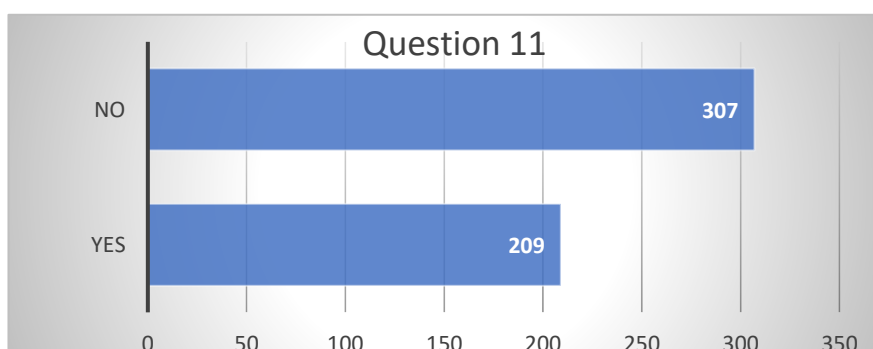


Q11 Did you have contact with your prison offender manager (POM) within 28 days of arriving a Lindholme?

Yes	No
209	307
41%	59%

2022

Yes	No
56%	39%

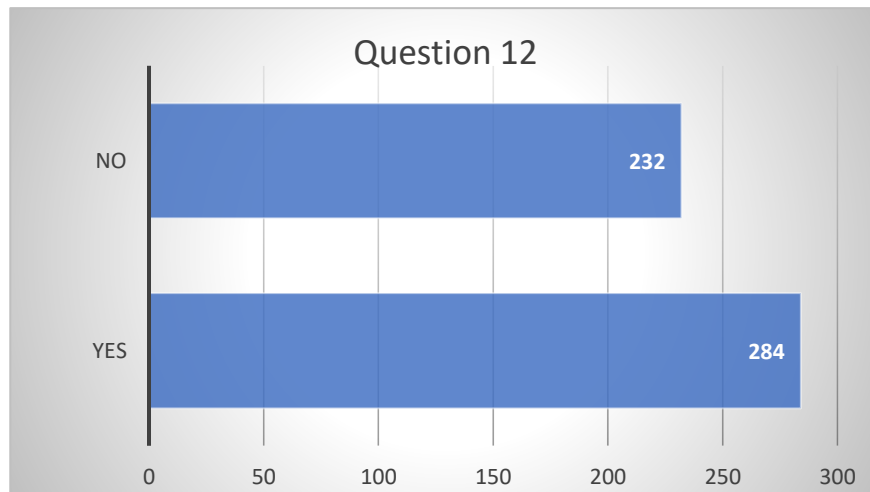


Q12

Yes	No
284	232
55%	45%

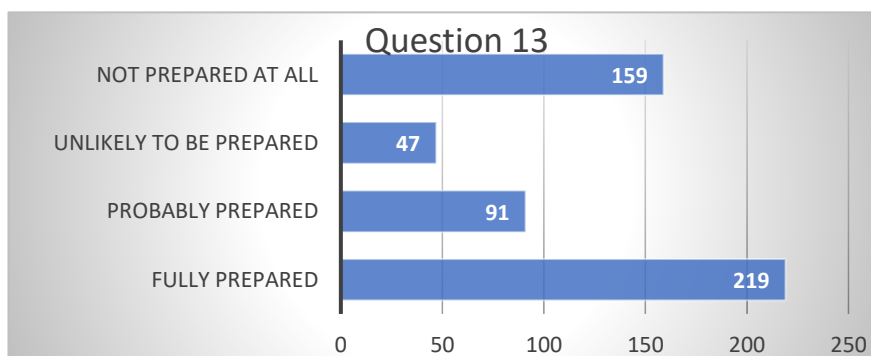
2022

No similar question



Q13 Do you consider that your sentence plan is preparing you for your release?

Fully prepared	Probably prepared	Unlikely to be prepared	Not prepared at all
219	91	47	159
42%	18%	9%	31%

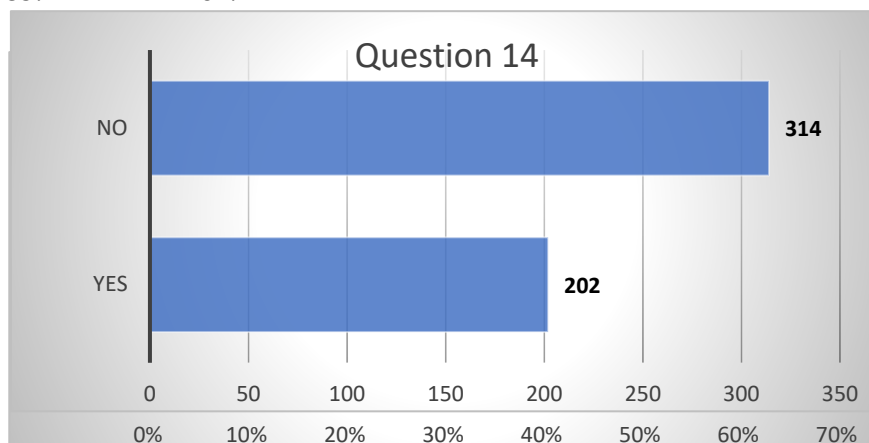


Q14 Do you think the work/education being offered to you is adequately supporting you for your release?

Yes	No
-----	----

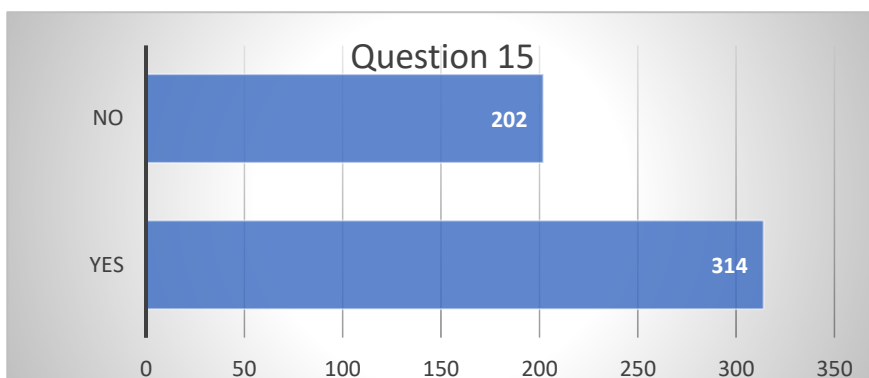
2022

202 314 No similar question
39% 61%



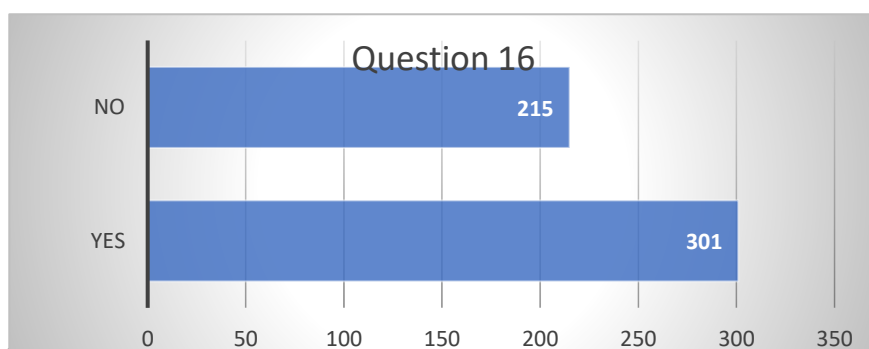
Q15 Do you feel safe in this prison?

Yes	No	2022	
314	202	Yes	No
61%	39%	67%	33%



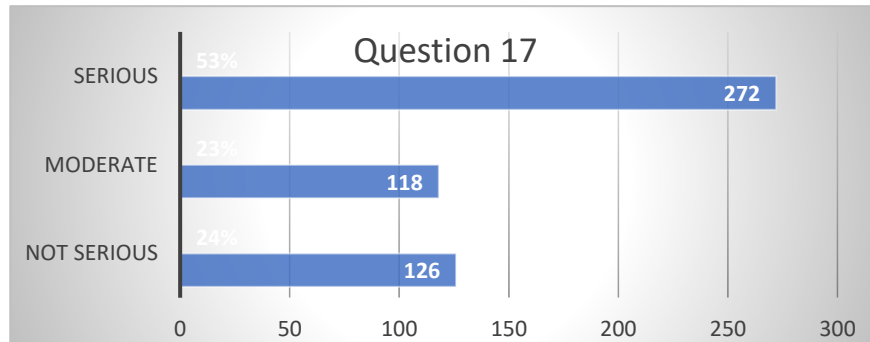
Q16 Are you aware of victimisation, racism or bullying from any quarter?

Yes	No	2022	
301	215	Yes	No
58%	42%	55%	45%



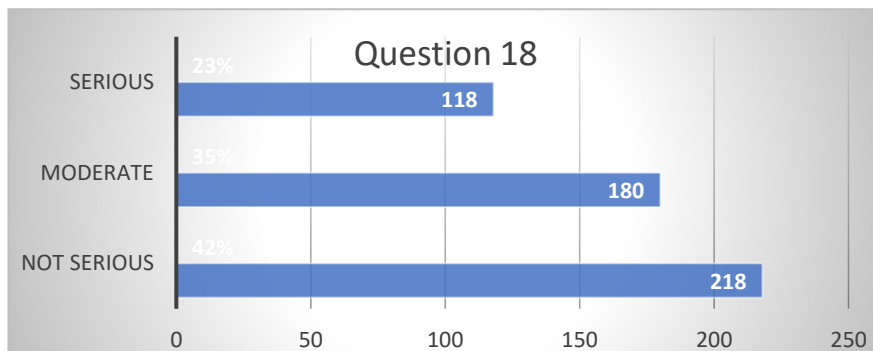
Q17 How serious is the drug problem in this prison?

Not serious	Moderate	Serious	2022		
126	118	272	Not serious	Moderate	Serious
24%	23%	53%	30%	28%	42%



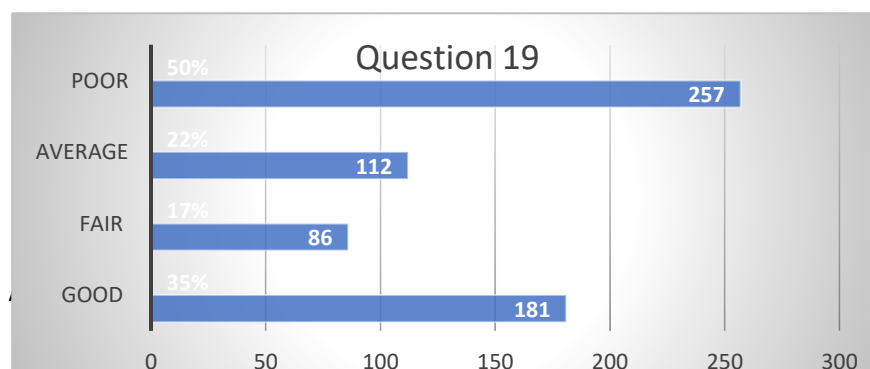
Q18 How serious is the alcohol problem in this prison?

Not serious	Moderate	Serious	2022		
218	180	118	Not serious	Moderate	Serious
42%	35%	23%	51%	31%	18%



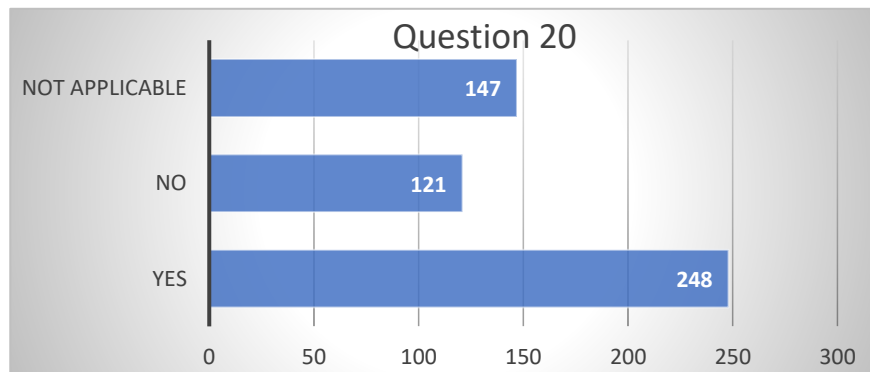
Q19 What do you think of the healthcare services that are provided at Lindholme?

Good	Fair	Average	Poor
181	86	112	257
35%	17%	22%	50%



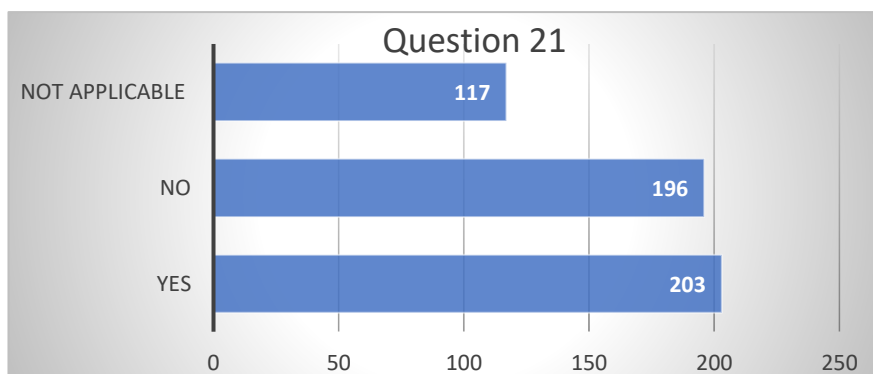
Q20

Yes	No	Not applicable	2022
248	121	147	No similar question
48%	23%	28%	



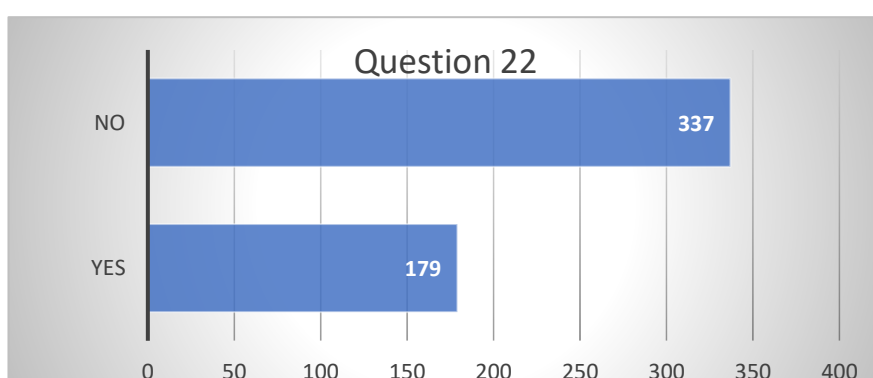
Q21 Are your visitors able to obtain a visiting order easily?

Yes	No	Not applicable	2022
203	196	117	Yes
39%	38%	23%	No
			Not applicable
			37%
			44%
			19%

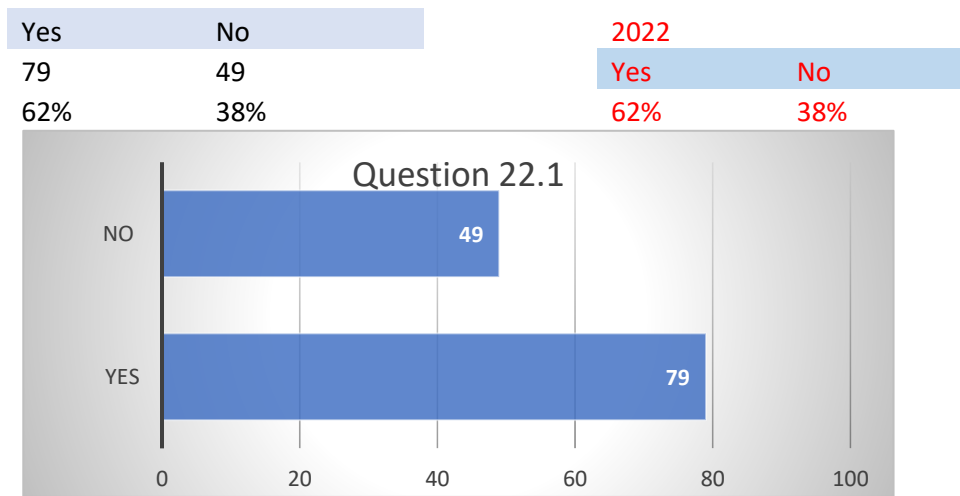


Q22 Have you used the prison's social video calls' facility?

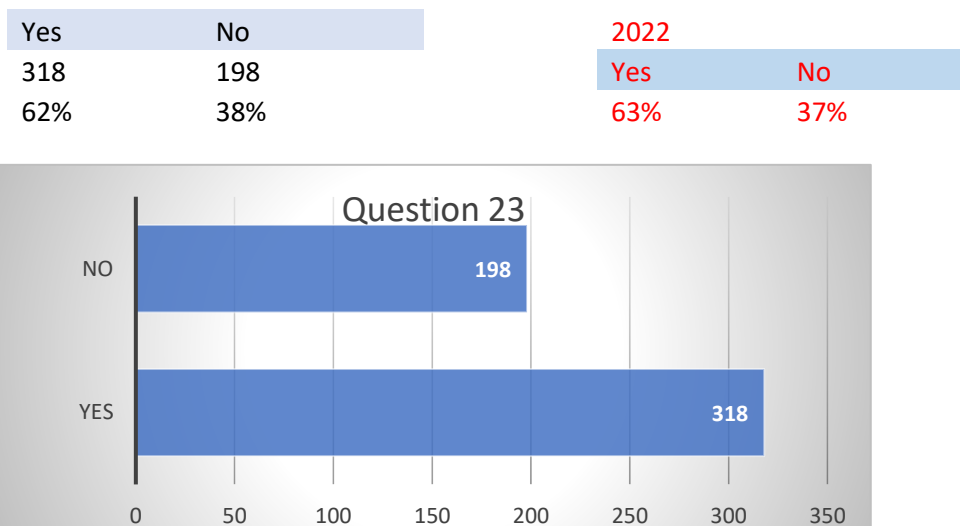
Yes	No	2022
179	337	Yes
35%	65%	No
		22%
		78%



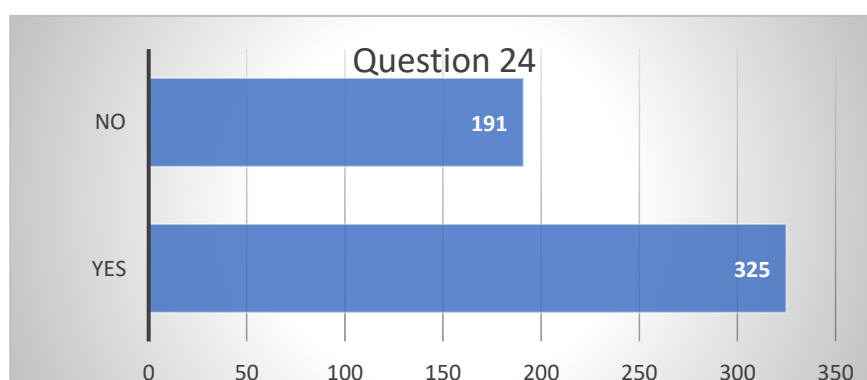
Q22.1 Does your family find the social video calls' facility easy to use?



Q23 Are you treated with respect within the prison?

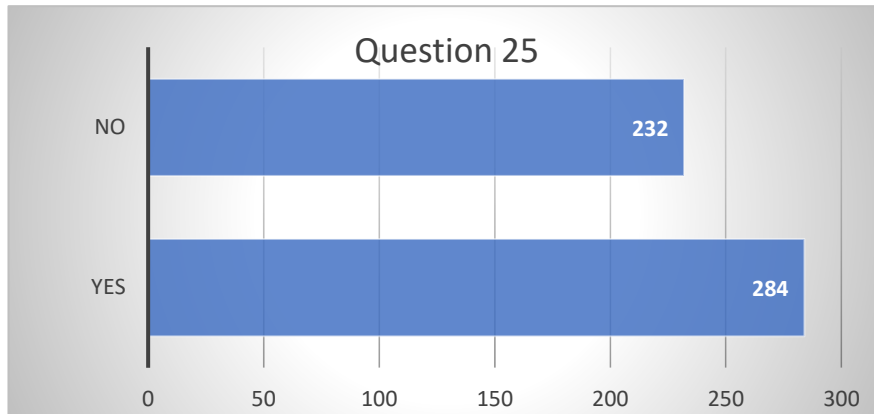


Q24 Are you aware of the IMB (Independent Monitoring Board) at Lindholme?



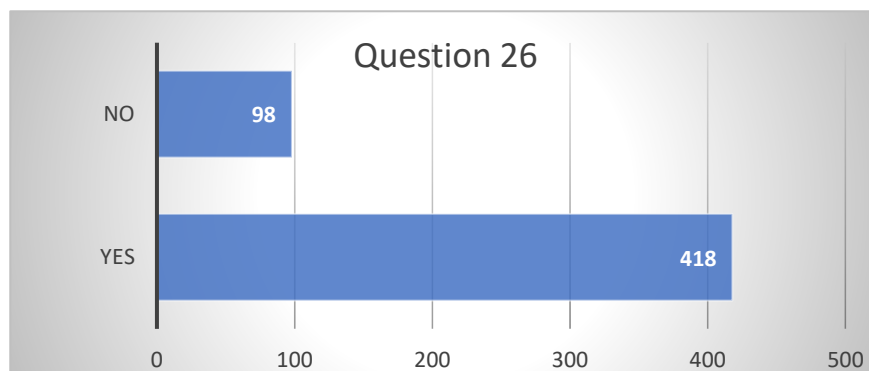
Q25 Do you know how to make an application to the IMB?

Yes	No	2022	
284	232	No similar question	
55%	45%		



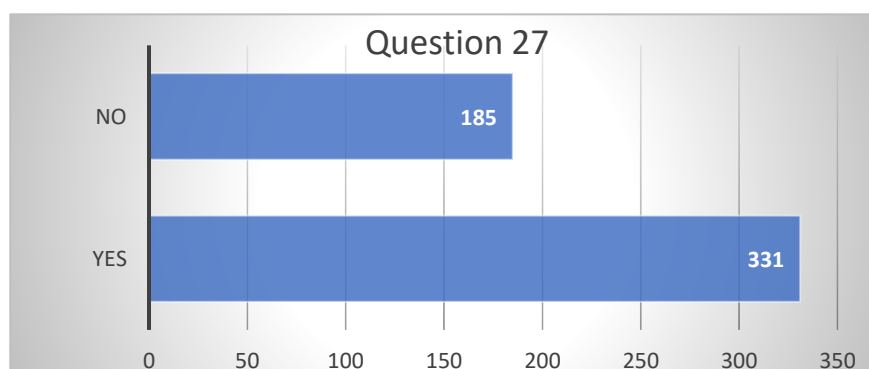
Q26 Do you know how to use the prison's complaints procedure?

Yes	No	2022	
418	98	Yes	No
81%	19%	79%	21%



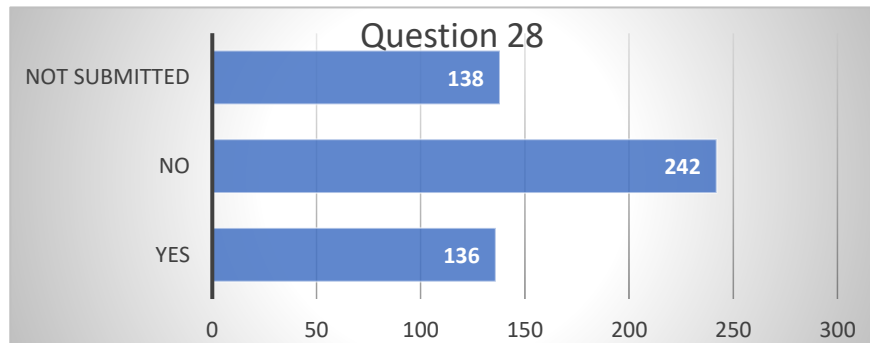
Q27 Are complaint forms readily available on your wing/spur?

Yes	No	2022	
331	185	Yes	No
64%	36%	60%	40%



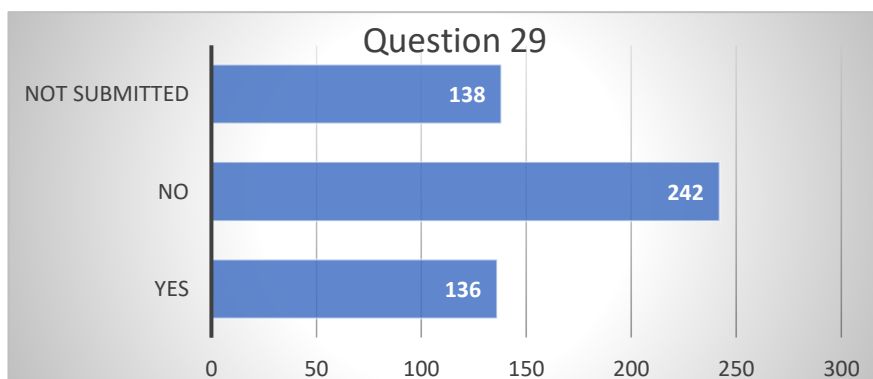
Q28 If you submitted a COMP1 complaint form, did you receive a digital acknowledgement by email confirming that it had been received?

Yes	No	Not submitted	2022
136	242	138	No similar question
26%	47%	27%	



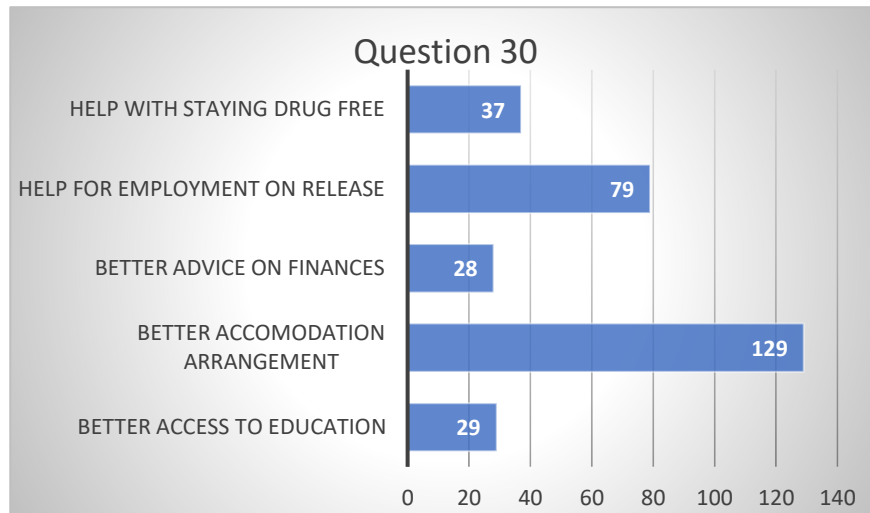
Q29 If you have made a complaint using a COMP1 form, was it dealt with within the prescribed time scale?

Yes	No	Not submitted	2022
111	262	143	Yes
29%	70%		27%
			No
			73%
			Not submitted



Q30 What ONE action could be taken at Lindholme to make you more prepared for your release?

Better access to education	Better accommodation arrangement	Better advice on finances	Help for employment on release	Help with staying drug free
29	129	28	79	37





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