



Annual Report of the Independent Monitoring Board at HMP Lancaster Farms

**For reporting year
1 February 2024 to 31 January 2025**

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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 Independent Monitoring Board (IMB) is part of the United Kingdom's National Preventive Mechanism.

2. Description of the establishment

HMP Lancaster Farms is a category C resettlement prison, with accommodation for up to 560¹ adult male prisoners during the reporting year.

The prison benefits from having a large, open central area, with grass and flowerbeds, large communal spaces on each wing, and buildings that are generally in a fair state of repair. Most wing accommodation is in single cells; however, the number of double cells with bunk beds has increased in recent years. There are four cells specially adapted for prisoners with reduced mobility.

The prison was opened in 1993 as a youth offender institution but later converted to an adult male prison. While it has an attractive layout, some buildings are beginning to show signs of wear and tear. The prison has four main residential blocks, each divided into two wings. During the year, the existing dedicated first-night unit (Grizedale) was re-dedicated as a complex care unit, with a large proportion of neurodiverse prisoners. Meanwhile, new arrivals to the prison are moved onto the Coniston 2 unit, which is now an induction wing.

The care and separation unit (CSU) in the Ullswater block holds 12 prisoners. Accommodation is provided in single cells, two of which have closed-circuit television installed. In addition, there are two special cells (where items such as furniture, bedding and sanitation are removed in the interests of safety).

A number of prison services are provided on a contracted-out basis. Healthcare services were provided by Spectrum Community Health community interest company (Spectrum) until the end of March 2024. Spectrum also provided the substance misuse service, with mental health services subcontracted to Tees, Esk and Wear Valleys NHS Foundation Trust and pharmacy services being managed in house. However, since April 2024, all of these services are now run by Practice Plus Group, an independent provider of healthcare services in prisons across the country. Dental services are provided by Time for Teeth. Seetec delivers the commissioned rehabilitative service (CRS), while accommodation support with social inclusion is delivered by both Seetec and The Growth Company. Ingeus provides accommodation support for those returning to Greater Manchester. The prison maintenance contract is undertaken by Amey. Novus delivers education services under the offender learning and skills service contract.

The prison has good community engagement with local schools and a growing relationship with some local employers. Strong links also exist with local football clubs and there have been many excellent charitable collections and donations by staff and prisoners.

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

3.1.1 During the reporting year, the prison has run up to maximum capacity (often at 99%+ capacity). However, 2024-2025 has continued the trend identified in the previous year; namely, the changing composition of prisoner cohort. Originally, the prison catered for a majority of prisoners from Lancashire and Cumbria, who were held at the prison for a number of years prior to release or progression to an open establishment. However, with pressures on prison population numbers, a majority of prisoners come from Greater Manchester and Merseyside. Not only are many transferred to Lancaster Farms soon after sentencing, but they often have very short sentences to serve. These trends have impacted the provision of some services.

3.1.2 In 2024-2025, there has been more time out of cell for prisoners and the prison is making progress on more employment/training/association activities for prisoners. However, there are still a small number of men not in purposeful activity.

3.1.3 Whilst we are informed that the prison is 'well staffed' by the Governor, the Board remains concerned by instances when emergency escorts are required to attend outside hospital, which reduces overall staffing provision for the rest of the prison.

3.2 Main findings

Safety

3.2.1 The Board's monitoring of the prison continues to find that the Governor and prison staff work hard to offer, and largely succeed in providing, a safe environment for prisoners at HMP Lancaster Farms. The Board has observed effective management of risks at safety intervention meetings and successful collaboration among Governors, the safer custody team, custodial managers and the mental health and chaplaincy teams.

3.2.2 The Board notes the continuing high levels of self-harm among a small handful of prisoners. Many of these men have challenging and complex mental health needs, yet they continue to be accommodated at the establishment rather than being transferred to more specialist secure mental health facilities. This is due to the challenges of the mental health system and is beyond the control of the prison.

3.2.3 During the year, there have been spikes in the levels of violence, prisoner debt and substance misuse. However, over the whole year, figures are not dissimilar to those of 2023-2024.

Fair and humane treatment

3.2.4 The Board believes that, to a large extent, prisoners at HMP Lancaster Farms are treated fairly and humanely, with considerable care taken by prison staff to treat prisoners with decency and respect. In-cell telephony has continued to work well at the prison by enabling prisoners to contact friends and family.

3.2.5 As in previous reports, the Board notes that a minority of prisoners continue to be accommodated, on occasion, in double cells, with limited toilet screening and/or no toilet seats.

3.2.6 Steps have been taken to refurbish some cells, showers and association areas. However, through its monitoring, the Board has identified some outstanding issues, such as poor ventilation in some cells and the absence of some door screens, broken equipment on some exercise yards and some overflows and poor drainage in wet weather.

3.2.7 During 2024-2025, the Board has identified a number of instances where prisoners (especially those on the induction wing) have not been provided with basic bedding and/or clothing due to shortages of prison stock.

3.2.8 The Board has encountered evidence relating to the handling of complaints from prisoners. While the number of overdue complaints is relatively low, some responses to complaints are delayed (especially those related to previous prisons). We are also concerned about prisoners sometimes not being kept up to date on the progress of their complaints.

3.2.9 The treatment of prisoners' property remains an issue of concern for the Board, especially when they transfer from other prisons.

Health and wellbeing

3.2.10 Monitoring by the Board during the reporting year suggests that the prison offers variable levels of primary healthcare to prisoners. The number of applications (prisoners' written representations) to the Board regarding healthcare has increased substantially in 2024-2025. Meetings have been held between senior prison managers and the lead healthcare managers. On occasion, prisoners need to attend hospital treatment, and the timing and prioritising of such hospital visits have been matters of concern for the Board. Each hospital visit requires two prison officers to accompany each prisoner, which can result in staffing shortages and regime changes within the prison; also, some prisoners are having to wait extra days before they can be taken to hospital. Whilst there are concerns about safety and security with hospital visits, we also wonder why there are increasing numbers requiring such visits.

3.2.11 During the reporting year, the Board has received several complaints from those transferring from other prisons (especially relating to dental treatment and existing hospital appointments).

3.2.12 The provision of mental healthcare within the prison continues to face many challenges. From the Board's observations, mental health staff provide excellent care and support for prisoners but, given the high incidence of mental health issues amongst prisoners, we believe that there should be further investment in mental health support. Difficulties remain in finding suitable alternative specialist accommodation at other prisons for those with serious mental health difficulties. During the year, the Board has welcomed the establishment of the complex care unit on Grizedale unit. However, with room for 18 prisoners, it can only accommodate a minority of those who need extra support.

3.2.13 The Board recognises the range of initiatives deployed to provide prisoners with access to physical fitness activities in exercise yards and the well-resourced gym. However, on a few occasions, access has been limited, due to staff shortages.

The Board remains very impressed by the roll-out of the CrossFit workout programme.

Progression and resettlement

3.2.14 Education providers run a range of education and training activities. Prisoners are largely positive about these activities. The Board has found that there are spaces in classrooms and workshops that could be used by more men, and work is ongoing to ensure the provision is suitable for all those who arrive at the prison. Uptake of training and work activities has continued to increase during 2024-2025. We remain impressed by the employment hub and the development of new employment opportunities. The prison appears to be addressing its provision and improving the number of men in employment and training.

3.2.15 As part of national initiatives, large numbers of prisoners transferred to category D (open) prisons in 2024-2025. Some anomalies remain and the Board has been impressed by the offender management unit (OMU) staff seeking to remedy these situations.

3.2.16 We remain impressed by the support for social visits. With an increasing number of prisoners living at a distance from families, we are concerned by the time/cost of visits to Lancaster Farms. Social video calls between prisoners and families are available, but there are constraints on their use, due to IT issues.

3.3 Main areas for development

TO THE MINISTER

3.3.1 When will the Minister increase the number of specialist secure prison settings for prisoners with complex and/or enduring mental health conditions?

3.3.2 When will the Minister review the NHS contract with healthcare providers in order to ensure that there is a high quality of service and higher levels of satisfaction?

3.3.3 What steps will the Minister take to ensure adequate resources for the day-to-day running of prisons and maintenance of a prison now over 30 years old?

TO THE PRISON SERVICE

3.3.4 How and when will the Prison Service ensure better tracking of prisoners' personal property transferring between prison?

3.3.5 When will the Prison Service increase overall prison staffing across England and Wales to ensure there are no gaps in prison staffing, which leads to regime changes where association time and purposeful activity are curtailed?

3.3.6 When will the Prison Service review healthcare contracts to monitor the delivery of services and ensure that prisoners transferring between prisons are not disadvantaged in their healthcare status?

3.3.7 When will the Prison Service work with service providers to ensure anomalies in provision of medication are addressed?

TO THE GOVERNOR

3.3.8 When will the Governor increase the amount of purposeful activity (so that 90% of men are in regular education/training/employment)?

3.3.9 When will the Governor increase the effective use of key working at the prison, with demonstrable targets and outcomes?

3.3.10 When will the Governor increase the use of existing facilities (e.g. classrooms, the gym and Railtrack facilities)?

3.3.11 How will the Governor improve contact with the Lancaster Farms IMB when relevant situations arise? These include segregation reviews, serious incidents and when Pava is drawn.

3.3.12 When will the Governor improve the communication with prisoners on progress with their complaints?

3.3.13 What steps will the Governor take to ensure that all prison officers wear and switch on their body worn video cameras?

3.4 Progress since the last report

Issue raised	Response given	Action taken
Increase the number of specialist secure prison settings for those prisoners with complex and/or enduring mental health conditions.	Minister focusing on Mental Health Bill to speed access to specialist in-patient treatment for those with severe mental illness. Also, NHS England seeking to improve pathways for treatment.	No discernible impact to date (bill introduced in November 2024; not yet completed passage through parliament).
Action to reduce the number of IPP prisoners.	National changes regarding IPPs in May and November 2024. New IPP delivery plans in each region so that each IPP prisoner has achievable objectives and sentence plan.	Action to be resolved February 2025.
Ensure adequate resources for the day-to-day running of prisons and maintenance of a prison now over 30 years old.	Minister working on priorities within available funding. Lancaster Farms approved for ongoing projects: segregation unit cell doors; fire safety project; extra accommodation for 240 men (small secure house blocks).	Board to monitor identified projects in 2025-2026. Also, many issues are ongoing: maintenance issues such as dampness, updating bathrooms, etc, as well as vital fire safety measures.

Ensure better tracking of prisoners' personal property transferring between prisons.	According to HMPPS, emphasis on prisoners complying with volumetric control limits. Under the Prisoners' Property Policy Framework, excess items required to be transferred within four weeks.	At Lancaster Farms, the issue is not just related to 'excess items'.
Increase overall prison staffing across England and Wales and remove the anomaly whereby staff from Lancaster Farms are deployed to support other prisons whilst Lancaster Farms has activities curtailed due to lack of staff availability.	According to HMPPS, any supply of staff on detached duty is approved locally. Apparently, evidence is supplied that just one person on such duty on 2024. HMPPS states that no curtailments of prison regime in 2024 caused by staffing recruitment and retention.	HMPPS provides information for 2024 rather than the 2023-2024 year (ending 31/01/2024). Many examples identified by the Board in 2023-2024 of the regime being curtailed due to no staff being available for relevant shifts.
Review healthcare contracts to ensure that anomalies of prisoners transferring between prisons are not disadvantaged in their healthcare status.	HMPPS responded to this issue through an overview of criminal justice pressures that caused prisoner allocation issues across the region. No mention of healthcare contracts.	Issue of prisoners transferring to Lancaster Farms being disadvantaged in their treatment has been evidenced further in 2024-2025.
Increase the amount of purposeful activity (90% of men in regular education/training/employment) and association time for prisoners.	Attendance at education by January 2025 is the highest it has ever been (82%) and 'the new normal' is 80%. Attendance in the industries unit is routinely over 80%. The prison is constantly working on ways to improve this figure. New pathways introduced for English and maths, supported by a revised induction process for new prisoners.	Board would support ambition to achieve 90%. New regime supported, but Board remains concerned when some activities are curtailed because inadequate number of staff available.

	<p>Men who choose not to attend or engage with the regime are managed through the IEP [incentives scheme] process, but we will always work with them to get them back into work on a pathway that works for them.</p> <p>Improvements also to the core day, with association on Monday -Thursday and at weekends, especially for prisoners engaging in the regime.</p>	
Increase in the amount and effective use of key working at the prison, with demonstrable targets and outcomes.	Key work at Lancaster Farms has increased in volume through 2024 by 34% compared with 2023 figures. New key work rooms on each unit enable staff to complete more effective sessions. Quality and improvement of sessions are being addressed.	Board will monitor prisoner experience of key work sessions in 2025-2026.
Increase the use of existing facilities (e.g. classrooms, gym and Railtrack).	Managers review the use of existing facilities and work to ensure that all areas of education and training are being used fully and that the activities area is appropriate to the length of sentence and the local labour market employment opportunity.	Board to monitor anticipated changes to the education and training offer.

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

4.1.1 Overall, the Board remains very positive about the reception service and induction programme for new prisoners to the prison: they are well organised and efficient. It has been pleasing to learn that prisoners can start education/employment whilst on the induction wing. During the year, Coniston 2 became the first-night/induction wing.

4.1.2 While the Prison Service claims to restrict the number of prisoners moving across its estate on a Friday afternoon, there have been instances of late arrivals on Fridays during the reporting year (especially those travelling from Greater Manchester or Merseyside prisons). This has an impact on both staff and prisoners, including the induction process, medication transfers and food availability.

4.1.3 Transfers into Lancaster Farms sometimes identify problems of canteen/money transferring from previous prisons and of different procedures for ordering and receiving clothing. This problem appears greater in transfers from private prisons. Such difficulties can contribute to prisoners subsequently finding themselves in debt.

4.2 Suicide, self-harm, deaths in custody

4.2.1 At HMP Lancaster Farms, there have been 357 incidents of self-harm, in which cutting accounted for 66%, followed by hanging, self-strangulation, ingestion (which includes overdoses and swallowing of batteries, cleaning products, vape caps) and head banging. Of these 357 incidents, 116 individuals were responsible. There were 49 'dual harmers' (prisoners who have self-harmed and committed an assault in custody) and 19 first-time incidents.

4.2.2 An assessment, care in custody and teamwork (ACCT) plan is used to support prisoners who are at risk of, or who have been involved in, self-harming or attempted suicide. The mental health team will be present at the reviews of any prisoners on open ACCTs. Counselling, trauma therapy, mental health services and drug and alcohol services are available to the men at Lancaster Farms prison.

4.2.3 During the reporting period, there were two recorded deaths in custody, both of which were suspected to have been related to the taking of illicit drugs.

4.3 Violence and violence reduction, self-isolation

4.3.1 The number of assaults on staff and on fellow prisoners are not dissimilar to those in 2023-2024. There were 172 incidents of prisoner-on-prisoner violence during 2024-2025, with peaks of 27 incidents in May 2024 and 25 incidents in January 2025.

4.3.2 Illicit substances and debt appear to be the main causes of anti-social behaviour. In some months, there were also large amounts of damage to cells (e.g. 63 individual acts of vandalism to cells in April 2024).

4.3.3 The number of individual isolators continues to be small (three in a spot check by the IMB in December 2024); this has been linked to the denial of isolator status

and to prisoners moving onto a basic regime (the lowest level of the prison's incentives scheme) if they do not participate in education, work or training. Any prisoner seeking isolation is supported via a challenge, support and intervention plan (CSIP), which is used to help manage those who pose an increased risk of violence, and a full investigation is conducted to ensure that information provided by the prisoner is credible. While potentially controversial, when properly managed effectively on the wing, the threat is also managed.

4.4 Use of force

4.4.1 In the reporting year, there were 489 incidents where force was used. There were 74 planned interventions and 415 spontaneous interventions. This is a decrease of 1% from 2023-2024. This minimal change could be explained by the quick turnaround of prisoners, referred to as a revolving door, as the increase of new prisoners is causing significant disruption. At the weekly use of force (UoF) meetings, it is clear that, on average, only 60% of incidents are captured on body worn video cameras. This is monitored and staff advised accordingly. The Board is concerned about this, not only for the safety of staff but because the footage should form part of the evidence in relation to any UoF incident.

4.4.2 PAVA chemical spray is used to incapacitate people. All operational band 3, 4, 5 staff are trained to use it and carry it as part of their personal protective equipment (PPE) requirements. There were 12 incidents where PAVA was drawn in 2024-2025, but only three of these resulted in the spray being used. Despite these low figures, all incidents should be reported to the IMB, which isn't always the case.

4.4.3 Effective communication often de-escalates incidents without the need for further action. The IMB noted such constructive discussions during UoF review meetings, with a full debrief, including best practice for any further interventions.

4.5 Preventing illicit items

4.5.1 Enhanced security measures are now in place at Lancaster Farms. For most of the time, 'airport-style scanners' are in use at the entrance gate (for both people and accompanying bags/materials). Anecdotally, there has been an increase in the deployment of dog searches at the prison (both at the entrance gate and across residential units).

4.5.2 However, in line with national findings, *'Prisons in England and Wales record rapid rise in drones delivering drugs... as figures showed the number of aerial incursions predicted to have tripled in two years'* (The Guardian, 1 January 2025). HMP Lancaster Farms is on high alert after an increase in drone drops. This leads to more cell searches and a review of protocols and policies, due to the increased threat.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

5.1.1 Lancaster Farms houses approximately 560 men, within six residential units (Coniston, Derwent, Windermere and Buttermere), a small unit for men with neurodiverse needs and characteristics (Grizedale) and a care and separation unit (CSU), where men are segregated (Ullswater).

5.1.2 At slightly more than 30 years old, the units remain in reasonable condition, but some areas are beginning to look slightly tired. Recognising this, the prison has begun a refurbishment programme of cells and living areas, starting with Windermere 2. When this is completed, the next location will be Derwent 1, and it is hoped this will continue around each wing until it is fully complete. Men on each wing have access to a small amount of gym equipment on each wing, which is used widely, alongside the recreational equipment (pool tables, etc), which was already there.

5.1.3 Most of the prison population occupies single cells, although there is a proportion of men sharing double cells. There are 71 double cells at present. Although this is a response to population pressures, it is unfortunate, as the cells do not offer a satisfactory amount of living space for two men, in the Board's view. It can also cause problems with privacy, particularly around the use of the in-cell toilet and screens, or when men of different faiths fail to respect one another's beliefs. Each residential unit has a central communal area and a food servery. The men can congregate socially outside of their cells, and eat meals together, if they wish.

5.1.4 Half of Coniston 2 is the new, designated first-night centre. There were some teething problems when this began earlier in the reporting year, but things seem to have settled and are working much better, despite the complexities of this wing effectively running two separate regimes. In the middle of the reporting year, we were very concerned about the lack of facilities on Coniston 2 for new arrivals. Most privacy screens were missing from double cells and no pillows were available, which led to wing staff instructing men to fold up their blankets to use as pillows. In-cell phones were missing and were not replaced, and phones in the communal area of the wing were also not in use. We raised this several times in our monitoring reports, at our Board meetings and also by contacting the relevant prison staff/management directly, but it was not resolved for several months. With a new head of residence in late 2024, things seemed to have improved greatly and the relevant checks are being done to ensure that new prisoners have the basic equipment in their cells on arrival at Lancaster Farms. This is an area we will continue to monitor. In January 2025, all cells were in operation on all wings.

5.1.5 The prisoner's clothing is his own and is brought into the prison on transfer, along with their belongings. Unfortunately, extra clothing from home, either brought in by family or via the post, is no longer allowed, for security reasons. Although we understand the rationale, due to the dangers associated with drugs and illicit substances entering the prison, it would be preferable if there were a national policy on this issue. An increasing number of men arrive at Lancaster Farms from private prisons, which often allow clothing parcels. Consequently, this can cause some frustration on arrival when they discover the rules are different and it being a lower category of prison. According to the IMB *How property loss impacts prisoners: A*

thematic monitoring report, published on 25 September 2024, 55% of 106 IMBs have asked 75 property-related questions in their annual reports, referencing how this causes prisoners' much distress and frustration. At Lancaster Farms we are aware of not only designer clothing and trainers going missing, but also personal possessions, including photos, documentation, keys, radios and hi-fi systems. Findings have resulted in risks to safety, as missing property can lead to violence, fights and bullying, as well as self-harm. Mental health is affected, as men become frustrated and distressed. Prisoners can also be fearful about using the laundry facilities in case clothing disappears, and relationships between staff and prisoners can be tense, with complaints and requests for possible compensation. A digital tracking system is being trialled but has not been fully implemented.

5.1.6 Meals are collected from serveries on the residential units. Traditionally, we have been very complimentary about the food on offer at Lancaster Farms, and it has been quite rare for us to receive complaints in this area. In late 2024, we noticed a sharp upturn in the number of complaints about food, with men complaining about both portion sizes and quality. There had been some supply/menu changes, which definitely did lead to a downturn in the quality of food. Whilst we recognise the challenge involved in providing quality food for the men with a limited budget, it does need to be recognised that for some prisoners who do not have access to funds sent in by friends and relatives, the only food they may receive is what is served to them by the kitchens. To the credit of prison staff, they recognised men's concerns, and in consultation with them made further changes to the menu. We have already noticed a big improvement since then, both in portion size and quality. Anecdotal evidence suggests that men are happier with the food they are being served. It is an area we will continue to monitor in 2025.

5.2 Segregation, special accommodation

5.2.1 Ullswater wing remains as the care and separation unit (CSU), where men are segregated, with 12 cells. Adjoining the unit are four outside areas, penned for exercise (some with exercise equipment). Board members usually report that the CSU appears calm and staff de-escalate most issues that arise efficiently and professionally.

5.2.2 Members of the Board seek to monitor segregation reviews (to decide if a prisoner should remain in segregation) and adjudications (disciplinary hearings when a prisoner is suspected of breaking the rules), with an average of 223 adjudications reported per month, which peaked in May at 347. Overall, our monitoring of reviews and adjudications found that they were very well run in terms of smoothness of proceedings. However, there were a few occasions when the Board felt they could have been handled better.

5.2.3 Numbers in the CSU averaged 17 prisoners per month in the reporting year. This peaked in May, with 29 prisoners held. One prisoner was reported to have spent 88 consecutive days in CSU, before being transferred to another establishment for personal protection. During 2024-2025 the special cell was used on two occasions, with each resulting in a stay of less than four hours. The majority of prisoners held were located back to normal accommodation blocks, with five relocated to Grizedale (the complex care unit) and 10 prisoners being transferred to other establishments.

5.2.4 There is in-cell provision for prisoners who are segregated. Distraction packs, consisting of colouring books, pens, etc. are part of the provision.

5.2.5 On some occasions, disciplinary hearings are heard by an independent adjudicator (a district judge or deputy district judge), instead of a Governor. This takes place when a prisoner is alleged to have committed a serious breach of prison rules. As in 2023-2024, disciplinary hearings heard by an independent adjudicator continue to be held remotely, using a laptop.

5.3 Staff and prisoner relationships, key workers

5.3.1 The key worker scheme is designed to build positive one-to-one relationships between prisoners and staff, with the aim of promoting rehabilitation, reducing reoffending and acting as a central contact among other services within the prison. This work is pivotal to enable the prisoner to navigate often complex prison processes and procedures, and act as a conduit with probation and offender managers and others. Relationships between staff and prisoners overall are seen as good and positive. Throughout the year, prisoners in the CSU identify good levels of engagement with the officers, and we have observed positive and supportive interactions between staff and the men on the unit.

5.3.2 The prison seeks to provide key worker contact sessions for every prisoner, and comments from prisoners indicate some issues regarding the amount of key worker activity across the prison. The prison has identified quality and consistency of the key work as needing further development and training as this new initiative becomes embedded across the establishment. This remains a priority for the senior management team of the prison and during 2024-2025 there was an increase in the amount of key working.

5.3.3 Having the key worker based on the same residential unit as the prisoner they are supporting is seen as the ideal. However, the key worker may be detailed to a different residential unit or the prisoner moved to a different wing. The challenge for the establishment is to maintain consistency as the prisoner transitions through the progression plan as part of the overall resettlement planning journey. We have found occasions when prisoners have no awareness of their key worker, long lists of prisoners with the same key worker, and no regular meeting with their key worker.

5.3.4 A system of welfare checks exists with vulnerable prisoners, together with purposeful interactions between staff and prisoners to build better relationships and address any concerns. This has been evidenced in key worker entries and during the ACCT process. Overall, the work and relationships are positive. Staff engagement with prisoners on the complex care unit (Grizedale) have been observed as supportive, and the established staff team seems to have a detailed understanding of the needs of the prisoners in their care.

5.3.5 HM Prison and Probation Service (HMPPS) recommends a minimum of 45 minutes of key worker contact time per prisoner, per week. Recent data indicates that the establishment is meeting its required targets; in the reporting year, there were just two weeks when this was not achieved.

5.4 Equality and diversity

5.4.1 The Board continues to review the equality data gathered by the establishment and, where possible, monitors quarterly equality action team (EAT) meetings, which analyse results, generate actions and escalate any areas of concern. These meetings are attended by the senior management team (SMT) and functional heads of services.

5.4.2 Data capture relies on the digital prison services (DPS) system to accurately record the protected characteristics (including, among others, race, religion, disability, age, sex and sexual orientation) of prisoners set out in the Equality Act 2010. One limitation of the system is the accuracy of the data recorded. Some data rely on self-declaration by the prisoner on arrival in the establishment, e.g. religion and sexual orientation. For obvious reasons, a prisoner may not wish to disclose their sexual orientation.

5.4.3 During the reporting year, 49 discrimination incident reporting forms (DIRFs) were received, which represents a slight drop from the previous year, when 55 were received. A total of 34 of the 49 complaints (69%) related to ethnicity, nine (18%) related to disability, four (8%) were about religion/belief and two concerned sexual orientation. As these figures show, the vast majority of DIRFs related to ethnicity, which could be viewed as closely linked to religion/belief complaints in certain contexts. Combined, these represent 77% of the total complaints. This is certainly an area the Board should monitor further, as we move into the new reporting year, and also an area that the SMT should work on to improve the relationships built with this group of men. We have noticed, in recent months, an increase in some Muslim prisoners' perception that they are treated less favourably than other prisoners, particularly when it comes to the allocation of work in the prison. As of December 2024, there were no Muslim men working in the kitchens, for example, although we were told that there were plans to employ two Muslim workers in the lead up to Ramadan. To put this into context, a little more than 10% of the prisoners at Lancaster Farms are Muslim, so we might expect to see them visibly represented in all areas of the prison.

5.4.4 The establishment has eight prisoner equality representatives, which is a substantial improvement on 2023.

5.4.5 A total of 17 prisoners have a personal emergency evacuation plan (PEEP) in place, which provides those who cannot get themselves out of the prison unaided in an emergency with assistance. The IMB has reviewed the PEEPs and all follow a standard format. These plans require a six-monthly review by the prison.

5.4.6 Quarterly prisoner forums take place during the year, linked to most of the protected characteristics (age, disability, race, religion, Travellers and veterans). For care leavers, the responsibility lies with the offender management unit, but the equality and diversity manager is liaising with them to discuss a forum for them and how they can best be supported, as it is recognised that this group could definitely use additional support. This is an area the Board will monitor in the coming year. There is no active forum for LBGTQ+ prisoner, due to the fact that most do not seem to want to be identified and prefer to keep their sexual orientation private. However, the equality and diversity manager is active in supporting these men on an individual basis when required. As a Board, we were able to observe a few of these forums during the reporting year and were very impressed with how they were run, giving

the men a real voice and an opportunity to improve life at Lancaster Farms for those with a protected characteristic.

5.4.7 The neurodiversity support manager (NSM) has been in post for over a year and has made a tangible difference in the visibility of men with neurodivergent needs. One major change was the establishment of the Grizedale unit, which supports 18 men in a smaller and less intimidating environment. The unit is still developing, but the men on Grizedale can get extra support. Feedback from men suggests that they tend to feel much happier and more secure than on a mainstream residential unit. There is a sensory room, beehives in the outside area and a small games room/kitchen area, as well as a better staff-to-prisoner ratio, which means the men can get individual support that might not otherwise be possible.

5.4.8 The NSM also publishes a monthly newsletter, which helps raise awareness among prison staff about the men with neurodivergent needs. The latest newsletter states that 60% of men in the prison have some kind of neurodivergent need, which highlights how essential it is for staff to be aware of this when communicating with prisoners. There are also other efforts to raise staff awareness, including the 'autism bus', which visited during the year and was hailed as a success. In addition, we are especially impressed with the neurodiversity profiles, which are made for men who most need support from staff. These profiles are on display in wing offices and available to staff via the online shared drive. This gives the men involved the chance to communicate their strengths, the challenges they face and how staff can support them on a daily basis.

5.5 Faith and pastoral support

5.5.1 In the Board's view, the chaplaincy team continues to provide a comprehensive support service to prisoners and staff at Lancaster Farms but is under-resourced. For the first six months of the reporting period, there was no Anglican chaplain, although this has now been resolved with the recruitment of a part-time recruitment person into this role. A total of 91 prisoners identify as Anglican. A Roman Catholic lay chaplain has been recruited to support the 136 prisoners in this faith group. Mass is offered weekly by a visiting priest. Muslim prisoners are supported by an Imam. Paganism has five followers but without a designated Pagan chaplain. Efforts are being made to recruit a Pagan chaplain to cover several prisons in the region that also need to support this group. No religion has been recorded for 219 prisoners. Corporate worship is offered weekly and has a regular congregation. Occasional visits are offered for the smaller faith groups including Hindu, Sikh and Jewish followers.

5.5.2 The chaplaincy team helps all prisoners, irrespective of specific religious affiliations or none. All men in the CSU see a chaplain each day. The chaplaincy team attends ACCT reviews, weekly safety intervention meetings (SIMs), segregation reviews, reception interviews, complex case reviews and weekly pastoral visits to every prisoner on an ACCT. The work of the chaplaincy team encompasses activities across the prison.

5.5.3 Liaison with community groups outside the prison takes place to recruit volunteers to support the work of the chaplaincy team and create links with specific faith groups, such as, for example, Muslim community organisations.

5.5.4 Specific courses have been introduced to meet prisoners' needs, such as Living with Loss (bereavement support), Care for the Family (parenting course), Faith Inside (faith exploration course), Muslim Study Group, Lifers' Support Group, Freedom in Christ Course and the Sycamore Tree Course (restorative justice). A Bible study group meets weekly, while the Alpha Course is over-subscribed and further courses are being organised to meet the need.

5.5.5 The chaplaincy team has specific responsibilities for family contact and engagement; it liaises with POPS (partners of prisoners) and contributes to the wider Family and Significant Others' Strategy. The core of the strategy is that positive family relationships can be maintained to support reduced reoffending on release. Chaplaincy staff can facilitate complex family social visits in the chapel lounge.

5.5.6 The Christians Against Poverty (CAP) money-management course is offered as part of the overall prison strategy to reduce debt. Events are organised, with input from independent guests and motivational speakers such as those from the Christian Biker Association. Invited guests have included two spoken-word artists and poets, a rapper and a hip-hop poet, incorporating recording lyrics and music. These events have been inspiring for some of the men who find it hard to engage in other more formalised activities such as education.

5.5.7 The Chaplaincy team provides support to the men with family members who are receiving end-of-life care and at bereavement. This includes liaison with other family members and funeral arrangements. It is not always possible for a prisoner to attend a hospice where a family member is located or to attend a funeral, given the need for an escort by prison staff and transport. The chaplaincy team has been able to facilitate a 'virtual visit' using the available technology, where this has been permitted, and time for reflection in the chapel.

5.5.8 The Chaplaincy team also organises and facilitates engagement with community organisations and support networks. These include the recruitment of people who volunteer to visit prisoners who may not have any visitors at all. Prisoners can also access the New Bridge Befriending Service through the chaplaincy team. New Bridge support prisoners through letter writing and visiting, even where a prisoner moves prison. The Prison Fellowship, accessible through the chaplaincy team, provides letter writing and support both in prison and on release.

5.6 Incentives scheme

5.6.1 There are three levels of privilege in the prison: basic, standard and enhanced. At the end of the year, 10% of prisoners are on basic, 52% on standard and 38% on enhanced. This represents a significant rise in the number of prisoners on basic status compared with last year. One explanation is the increased use of the basic regime for those who refuse work, education and training. This is something for the Board to monitor further, as the basic regime is very restrictive and men often struggle to cope mentally with its restrictions.

5.7 Complaints

5.7.1 Complaints (using form Comp 1, which concerns ordinary complaints) and appeals (using Comp1A forms) are administered by a dedicated complaints clerk. Each month, the prison received an average of over 120 complaints from prisoners (e.g. 225 in July 2024; 131 in January 2025). Figures are slightly lower than monthly

figures for 2023-2024 (139) and 2022-2023 (150). The percentage of overdue complaints is 9-13% each month. Many complaints are related to property and issues concerning prisons prisoners have been transferred from (July 2024, 12%; January 2025, 24%). The impact on prisoners, in terms of frustration and uncertainty, is clear from our monitoring work. In these cases, more regular updates and acknowledgments of any delays could be issued to prisoners.

5.7.2 We also note that some applications from prisoners to the Board make reference to complaints submitted and to a level of dissatisfaction with the content of responses to those complaints. The Board is pleased that each month a Governor reviews 10% of complaints and their responses.

5.7.3 The prison, including the Board, receives a small number of confidential complaints each year (e.g. the Board received two in 2024-2025). Such complaints are often related to sensitive personal information about a prisoner and/or member of staff and require close engagement with any investigation by a Governor.

5.8 Property

5.8.1 Applications to the Board relating to property accounted for 18% of all applications in the last reporting year, the second largest category; a recurring theme is the delay in receipt or loss of personal possessions, sometimes irreplaceable, when a prisoner is transferred to this establishment. This results in anxiety and distress for the prisoner, valuable time being spent by staff in chasing the sending prison, and a financial cost to the Prison Service in paying compensation for lost items.

5.8.2 Once a prisoner has been relocated, it is often impossible to trace any missing property. This is not a matter particular to this establishment but affects many prisons; systemic and recurring issues in the management of prisoners' property are a national problem, which HMPPS needs to urgently address.

5.8.3 A related issue is the need for assurance as to consistency in the clearance of cells and in the temporary locking of cells in order to avoid property being taken when a prisoner is removed, for whatever reason.

5.8.4 Inconsistencies among establishments in what prisoners are allowed to have in their possession, in terms of either definition or quantity, lead to unnecessary confusion and resentment among prisoners and place extra pressure on staff.

5.8.5 Because of these inconsistencies, or for other reasons, some prisoners are transferred in with excess quantities of property, which puts a strain on the limited storage capacity of the establishment.

6. Health and wellbeing

6.1 Healthcare: general

6.1.1 Practice Plus Group has run and managed all physical and mental healthcare services at the prison since April 2024 (it was Spectrum until March 2024). Dentistry services are managed by Time for Teeth. In our 2023-2024 annual report, we were largely positive about the standard of healthcare at Lancaster farms. Applications relating to healthcare were approximately 14% of overall figures. However, in the reporting year, this has now more than doubled, to 30% of total applications, with 81 individual applications relating to healthcare. The head of healthcare and the clinical manager have been very helpful when dealing with prisoner applications, but we remain very concerned about the sharp increase. This is in contrast to 42 complaints received directly by the healthcare unit. As the IMB, we try to ensure that prisoners have consulted healthcare first about a complaint and we will work with the unit to seek a response.

6.1.2 Waiting times have varied throughout the year. In August 2024, they were reported to be three weeks for a non-urgent nurse/GP appointment. It was reported to be up to four months each to see a physiotherapist, podiatrist or psychological wellbeing practitioner, six months for EMDR (eye movement desensitisation and reprocessing psychotherapy to help individuals recover from traumatic experiences), five months for a counsellor and seven months for a dentist. However, as an IMB, we find these times unacceptable, due to a number of factors: the high need of the prison population and that they do not have the option to seek these services elsewhere.

6.1.3 Due to the high level of transfers into the establishment over the reporting period, the prisoners' perception is there is a problem with waiting times, which is exasperated by a lack of continuity of care between establishments. Whilst all waiting lists are assessed and clinically prioritised, due to the significant increase in prisoners being processed through Lancaster Farms, it is consequential that there is a waiting list and this can impact in times both for those coming in and those who are already located at Lancaster Farms. Consequently, there are many men with non-urgent medical needs who will not be able to access a specific healthcare professional before they are released. In some cases, this can lead to treatment not being able to be completed before they leave the prison. One area of specific concern is dentistry, where there is a waiting list of over six months.

6.1.4 The administration of medication is a major concern. Medication is not delivered/collected from local pharmacies, and we have had several applications from men seeking medication day after day, only to be told that it has not arrived yet. On occasion, we have been told that the prisoner has not requested their medication with enough notice (7-10 days), but this is clearly not always the case. There have been times when men have gone without medication, which could not only damage their physical and mental wellbeing but also threaten good order and discipline in the prison.

6.1.5 We have wider concerns about how the contracting out of essential services such as healthcare affects the transparency of the level of care provided and the overall scrutiny of healthcare services at the prison. Healthcare data and complaints are not included in overall performance statistics which are distributed internally in

the prison, and it is not always easy to get this information from healthcare. In a meeting with healthcare staff in September 2024, we were told that the prison does not receive data about healthcare complaints, but that NHS England does. At that time, we were also told that there would shortly be a new process of data sharing implemented across Practice Plus Group, which would enable us to see this data. Unfortunately, we have not had any access to this yet.

6.1.6 We were also informed in September that Practice Plus Group has written into their contract that they have 30 days for stage 1 and 60 days for stage 2 to respond to healthcare complaints. This compares with five working days that the prison has to reply to other complaints via the Comp1/Comp1A complaints process. It is extremely hard to see any justification for this wide discrepancy.

6.1.7 We have had several complaints about the attitude of some healthcare staff at the prison. This has included complaints about staff lacking in care and empathy and being dismissive. In response, evidence has backed up these complaints, and whilst some evidence is largely anecdotal, it is widespread enough to mention it in our report. We acknowledge that this is not all healthcare professionals and there have been several incidents where staff have been challenged and disciplined by the head of healthcare and the Governor.

6.2 Physical healthcare

6.2.1 During daytime hours, the prison has a range of primary care services (nursing, GPs, physiotherapy, pharmacist). However, the prison does not have 24-hour healthcare provision and is reliant on other establishments to accept prisoners requiring more intensive healthcare. A number of prisoners are taken to the Royal Lancaster Infirmary for appointments. On occasion, especially if admission to secondary care is required, this causes disruption to the prison regime, as two officers need to be always on duty at the hospital with each prisoner.

6.3 Mental healthcare

6.3.1 A number of mental health services are provided in the prison, including primary mental healthcare support, psychological therapies, counselling and trauma support, including Out-Spoken (initiative to support victims of sexual abuse). Despite this, there are many more men who could benefit from more access to mental health services and who clearly need to be prioritised. This can put additional pressure on operational staff, who often have to intervene to provide men with support, despite limited training in this area.

6.3.2 Despite work by the mental health team, there is a small number of prisoners who frequently self-harm and display serious mental health conditions. The Board's view is that such prisoners would be better placed in a specialist facility, where their health needs could be better supported.

6.4 Social care

6.4.1 Social care is provided by Lancashire County Council, in conjunction with the prison, following initial assessment by a social worker or an occupational therapist, although prisoners can self-refer (via the healthcare unit). All HMPPS members of staff can refer to social care assessments. Much of the personal assistance is provided by the healthcare unit - or by buddies, who seem to be the preferred option of prisoners. Re-coop is commissioned by the prison to train and supervise peer

supporters or buddies. When a more consistent level of care is required out of hours, the prisoner will be transferred to another prison with more suitable facilities.

6.4.2 Wheelchairs, walking aids and other special equipment required by ill or disabled prisoners are supplied by the healthcare unit if the prisoner arrives without them or they are lost in transit from another prison.

6.4.3 An improved-access cell is available at ground floor level on every residential wing. A personal emergency evacuation plan (PEEP) is prepared and made available for every sick or disabled prisoner for use in an emergency situation.

6.5 Exercise, regime

6.5.1 Outdoor exercise is available for all prisoners and provided, as per mandatory requirements. Additional exercise is provided when wings remain violence free. All wings benefit from an outside exercise area which, apart from the CSU and Grizedale, contain outdoor gym equipment.

6.5.2 There is a very well-resourced gym. Sessions in the gym for those referred by healthcare staff take place in the evenings. Healthcare referrals can be for both physical and mental health reasons. Both the fitness suite and the sports hall have wheelchair access. However, the gym often remains underused, particularly at weekends.

6.5.3 The Board is impressed by the Project 180/CrossFit rehabilitation programme, which focuses on fitness and teamwork. Excellent relationships form part of the success of this programme, and the Board observed training sessions in the gym.

6.5.4 During the year, the Board was pleased to note the introduction of the prison 'park run' each Saturday. Numbers were small at the start of the programme but have increased more recently.

6.5.5 The physical education and offender management teams continue to deliver the Duke of Edinburgh's Award scheme at Lancaster Farms. It has been instrumental in building skills and confidence amongst younger prisoners (aged 21-34). Feedback has been positive.

6.6 Drug and alcohol rehabilitation

6.6.1 Mandatory drug testing (MDT) takes place on a regular basis. A total of 96 out of 275 tests in 2024-2025 were positive (34.91%).

6.6.2 The healthcare provider continues to provide the substance misuse service at the prison. Approximately 180 prisoners are seen by the service each week. The Board is supportive of the substance misuse team, which feels that uniformed staff could learn more about its work. This could further help achieve the drug rehabilitation goals of Coniston wings (see below).

6.6.3 Coniston wings have a key drug rehabilitation focus, with Coniston 1 (C1) being the incentivised substance living unit (ISFL) and Coniston (C2) housing some prisoners being treated for their addiction with methadone. Prisoners can work to reduce their dosage of methadone and make informed choices about their treatment. Approximately 68 prisoners are helped each month across the prison with methadone support, as well as around 30 prisoners who are on injectable Buprenorphine, an alternative form of opiate substitute.

6.6.4 From its observations, the Board is pleased to identify Coniston as a supportive environment where prisoners are empowered and given ownership of their recovery. The drug recovery team works to build prisoners' self-confidence; in addition, prisoners find support from others on their wing who have had similar experiences.

6.6.5 The CrossFit project continues to provide prisoners with a positive focus based on fitness. Prisoners learn about diet and general health and wellbeing. The Board is impressed by the programme and continues to monitor the positive impact it has on participants.

6.7 Soft skills

6.7.1 The Board recognises the support given to prisoners to assist levels of reading, writing and numeracy. Support is received from the Shannon Trust.

7. Progression and resettlement

7.1 Education, library

7.1.1 As with last year, a variety of classes has been run throughout the year, including academic subjects such as maths and English and business IT. Art continues to be popular, and the prison was proud to receive the Koestler Arts Platinum award 2024. There are also courses in mentoring, food safety and industrial cleaning. Again, the providers were found to be proud of the courses they offer and the men respectful of subjects and staff.

7.1.2 The library continues to be a hub of industry and innovation. Building on the Telling Stories Project of last year, writers who are ex-prisoners have been invited to share their writing and encourage the men to explore their own creative thoughts. Quick reads and audibles are regularly used and reading is supported by external bodies such as the Shannon Trust. Still popular through the library are Storybook Dads, which helps parents stay connected to their family by recording stories on audio CDs for their children to listen to at home. Similarly, Bedtime Stories is popular: a book is loaned to be read over their own phone by the prisoner to their child. There has been an issue over meeting the hours required to run the library and the different projects. This is due to more than one factor but includes a staff member being granted study time. It is hoped that this may be resolved soon.

7.1.3 Evening classes are operating. They continue to be wing based and are advertised on wing noticeboards. Classes are published daily in the morning briefing and on the units and feature a variety of topics, including guitar.

7.1.4 Industry and workshop areas continue to embed English and maths opportunities in their environments. As mentioned below, electronics has been particularly successful here.

7.2 Vocational training, work

7.2.1 Throughout the reporting year, there has been a broad range of topics on offer, including electronics, painting and decorating, bricklaying, construction and joinery. Hospitality and catering have been particularly popular, as has Recycling Lives (which is brash, noisy, fun and useful). The men have responded positively to the courses and speak highly of them. Again, high street names have been involved (especially coffee houses/restaurant chains).

7.2.2 Some vocational workshops are particularly impressive. The electronics workshop offers men the chance to achieve a Level 3 qualification and has links to the community where it offers the chance for men to work as an electrician's mate.

7.2.3 Recycling Lives offers men not only a job whilst in prison but also a job on release. Because of its links with an outside company, it also offers men a higher wage than they would receive from a standard prison job, enabling them to save money for their release, with many men saving enough money to pay for a deposit for a flat.

7.2.4 The catering workshop teaches men a valuable skill, offers them the chance to work towards a recognised qualification and has several links to employers, giving prisoners a realistic chance of a job on release.

7.3 Offender management, progression

7.3 1 The purpose of offender management is to safeguard the men released and reduce re-offending, which then safeguards the public.

7.3 2 The early release scheme, requested by the Government, has created challenges, both in terms of securing accommodation and employment but also in terms of the implementation (given that the timescale was somewhat brief). Despite this, at Lancaster Farms, every prisoner's release into the community is managed from a public protection and risk management point of view.

7.3 3 Education, skills and work are available and used. The men can move forward on release within roles available in partner organisations, particularly in catering and hospitality.

7.3 4 The CrossFit programme has continued and is hugely popular. It continues to provide valuable gymnasium experience and is extremely valuable in ensuring that those completing a prison sentence are less likely to return to their old system of re-offending.

7.4 Family contact

7.4 1 A reminder from last year that HMP Lancaster Farms 'is committed to providing a rehabilitative environment for everyone that lives in our establishment. We aim to be a fair and equitable place for all prisoners in our care, our staff and anyone else that may visit the establishment'. The prison is also committed 'to ensuring family relationships are a priority... in the care of our prisoners and listen to their views and concerns enabling them to contribute to future planning'.

7.4 2 Family contact is hugely important. Families miss out on sharing important events such as birthdays and Christmas. About 45% of prisoners lose contact with their families after entry to prison and 22% who were married get divorced or separated². At Lancaster Farms, support is offered for social visits, from the initial meet-and-greet process, in preparation for a first-time social visit and for regular social visits. Family meeting areas are designed to be as informal and comfortable as possible.

7.4 3 At Lancaster Farms, a family engagement worker is appointed for new visitors. The use of social media keeps families up to date with special events. As referenced in section 7.1.2, Storybook Dads and other schemes help keep families together.

7.5 Resettlement planning

7.5 1 This has been a more challenging year in terms of resettlement planning. The changing population of the prison has meant that there are more men from the Manchester and Liverpool areas, which were not in the original catchment for the prison. Consequently, the resettlement team has had less contacts in Greater Manchester and Merseyside, and it has been more challenging for them to help men plan for their release.

7.5 2 Resettlement planning is still an area in which HMP Lancaster Farms takes pride and develops many initiatives. The prison is keen to celebrate examples of

² Source: the 2023 Prison Advice Care Trust (PACT) report.

success and good practice. This is to be commended, as successful resettlement is a major key to avoiding reoffending and playing a positive role in society. Prisoners are anxious on release if they have no settled accommodation or employment.

7.5 3 The departure lounge has continued to grow and flourish and is an integral part of release. It coordinates different service areas on the day of release and can also provide relevant advice.

7.5 4 There are many successes with training men for resettlement (see 7.1 and 7.2). Recycling Lives continues to be an example of support that is valued by prisoners and helps with resettlement. The work done in education and the library continues to help men progress during their sentence and prepare for release.

8. The work of the IMB

The Board has maintained a regular presence at the prison. During the past two years, Board membership has increased. This has enabled us to establish more thorough thematic monitoring. Overall, we note that the total number of applications received was 51% higher than that of the previous reporting year.

During the year, the Board received much support from prison staff. We wish to thank staff for their support and help in addressing issues raised by Board members.

Board statistics

Recommended complement of Board members	13
Number of Board members at the start of the reporting period	8
Number of Board members at the end of the reporting period	10
Total number of visits to the establishment	216
Total number of shifts on the 0800 telephone line	0
Total number of segregation reviews monitored	4

Applications to the IMB

Code	Subject	Previous reporting year	Current reporting year
A	Accommodation, including laundry, clothing, ablutions	10	4
B	Discipline, including adjudications, incentives, sanctions	12	7
C	Equality	13	9
D	Purposeful activity, including education, work, training, library, regime, time out of cell	9	6
E1	Letters, visits, telephones, public protection restrictions	0	5
E2	Finance, including pay, private monies, spends	3	8
F	Food and kitchens	13	12
G	Health, including physical, mental, social care	28	81
H1	Property within this establishment	27	31
H2	Property during transfer or in another establishment or location	8	11
H3	Canteen, facility list, catalogue(s)	10	7
I	Sentence management, including HDC (home detention curfew), ROTL (release on temporary licence), parole, release dates, recategorisation	26	28
J	Staff/prisoner concerns, including bullying	6	25
K	Transfers	11	5
L	Miscellaneous, including complaints system	19	29
	Total number of applications. NB: some applications cover more than one subject area	180	272



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