

Report on an unannounced inspection of

HMP Lincoln

by HM Chief Inspector of Prisons

9–10 December 2019, 6–10 January 2020

This inspection was carried out with assistance from colleagues at the General Pharmaceutical Council and in partnership with the following bodies:



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Glossary of terms

We try to make our reports as clear as possible, and this short glossary should help to explain some of the specialist terms you may find. If need an explanation of any other terms, please see the longer glossary in our 'Guide for writing inspection reports', available on our website at: <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

Care Quality Commission

CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

Certified normal accommodation and operational capacity

Baseline CNA is the sum total of all certified accommodation in an establishment except cells in segregation units, health care cells or rooms that are not routinely used to accommodate long stay patients. In-use CNA is baseline CNA less those places not available for immediate use, such as damaged cells, cells affected by building works, and cells taken out of use due to staff shortages. Operational capacity is the total number of prisoners that an establishment can hold without serious risk to good order, security and the proper running of the planned regime.

Challenge, support and intervention plan

Challenge, support and intervention plans (CSIPs) are used by all adult prisons to manage those prisoners who are violent or pose a heightened risk of being violent. These prisoners are managed and supported on a plan with individualised targets and regular reviews. Some prisons also use the CSIP framework to support victims of violence.

Key worker scheme

Introduced under the Offender Management in Custody (OMiC) model, prison officer key workers aim to have regular contact with named prisoners to support and motivate them to address their offending behaviour and work towards rehabilitation.

Protected characteristics

The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

Protection of adults at risk

Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse and neglect (Care Act 2014).

Introduction

HMP Lincoln, built mostly in the late 19th century, is a category B local prison holding, at the time of our inspection, about 630 adult and young adult men. As a prison it faces not insignificant environmental and operational challenges, which are combined currently with the additional challenge of supporting and building capability among a relatively inexperienced staff complement. It is therefore pleasing to report that at this inspection we found a prison that was ensuring, in most areas, reasonably good outcomes and where, since we last inspected in 2017, improvement was clearly evident.

Lincoln was now a much safer prison. Reception and induction arrangements were very good and enhanced considerably by useful interventions from the prison's very impressive partner, the non-governmental organisation (NGO) Lincolnshire Action Trust. The amount of recorded violence had remained unchanged from that seen in 2017, but we found the prison to be calm and ordered, and prisoners' views about their own safety, as reported in our survey, were broadly positive. Initiatives to help reduce violence were meaningful and reflected useful consultation and analysis of data. Segregated prisoners reported positively on their treatment by staff and had better access to facilities than we normally see. Security arrangements were proportionate and were based on good intelligence flows that were beginning to deliver improved outcomes, particularly surrounding drug supply reduction. The positive rate for mandatory drug testing (MDT) was now down to 10%, much better than in most local prisons.

Since we last inspected, there had been two self-inflicted deaths and incidents of self-harm remained stubbornly high. However, the prison's approach to supporting those in crisis was good. Recommendations made by the Prisons and Probation Ombudsman (PPO) following their investigation of the deaths had been implemented and case management of those at risk of self-harm (ACCT) was generally good. In addition, some useful work was being done to try and understand better the factors behind self-harm, for example an initiative that sought to address the impact of debt on self-harm.

Staff-prisoner relationships were very encouraging, despite over half of all staff having been in post for less than two years. In our survey, 81% of prisoners told us they felt respected by staff and our own observations were consistent with this view. Key worker arrangements were embedded, the wings were properly supervised and rules were applied consistently. The prison was working hard to keep up standards of cleanliness and prisoners had generally good access to amenities, although maintaining old cells and ensuring they were properly equipped remained a challenge. Of concern was the fact that despite a slightly reduced roll, some 80% of prisoners were held in overcrowded cells.

Consultation arrangements with prisoners were effective and led to meaningful change, and over 80% of prisoners told us it was easy to make simple applications. We were impressed by the telephone call centre created by the prison and run by trained peer workers, which provided help and advice to prisoners who requested it. Formal complaints were similarly well managed. The promotion of equality and diversity was much improved and benefited from good leadership. Data was analysed usefully and consultation was getting better. Discrimination incidents were also investigated thoroughly. Health care provision, overall, was very good.

Daily routines were predictable. There was sufficient activity for all prisoners, and most had reasonable amounts of time out of cell. The prison's engagement with the learning and skills provider was leading to improved performance, although the recruitment of teaching staff was proving to be a struggle and was limiting progress. Overall the quality of teaching and the education curriculum needed to be better and, despite some vocational and skills acquisition, the achievement of qualifications among learners was low. Our colleagues in Ofsted judged the overall effectiveness of education, skills and work as 'requires improvement'.

The prison faced a particular challenge in managing rehabilitation and release planning, which was complicated by a great variation in the lengths of stay experienced by those held. Alongside the usually local, shorter-stay remand and convicted population, the prison also held many longer sentence prisoners, who were often brought to the prison from well out of the area. The analysis of need in the prison called for some improvement and a strategy that addressed more comprehensively the needs of all was still required. That said, most eligible prisoners had an up-to-date assessment of risk and need (OASys), although there were quite poor levels of contact between prisoners and prison offender managers. Many prisoners held in Lincoln presented quite high risks of harm and it was our view that public protection arrangement needed to be more robust: we make this issue one of our key recommendations. Far too many prisoners were released homeless, which was not helped by some complicated contractual issues among providers and restrictions that seemed to inhibit the prison's ability to grip the issue. This was, however, balanced by some very good practice that provided 'through the gate' and resettlement support. Again, Lincolnshire Action Trust proved to be an excellent partner in providing support for prisoners in maintaining contact with their children and families.

To conclude, the Governor and his team should be commended for the work they have done at Lincoln. Progress at the prison was predicated on the quality of staff-prisoner relationships and some very constructive partnerships. There was attention to getting the basics right in most areas we inspected, but also space for innovation and creativity. This combination was leading to much good practice and meaningful and sustainable improvement. There was lots still to be done and many of the problems like overcrowding had an intractability that required Her Majesty's Prison and Probation Service's (HMPPS) intervention to support the prison. We were confident, however, that the Governor and staff were committed to ensuring continuous improvement. We leave several recommendations which we hope will help support that.

Peter Clarke CVO OBE QPM

HM Chief Inspector of Prisons

April 2020

Fact page

Task of the establishment

Category B male local prison. However, most prisoners were category C or unsentenced and waiting to be sentenced, transferred or released to their home areas outside the local area.

Certified normal accommodation and operational capacity (see Glossary of terms)

Prisoners held at the time of inspection: 630

Baseline certified normal capacity: 408

In-use certified normal capacity: 403

Operational capacity: 664

Notable features from this inspection

The Lincolnshire Action Trust provided a range of effective services that supported prisoners and their families.

There had been two self-inflicted deaths since the last inspection, but none in the previous year.

Around 80% of prisoners were living in cramped and overcrowded conditions.

About 100 prisoners were released from Lincoln every month.

36% of prisoners were released from Lincoln without sustainable accommodation.

The majority of prisoners, 76%, were released outside the prison's intended resettlement area of North Yorkshire, Humberside and Lincolnshire.

Prison status (public or private) and key providers

Public

Physical health provider: Nottinghamshire Healthcare NHS Foundation Trust

Mental health provider: Nottinghamshire Healthcare NHS Foundation Trust

Substance misuse treatment provider: Addaction

Prison education framework provider: People Plus

Community rehabilitation company (CRC): Humberside, Lincolnshire and North Yorkshire community rehabilitation company

Escort contractor: GEOAmey

Prison group

East Midlands Prison Group

Brief history

Lincoln opened in 1872. Parts of the prison are grade II listed buildings, and three of the four main residential units are the original Victorian design. E wing was opened in 1992.

Short description of residential units

All wings hold a mixture of remand, convicted and sentenced adult and young adult prisoners.

A wing

up to 216 prisoners (currently 196); includes the first night centre and induction landing

B wing

up to 150 prisoners (currently 141)

C wing

up to 198 prisoners (currently 175)

E wing

up to 165 vulnerable prisoners (currently 152).

Name of governor and date in post

Paul Yates, September 2016

Independent Monitoring Board chair

Norma Krawiec/Jeremy Taylor

Date of last inspection

30 January 2017 – 10 February 2017

About this inspection and report

- A1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.
- A2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.
- A3 All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests are:

Safety

Prisoners, particularly the most vulnerable, are held safely.

Respect

Prisoners are treated with respect for their human dignity.

Purposeful activity

Prisoners are able, and expected, to engage in activity that is likely to benefit them.

Rehabilitation and release planning

Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release into the community.

- A4 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. There are four possible judgements: In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by Her Majesty's Prison and Probation Service (HMPPS).

Outcomes for prisoners are good.

There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.

Outcomes for prisoners are reasonably good.

There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.

Outcomes for prisoners are not sufficiently good.

There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.

Outcomes for prisoners are poor.

There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

A5 Our assessments might result in one of the following:

Key concerns and recommendations: identify the issues of most importance to improving outcomes for prisoners and are designed to help establishments prioritise and address the most significant weaknesses in the treatment and conditions of prisoners.

Recommendations: will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections

Examples of good practice: impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.

A6 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.

A7 Other than in exceptional circumstances, all our inspections are unannounced and include a follow up of recommendations from the previous inspection.

A8 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

This report

A9 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons (Version 5, 2017)* (these can be found on our website at <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/>). The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 5 collates all recommendations and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.

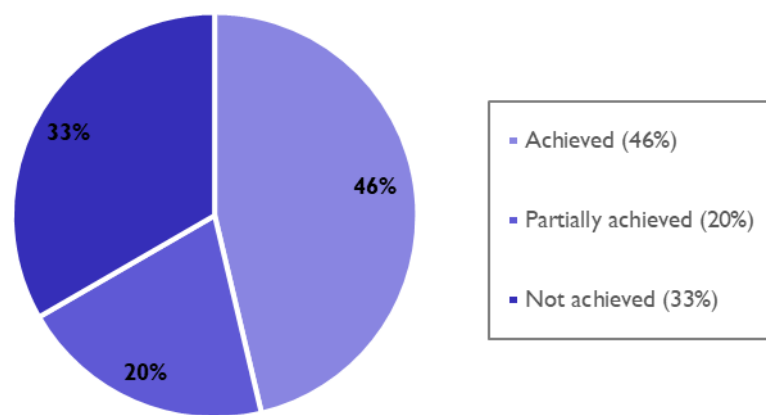
A10 Details of the inspection team and the prison population profile can be found in the appendices.

A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in the final appendix of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant. The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

Summary

- S1 We last inspected Lincoln in 2017 and made 54 recommendations overall. The prison fully accepted 43 of the recommendations and partially (or subject to resources) accepted 10. It rejected one of the recommendations.
- S2 At this follow up inspection we found that the prison had achieved 25 of those recommendations, partially achieved 11 recommendations and not achieved 18 recommendations.

Figure 1: HMP Lincoln progress on recommendations from last inspection (n=54)



- S3 Since our last inspection, outcomes for prisoners have stayed the same in one healthy prison area, with respect remaining reasonably good. Outcomes improved in all other healthy prison areas. Safety and resettlement and release planning increased from not sufficiently good to reasonably good, and purposeful activity improved from poor to not sufficiently good.

Figure 2: HMP Lincoln healthy prison outcomes 2017 and 2020.

Please note that the criteria assessed under each healthy prison area were amended in September 2017. Healthy prison outcomes reflect the expectations in place at the time of each inspection.



Safety

S4 Arrival and early days procedures were good, and induction was thorough. Levels of violence were similar to those at the last inspection, but the prison was calm and well ordered, and violence reduction work was managed well. Use of force had increased; its governance had improved and was reasonably good overall. Segregated prisoners were well cared for in a reasonable environment. Security was proportionate, and the measures to reduce drug supply had been fairly effective. The rate of self-harm was higher than at most similar prisons, although support for those at risk of self-harm was good. **Outcomes for prisoners were reasonably good against this healthy prison test.**

S5 At the last inspection in 2017 we found that outcomes for prisoners were not sufficiently good against this healthy prison test. We made 14 recommendations in the area of safety. At this inspection we found that nine of the recommendations had been achieved, two had been partially achieved and three had not been achieved.

S6 The reception area was bright and clean, and staff were welcoming and supportive. Risk assessment processes were robust and strengthened by the very good 'supporting people after remand or conviction' (SPARC) project, run with Lincolnshire Action Trust. Conditions on the first night centre had improved since the previous inspection and welfare checks were now conducted through the night. Unlike the rest of the prison, prisoners did not have a telephone in their cells on their first night. The induction process was informative and involved good input from key prison departments.

S7 The prison was well ordered and calm. The level of violence was similar to our last inspection; although there had been a reduction in assaults on staff, there had been an increase in assaults on prisoners. In our survey, prisoners were more positive than the comparators on a range of safety questions. Violence reduction work was well managed and overseen by regular safer custody meetings. There had been some effective consultation and analysis of data on the causes of violence, leading to changed practices. The identification of

violence was thorough, incidents were promptly investigated and suitable action had been taken in the cases we examined. There was reasonable case management of victims and perpetrators of violence. The prison had been active in attempting to increase the effectiveness of the incentives and earned privileges (IEP) scheme. Records of IEP case reviews were better than we usually see, but behavioural targets were generic and there were too few incentives for the enhanced level of the scheme.

- S8 Adjudications were conducted reasonably well and usually for appropriate offences. However, there was a high number of outstanding police referrals, some dating back a year. The number of use of force incidents was similar to other local prisons but an increase since the previous inspection. Governance had improved and was now reasonably good. There were fewer incidents where batons had been drawn and they were now investigated, but not promptly. Special accommodation had not been used in the previous year.
- S9 Segregation unit cells and communal areas were generally clean and free of graffiti, although some redecoration and deep cleaning were needed. Some aspects of the regime and available facilities were better than we normally see - for example, segregated prisoners had access to telephones and televisions, although none were given kettles. Segregated prisoners could undertake in-cell activities designed to occupy them physically and mentally. Reintegration planning contributed to generally short stays in segregation. The unit staff knew prisoners well and prisoners said they treated them well. Segregation monitoring meetings were regular but did not consider a sufficiently wide variety of segregation data.
- S10 Security arrangements were proportionate to the risks posed by the population. Dynamic security was sound, and there was a good flow of intelligence into the security department. Actions were promptly generated through daily triage meetings. The level of target searching following the receipt of intelligence had increased substantially since the previous inspection, but nearly a third of requested suspicion drugs tests were not carried out. Work to reduce the supply of drugs into the prison was good. In the previous six months, 10% of mandatory drug tests had been positive, which was low compared with other local prisons.
- S11 There had been two self-inflicted deaths since the last inspection, but none in the previous year. Almost all Prisons and Probation Ombudsman recommendations following investigations into these deaths had been achieved. Although the number of individual prisoners self-harming had reduced since the last inspection, incidents of self-harm were more prevalent than at similar prisons. The prison held a number of complex prisoners with prolific self-harming behaviour, who were well supported by staff. The safer custody team had undertaken some useful work to help understand and reduce self-harm, including prisoner consultation groups following spikes in self-harm, and the introduction of 24-hour Samaritan access from in-cell telephones. Assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm was implemented well. Case reviews were regular and multidisciplinary, with good input from the offender management unit (OMU) and the mental health team. Observational entries were detailed and showed that officers interacted well with prisoners in crisis. Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) were positive about their role and the support they received from staff, but there were not enough of them.
- S12 The prison had implemented a comprehensive and up-to-date safeguarding strategy, but support plans for prisoners at risk had yet to be implemented. Links with the Lincolnshire Safeguarding Adults Board were adequate, and multidisciplinary team meetings planned for the release of at-risk prisoners.

Respect

- S13 Staff-prisoner relationships were very good, and key working was well embedded. The prison remained severely overcrowded and many areas still needed maintenance. Cells and communal areas were generally clean. Prisoners reported positively on the food. Consultation arrangements were effective. Complaints were handled reasonably well, and the management of applications was very good. Equality and diversity work had improved significantly but provision for prisoners with disabilities was too limited. Faith provision was very good. Health services were good. **Outcomes for prisoners were reasonably good against this healthy prison test.**
- S14 At the last inspection in 2017 we found that outcomes for prisoners were reasonably good against this healthy prison test. We made 14 recommendations in the area of respect. At this inspection we found that seven of the recommendations had been achieved, two had been partially achieved and five had not been achieved.
- S15 In our survey, prisoners were more positive than the comparators about relationships with staff. For example, 81% said that most staff treated them with respect, and 80% that there were staff they could turn to if they had a problem. Key worker (see glossary of terms) contact with prisoners was regular and helpful, although not focused enough on sentence progression. Regular management checks had already identified this weakness. Wings were well supervised and we saw many good staff interactions with prisoners.
- S16 About 80% of prisoners shared a cell designed for one person, and most prisoners lived in cramped conditions, with flimsy curtains to screen toilets. Cells and communal areas were clean and free from graffiti, but many still required maintenance. Showers had been refurbished on two wings but remained in poor condition elsewhere. Lockable cabinets were being fitted, which was a positive development. Prisoners had good access to cell cleaning materials, but there was a shortage of clean clothing. Responses to cell call bells were well monitored and showed that the majority were answered promptly.
- S17 In our survey, 62% of prisoners say the food was good, which was much better than at other local prisons. Prisoners could buy a reasonable range of products through the prison shop and a range of catalogues.
- S18 Monthly consultation arrangements were effective and led to tangible changes. The prison had created an impressive application call centre. Prisoners could telephone the call centre from dedicated telephones on all wings and speak to trained prisoners, who helped them to contact various departments and resolved requests themselves if they could. Complaints had reduced since the previous inspection and were lower than at other local prisons. There was now a properly maintained complaints log, and nearly all responses were prompt and polite, and generally addressed the issues raised. Legal visits were regular but still lacked sufficient privacy during busy periods.
- S19 The management of equality and diversity work had improved since the previous inspection and was good. Equality work was led by the governor, and overseen by a well-attended and purposeful equality action team meeting. There was good analysis of data with suitable action taken in response to potential concerns. There was some developing consultation with prisoners in protected characteristic groups. Discrimination incidents were investigated thoroughly and responses to prisoners were good. Provision for foreign national prisoners had improved, but too many were still held long past their sentence end dates. In our survey, about half of prisoners said they had a disability but the prison had identified far fewer. We found some examples of inadequate support for prisoners with disabilities, and there were

no paid prisoner carers. There were few adapted cells and the prison was not suitable for those with mobility difficulties. There was currently little provision for gay and bisexual prisoners.

- S20 The chaplaincy provided good faith and pastoral support. Most prisoners had access to a chaplain of their faith, and the team was involved in a range of activities across the prison, providing especially strong support for prisoners' resettlement.
- S21 Health services were generally good. Partnership working and clinical governance arrangements were well developed and effective. Primary care services were delivered by suitably trained and supervised practitioners. Waiting times were in line with community equivalents. The management of prisoners with long-term conditions was good. Social care arrangements were reasonable but compromised by the lack of local authority resourcing of this work.
- S22 Despite a high level of need, the integrated mental health team provided a very good and accessible service, which delivered a wide range of evidence-based therapies. Drug- and alcohol-dependent prisoners were very positive about the care they received. Their treatment was prompt and met individual need. However, some prisoners were moved out of designated observation cells too soon, which undermined effective monitoring. Psychosocial support was generally good. Post-release support and family engagement were good.
- S23 Medicines management was generally safe, but the medicines administration point on A wing compromised patient confidentiality. Dental provision was good, with waiting times of three weeks for routine appointments and urgent cases seen at the next clinic.

Purposeful activity

S24 Time out of cell was reasonable for most prisoners. Library and gym access and provision were good. There were enough activity places for most prisoners and attendance had improved. Prison managers had acted to improve the performance of the learning and skills provider. There was a shortage of teachers, and the quality of teaching and learning required improvement. Very few courses were offered at level 2 or above, despite some need. Too few prisoners achieved qualifications, especially in English and maths. **Outcomes for prisoners were not sufficiently good against this healthy prison test.**

S25 At the last inspection in 2017 we found that outcomes for prisoners were poor against this healthy prison test. We made 14 recommendations in the area of purposeful activity. At this inspection we found that five of the recommendations had been achieved, five had been partially achieved and four had not been achieved.

S26 The regime was predictable, time out of cell was reasonable for most prisoners and most took part in at least part-time activity. However, unemployed prisoners were unlocked for less than two hours on weekdays, and if they were on basic regime they had even less time out of cell. Prisoners had more association periods than at the previous inspection, but outside exercise was only for half an hour. The two libraries were well used and reasonably well stocked. Prisoners had good access to PE facilities and sessions were rarely cancelled. There were specific sessions for younger and older prisoners. The gym had a good range of equipment.

- S27 There were sufficient activity places to meet the needs of most of the population. The prison's senior leadership team was particularly effective in scrutinising and performance-managing the learning and skills provider, which was beginning to have a positive impact on the quality of provision. However, the provider had struggled to recruit teaching staff to key posts, especially in English and mathematics. In addition, too many current teachers were failing to meet required standards and were consequently receiving developmental support. The curriculum did not meet the needs of the population. Provision at level 2 was very limited, and no prisoners were studying on higher level courses, such as the Open University.
- S28 Most prisoners developed a range of vocational skills and knowledge, and they valued the education and training they received. Most teachers and instructors checked prisoners' knowledge and understanding carefully, and provided effective individual support. Prisoner peer mentors offered effective support in lessons and workshops. However, teaching and learning were not yet consistently good. Not enough teachers and trainers set clear targets for what prisoners should achieve. Prisoners who needed additional support did not always receive it promptly.
- S29 Prisoners' behaviour during purposeful activities was good. They developed useful personal, social and vocational skills to support their employment prospects, and were motivated to learn and achieve. Attendance had improved significantly, especially in vocational training, but was not yet consistently good. There was weak development of skills in English and mathematics for those in vocational training and work.
- S30 Most prisoners made reasonable progress in developing vocational and practical skills. Qualification achievements on most courses were low, especially in English and mathematics. Too many prisoners were transferred, recalled or released before they could complete their qualifications.

Rehabilitation and release planning

S31 Prisoners received excellent support from the Lincolnshire Action Trust to help them maintain contact with children and families. Visits provision was good. The OMU and resettlement agencies worked well together. However, strategic management of rehabilitation and release planning was complicated by the mix of short- and long-stay prisoners, and the large numbers arriving from outside the area. Most prisoners had an up-to-date OASys (offender assessment system) assessment. Prison offender managers (POMs) had insufficient contact with, which primarily affected a small but substantial number of longer-stay prisoners. There were significant weaknesses in public protection procedures. Home detention curfew (HDC) processes were managed well, although too many prisoners were held beyond their eligibility dates. About a third of prisoners were released homeless. However, there were several areas of excellent practice in general resettlement work, benefiting prisoners on their release. **Outcomes for prisoners were reasonably good against this healthy prison test.**

S32 At the last inspection in 2017 we found that outcomes for prisoners were not sufficiently good against this healthy prison test. We made 12 recommendations in the area of resettlement. At this inspection we found that four of the recommendations had been achieved, two had been partially achieved and six had not been achieved.

S33 Lincolnshire Action Trust (LAT) undertook a wide range of excellent work to support prisoners and their families. This included valued family days and a parenting course. In-cell

- telephones helped prisoners to maintain contact with families. The booking process for visits had improved and was reasonable for most. The visits hall was bright, clean and welcoming.
- S34 Most prisoners came from other parts of the Midlands, which provided challenges for release planning. Alongside a rapidly changing population serving short sentences, there was also a longer-term population waiting too long for progression. The population needs analysis was not based on a sufficiently broad range of data to be effective. The reducing reoffending strategy did not address the challenges specific to Lincoln and, until very recently, there had been no action plan to drive improvement. Communication between the co-located OMU and resettlement agencies was very good. Most eligible prisoners had an up-to-date OASys risk and needs assessment. POMs contact with their prisoners varied and was poor in many cases. The HDC process was managed well in the prison, but too many prisoners were held at the prison beyond their HDC eligibility date. This was usually due to a lack of hostel accommodation, or out-of-area prisoners arriving with very little time left to serve.
- S35 There were fewer indeterminate sentence prisoners than at the previous inspection, and work to support them was limited. Category B prisoners waited too long to transfer to a suitable training prison. Work to progress prisoners convicted of sexual offences had not been prioritised since the previous inspection, and too many stayed at Lincoln without interventions to challenge their offending behaviour.
- S36 Just under 30% of the population were identified as high risk and about 15% were convicted of sexual offences. There were some key weaknesses in public protection measures, although there was evidence that individual POMs gave attention to public protection issues. The OMU made good contributions to multi-agency public protection arrangements (MAPPA) panels. However, risk management was undermined by the lack of a multidisciplinary forum that was focused on risk and routinely reviewed the most dangerous prisoners approaching release.
- S37 Telephone monitoring was ineffective, which meant that risks presenting in custody could not be promptly addressed. Child contact restrictions were not routinely enforced in the mailroom, potentially allowing correspondence with victims; this was addressed during the inspection.
- S38 The integrated through-the-gate (ITTG) team offered a range of brief groupwork interventions to address prisoners' attitudes, thinking and behaviour. The release of most prisoners to different resettlement areas hindered attempts to secure housing, and more than a third of prisoners released from Lincoln did not have sustainable accommodation. Unhelpful contractual restrictions also limited caseworkers' ability to help prisoners find accommodation and manage their finances. These contracts were not due for renewal until 2021. The facility for prisoners to apply for universal credit on their day of release was an excellent initiative. The offer of a first Jobcentre appointment for the most complex prisoners before release was also helpful and innovative. There was very good active support for care leavers.
- S39 Demand for resettlement services was high, with about 100 releases each month. The content of resettlement plans was good, but they were not reviewed in enough time to ensure that prisoners' needs were systematically addressed. A recently implemented weekly resettlement board was promising but was not yet sufficiently embedded. An impressive week-long course to help prisoners prepare for release had just been introduced. The involvement of the chaplaincy in every release case was positive. The 'departure lounge' remained an excellent initiative, providing immediate practical support for prisoners as they were released. There was very strong provision from the ITTG team and LAT to support complex and vulnerable prisoners when they left the prison.

Key concerns and recommendations

S40 Key concern: Despite a reduction in assaults on staff and concerted efforts by the prison to reduce violence, levels remained high and broadly the same as at our last inspection. There had been 135 incidents of violence in the previous six months, with a small but significant number classed as serious.

Recommendation: Managers should further develop practices to reduce violence in the prison, and review the violence reduction strategy regularly to increase its effectiveness. (To the governor)

S41 Key concern: The prison had completed some good work to understand and reduce the number of prisoners who harmed themselves, but the number of self-harm incidents remained high. There had been 336 incidents in the previous six months, more than before our last inspection and than at most other local prisons.

Recommendation: The prison should further develop its work to understand and reduce the number of prisoners who self-harm and the number of self-harm incidents. (To the governor)

S42 Key concern: Too many prisoners, around 80% at the time of the inspection, lived in cramped, overcrowded cells.

Recommendation: Prisoners should not be held in overcrowded conditions. (To HMPPS and the governor)

S43 Key concern: Decency screening around toilets was flimsy and did not always provide adequate privacy, and many cell cupboards, curtains and floors required repair. Showers on A and C wing required refurbishment.

Recommendation: There should be sufficient investment in the maintenance and repair of cells, and refurbishment of the showers, to ensure that all prisoners live in decent, respectful conditions. (To the governor)

S44 Key concern: There was insufficient support for disabled prisoners, with no paid carers or clear protocol on providing personal care, which affected their daily routines, including showers and using the toilet. There were not enough adapted cells, and the prison was not suitable for those with mobility difficulties.

Recommendation: Prisoners with disabilities should be given sufficient support to allow them to live independent and purposeful lives in prison. (To the governor)

S45 Key concern: The learning and skills provider had struggled to recruit teaching staff to key posts, especially in English and mathematics. Too many teachers were failing to deliver sessions to a sufficiently high standard, and the overall quality of teaching and learning continued to require improvement.

Recommendation: Leaders and managers should implement strategies to fill key teaching vacancies with high-quality staff, as well as raise the teaching and learning standards of the relatively high number of teachers whose performance requires improvement. (To the governor)

S46 Key concern: The curriculum failed to meet the needs of the population. Few prisoners were in custody for long enough to complete their course. Provision at level 2 was very limited and no prisoners were studying at higher levels. Arrangements for prisoners to study and

achieve a qualification related to their job role were weak. The number of prisoners who completed and passed courses in English and mathematics was particularly low.

Recommendation: The curriculum for prisoners should offer opportunities to study courses they can complete while in custody, and at levels above level 1. Those engaged in prison jobs should be able to achieve a relevant qualification, and more prisoners should complete and achieve English and mathematics qualifications. (To the governor)

- S47 Key concern: Target setting was often poor and the development of prisoners' skills in English and mathematics weak, especially in vocational training and work. There was little detailed recording of the employability skills that prisoners had gained while in custody. Prisoners with additional needs did not always receive the support they required to progress as well as their peers.

Recommendation: Teachers should improve their strategies for target setting, developing prisoners' skills in English and mathematics and recording employability skills, and swiftly implement additional support for those identified as requiring it. (To the governor)

- S48 Key concern: Many prison offender managers had low levels of contact with prisoners, which undermined sentence progression and work to reduce reoffending.

Recommendation: All eligible prisoners should have regular contact with an appropriately trained prison offender manager to drive their sentence progression. (To the governor)

- S49 **Key concern:** Prisoners convicted of sexual offences remained at Lincoln, and too many lacked one-to-one work to challenge their offending behaviour or access to accredited programmes. The prison no longer had a strategy for progressing these prisoners.

Recommendation: Prisoners convicted of sexual offences who require interventions should progress from Lincoln without delay so that they can address their offending behaviour. (To the governor)

- S50 Key concern: There was no multidisciplinary forum that was focused on risk and routinely reviewed the most dangerous prisoners approaching release to provide assurance and address any gaps in risk management planning and public protection.

Recommendation: A multidisciplinary risk management meeting, led by the offender management unit, should review the most dangerous prisoners due for release in sufficient time to address any gaps in risk management planning. (To the governor)

- S51 Key concern: The application of basic public protection measures was inadequate. Arrangements to monitor prisoners' telephone calls were ineffective, the volume was unmanageable and risks presenting in custody could not be promptly addressed. Mail restrictions imposed on prisoners who presented a continuing risk to children were not routinely enforced, potentially allowing correspondence with victims.

Recommendation: Prisoners should be subject to rigorous and effective public protection measures that manage their risks in custody. (To the governor)

- S52 Key concern: Just over a third of the 100 prisoners released each month had no sustainable accommodation, which did little to reduce their likelihood of reoffending. Support for these

prisoners was limited by unhelpful contractual restrictions, and the fact that the majority of prisoners were released to other resettlement areas.

Recommendation: The proportion of prisoners being released from Lincoln with sustainable accommodation should be increased. (To the governor)

Section 1. Safety

Prisoners, particularly the most vulnerable, are held safely.

Early days in custody

Expected outcomes:

Prisoners transferring to and from the prison are safe and treated decently. On arrival prisoners are safe and treated with respect. Risks are identified and addressed at reception. Prisoners are supported on their first night. Induction is comprehensive.

- I.1 The prison received about 40 new prisoners each week. Although some arrived from Lincoln Magistrates' Court and other Midlands courts, many were from other prisons (see paragraph 4.9). Prisoners disembarked from escort vehicles reasonably quickly and were not routinely handcuffed into reception.
- I.2 Officers were welcoming and reassured new arrivals, especially those who had never been in custody. Officers assessed prisoners' risks and needs, and a nurse provided a confidential health screening. A worker from the drug and alcohol support organisation, Addaction, also met new arrivals in private to address any immediate substance misuse issues (see paragraph 2.69).
- I.3 A particularly impressive element of the thorough risk and needs assessment process was the work of Lincolnshire Action Trust (LAT, a criminal justice voluntary organisation). LAT ran the innovative 'supporting people after remand or conviction' (SPARC) project; this involved LAT staff identifying vulnerable people at Lincoln Magistrates' Court and notifying the prison of their needs before arrival. Another LAT worker interviewed all new arrivals in reception, in confidence and in depth. These interviews gave prisoners an opportunity to disclose risks they might not have shared with prison staff. The LAT worker shared safeguarding concerns with prison officers and attempted to address identified needs. In our survey, 47% of prisoners who had a problem on arrival said staff helped them deal with these problems, against the comparator of 31% (see paragraphs 1.12 and 1.49).
- I.4 In our survey, 87% of prisoners said they were treated well in reception. While some prisoners were in reception for long periods, this was partly due to the thorough system of confidential interviews.
- I.5 The reception area remained bright, clean and well decorated. Holding rooms had televisions, magazines and cushioned benches. Two orderlies, including one Listener (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoner) offered new arrivals drinks and food. Prisoners were offered a telephone call to contact family or friends.
- I.6 Most arrivals were transferred to the first night centre on A wing; vulnerable prisoners went straight on to E wing. Conditions on the first night centre had improved since the previous inspection. Cells were clean and free from graffiti, but were old and had damaged furniture. Although they had kettles and televisions, unlike cells in the rest of the prison they did not have telephones. Staff now carried out welfare checks throughout the prisoner's first night. Two induction orderlies kept cells clean and reassured new arrivals. In our survey, 78% of prisoners said they felt safe on their first night, against the comparator of 62%.

- 1.7** The half-day induction started the next working day, with briefings by representatives from key prison departments. Prisoners could also ask questions to two induction orderlies. In our survey, 96% of prisoners said that they had had an induction, of whom 61% said it covered everything they needed, against the comparator of 48%.

Recommendation

- 1.8 All first night cells should have a telephone.**

Good practice

- 1.9** *The supporting people after remand or conviction (SPARC) project, run jointly by the prison and Lincolnshire Action Trust, helped to identify and then meet the risks and needs of all new arrivals, especially those arriving from Lincoln Magistrates' Court.*

Managing behaviour

Expected outcomes:

Prisoners live in a safe, well ordered and motivational environment where their positive behaviour is promoted and rewarded. Unacceptable conduct is dealt with in an objective, fair, proportionate and consistent manner.

Encouraging positive behaviour

- 1.10** In our survey, 19% of prisoners said they felt unsafe, similar to the comparator. However, they were more positive than the comparator on a wide range of safety questions. For example, fewer prisoners than in similar establishments said they had experienced threats or intimidation from other prisoners, or verbal abuse from prisoners or staff.
- 1.11** The prison felt well ordered and calm, and most prisoners we spoke to said that Lincoln was a reasonably safe prison. However, the level of violence was similar to that at our previous inspection. In the previous six months, there had been 135 assaults and fights. Assaults on staff had reduced from 49 to 36 but there had been a substantial rise in assaults on prisoners (from 41 to 72). The majority resulted in minor injuries, but 11% of staff assaults and 7% of prisoner-on-prisoner assaults were still classed as serious. (See key concern and recommendation S40.)
- 1.12** Violence reduction work was well managed. The safer custody team collected a wide range of data and analysed it reasonably well. There had been some good consultation with prisoners and staff to help understand the causes of violence. Debt, including that relating to drug misuse, was the primary driver for violence in the prison. The prison's strategy focused on this area and there had been some changes in practice to offset potential risks, such as increasing the advances provided to new arrivals to reduce the chance of them getting into debt (see paragraph 1.44).
- 1.13** Joint working by the safer custody team with the security department was effective and included regular information sharing. The identification of violence was thorough and all incidents were promptly investigated. The quality of incident investigations we reviewed was generally good and resulted in suitable actions.

- I.14** There was a small but varied range of interventions to manage both perpetrators and victims of violence, with reasonable case management. Some challenge, support and intervention plans (CSIPs) (see Glossary of terms) were of a good standard with detailed initial reviews and intervention plans, but others lacked multidisciplinary input and updates. Individual plans to support victims of violence and those deemed vulnerable were opened for a much wider variety of reasons than we normally see. However, many lacked detail and residential staff did not use them sufficiently to inform support for prisoners.
- I.15** Monthly safer custody meetings were held regularly and well attended, but did not always sufficiently analyse the presented data or generate appropriate actions. Weekly safety intervention and safety, order and control tasking meetings were more immediately useful forums, and had led to actions being taken in response to emerging risks and threats.
- I.16** Prisoners who were vulnerable because of their offence and at risk for other reasons were accommodated on E wing. While most said they felt safe on the wing, some raised concerns about verbal abuse from prisoners from other wings, exacerbated by a lack of challenge from some staff. However, they were positive about their ability to access the prison regime, including work, education and the library. Only one prisoner was identified as self-isolating at the time of the inspection, and he was automatically referred for discussion at the weekly safety intervention meeting.
- I.17** There were no dedicated violence reduction prisoner peer representatives, but prisoner 'Insiders' undertook this role as part of their general peer support duties. The Insiders we spoke to were enthusiastic and felt well supported.
- I.18** Forty per cent of prisoners in our survey said that the incentives available in the prison encouraged them to behave well, about a third said they did not encourage them and about a quarter did not know what was available. The current incentives and earned privileges (IEP) policy had few incentives for prisoners on the enhanced level of the scheme. However, the prison was consulting prisoners in an attempt to increase the effectiveness of the scheme.
- I.19** Relatively few prisoners were on the basic regime at the time of the inspection (3% of the population), with most on basic for refusing to work or share a cell, or for an act of violence. All received some time out of cell, but for those not working, this could be as little as 90 minutes a day, which was poor. Basic reviews were held on time and involved the prisoners under discussion, although behavioural targets were often generic. Record-keeping on P-Nomis, the Prison Service IT system, about prisoners on the basic level of the scheme was better than we normally see.

Adjudications

- I.20** There had been 1,659 adjudications during the previous six months. Most adjudication charges we saw were appropriate, with many relating to antisocial behaviour and unauthorised items.
- I.21** Individual adjudication records that we viewed were of reasonably quality. The minor deficiencies we noted had already been raised by the deputy governor as part of his adjudication assurance process. We noted more cases of prisoners refusing to attend their adjudication than we normally see. The extent of this issue and the reasons for it were unclear.
- I.22** Nearly a fifth of adjudications had been dismissed or not proceeded with in the previous six months. A significant number of police referrals were outstanding, some dating back 12 months, and were likely to be for serious offences. If not reduced, this backlog had the

potential to contribute to the number of adjudications not proceeded with, and undermine the effectiveness of the adjudications process.

- I.23** Adjudication standardisation meetings took place, and there was evidence that tariffs were reviewed in light of local circumstances and emerging threats.

Recommendation

- I.24** **Adjudications should be completed promptly and those adjourned, for whatever reason, should be reheard with minimum delay.**

Use of force

- I.25** Force had been used on 224 occasions in the previous six months, a significant increase from the 138 at our last inspection but similar to comparator prisons. Eighty-five per cent of incidents were spontaneous. Governance had improved since the previous inspection and was now reasonably good. In the previous 12 months, there had been three formal investigations and several management enquiries into inappropriate use of force. Two staff had subsequently been disciplined and a third had resigned
- I.26** Most staff completed the relevant documents promptly and competently but injury to prisoner reports were not kept with use of force paperwork and were not part of the quality assurance process. The majority of planned incidents were recorded. The video footage and paperwork we examined demonstrated generally proportionate application of force. However, there were some recurrent shortcomings, such as a lack of initial briefings and lack of clarity about the role of the supervising officer.
- I.27** The number of incidents where batons had been drawn had reduced since our last inspection, from seven to three, and they were now investigated, although not promptly. It was positive that special accommodation had not been used in the previous year.
- I.28** The quarterly use of force meeting was reasonably well attended and included independent people such as the Independent Monitoring Board (IMB) and a community-based imam. A good range of data were collated and discussed. However, documentation and video footage were not scrutinised regularly or promptly enough by the meeting.

Recommendation

- I.29** **All planned incidents should be reviewed promptly by the use of force committee, lessons should be learned and effective remedial action taken.**

Segregation

- I.30** There had been a slight increase in the use of segregation compared with our last inspection, but it remained much lower than at other local prisons. However, in the six months from June to November 2019, prisoners had spent an average of 12.5 days in the unit, which was longer than we often see, despite some good attempts at reintegration planning. We found one prisoner whose date of segregation was incorrectly recorded by over a month. Once we raised this issue, local records were amended and appropriate authority was gained for continued segregation. Segregation documentation was completed, but targets for prisoners were often generic and did not address their underlying needs or issues.

- I.31** Segregation unit cells and communal areas were generally clean and free of graffiti, although some redecoration and deep cleaning was needed. Two cells were out of action awaiting repair. Exercise yards remained austere, even with the inclusion of some exercise equipment in one yard.
- I.32** Prisoners in the unit had a better regime than we normally see. They could access a broad range of facilities to occupy them physically and mentally, including in-cell telephones, televisions, distraction packs and in-cell activities provided by PE staff, who attended the unit weekly. However, prisoners were not permitted a kettle in their cell, even if they were there for their own protection. Prisoners could attend activities off the unit, such as corporate worship, education or work, but in practice very few left the unit.
- I.33** Segregated prisoners were well cared for, and in our survey 100% of respondents who had stayed in the unit said they were treated well. We observed that unit staff were polite and professional in their interactions with prisoners, and clearly aware of their specific needs.
- I.34** Thirteen prisoners on assessment, care in custody and teamwork (ACCT) case management for risk of suicide or self-harm had been held in the segregation unit in the previous six months. Defensible decision logs, providing justification for holding these prisoners in the segregation unit, were mostly of a good standard.
- I.35** Segregation monitoring meetings were held regularly but did not consider a sufficiently wide variety of segregation data.

Security

Expected outcomes:

Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence and positive staff-prisoner relationships. Prisoners are safe from exposure to substance use and effective drug supply reduction measures are in place.

- I.36** Security arrangements were proportionate to prisoner risks. Dynamic security was sound and based on good relationships between staff and prisoners. This in turn led to a good flow of intelligence reports into the security department, at about 680 a month. The security department triaged these reports every weekday morning to identify actions that could be implemented immediately. The latter were then taken to the senior management morning meeting.
- I.37** The prison responded more effectively to intelligence than at the previous inspection. In the last six months, 94% of target searching following the receipt of intelligence had been completed.
- I.38** The prison had a full-time police intelligence officer. The prison and police worked well together to prevent illicit items entering the establishment. A member of staff from a partner organisation had been imprisoned for bringing an illicit item into the prison. The police regularly informed the prison about recalled prisoners suspected of smuggling in items, and this had resulted in several convictions. There was an appropriate focus on the risks posed by extremism, and the security department was receiving intelligence from staff about potential radicalisation.
- I.39** The escort risk assessments that we examined showed that managers took a proportionate approach to handcuffing during escort. We found some prisoners going out in single cuffs with permission for removal of these during emergency medical treatment. We met a

prisoner who was allowed to attend a relative's funeral, and two who had visited dying relatives in hospital.

- I.40** In the last six months, only seven prisoners had been placed on closed visits, all for visits-related activity. No prisoners were on closed visits during our inspection. Restrictions on visitors were also rarely used, with eight in the previous six months. One visitor had her ban lifted on appeal.
- I.41** Work to reduce the supply of drugs into the prison was generally good and underpinned by a comprehensive drug supply reduction action plan. In the previous six months, 10% of mandatory drug tests (MDT) had been positive, which was low compared with other local prisons. The prison had trained more staff to collect MDT samples and the required number of MDTs were undertaken each month. Testing was at suitably unpredictable times. However, while suspicion drug testing was completed more frequently than at the previous inspection, nearly a third of requested suspicion tests were not carried out. The prison now had its own drug detection dogs which were regularly identifying illicit substances.

Safeguarding

Expected outcomes:

The prison provides a safe environment which reduces the risk of self-harm and suicide. Prisoners at risk of self-harm or suicide are identified and given appropriate care and support. All vulnerable adults are identified, protected from harm and neglect and receive effective care and support.

Suicide and self-harm prevention

- I.42** There had been two self-inflicted deaths since our last inspection, but none since 2018. There was an overarching plan to monitor the implementation of Prisons and Probation Ombudsman (PPO) recommendations from fatal investigation reports. The plan was regularly reviewed by managers and almost all the recommendations had been achieved. However, staff still did not fully understand which codes they should use to report medical emergencies in order to ensure prompt and appropriate responses. Prison Service Instruction 03/2013 requires a Medical Emergency Response Code protocol which provides guidance to staff on efficiently communicating the nature of a medical emergency. Using the correct code should ensure that staff called to the scene bring the relevant equipment and that there are no delays in calling, directing or discharging ambulances.
- I.43** In the previous six months, 106 prisoners had harmed themselves – a reduction since our last inspection. However, the number of self-harm incidents was high at 336 in the previous six months. This was more than before our last inspection and than at most other local prisons (see key concern and recommendation S41). Lincoln held some prisoners with high and complex needs who regularly harmed themselves - for example, one prisoner had been responsible for 15% of all self-harm incidents in the previous six months.
- I.44** The safer custody team had worked hard to understand and reduce self-harm. Managers responded to spikes in self-harm by holding forums with prisoners who had previously been supported through ACCT case management. These forums identified causes of prisoners' frustrations and protective factors to reduce self-harm. The forums had repeatedly identified prisoner debt as a driver of self-harm, especially during early days in custody. To tackle this, a debt project examined in detail new arrivals' finances and formulated a series of actions to improve their access to funds before they started working.

- I.45** However, while serious incidents of self-harm were reasonably well investigated, not enough lessons were learned and disseminated from them. For example, no lessons were drawn from one case where a prisoner had succeeded in stockpiling medication, nor from another where the prisoner's management under the IEP scheme was assessed as a factor contributing to his self-harm.
- I.46** In the previous six months, ACCTs had been initiated 327 times. Support for prisoners on ACCT was good. Case reviews were regular and multidisciplinary, with good attendance and input from the mental health team. Staff from the offender management unit (OMU) also attended many reviews, something we rarely see. Observational entries in ACCT documents were detailed and showed that staff engaged in meaningful interactions with prisoners in crisis.
- I.47** Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) were positive about their support from staff and their contribution to prisoner safety but there were not enough of them; only seven were in post during our inspection. In our survey, less than half of prisoners said it was easy to see a Listener when they needed to. Prisoners could telephone their families from in-cell phones until 11pm and the Samaritans 24 hours a day.

Recommendation

- I.48** **There should be a sufficient number of trained Listeners to meet prisoner need.**

Good practice

- I.49** *Managers carefully monitored rates of self-harm, held focus groups with prisoners to identify drivers of self-harm and implemented actions based on factors identified at these forums, such as a recent project aimed at addressing the risks of early debt.*

Protection of adults at risk (see Glossary of terms)

- I.50** Managers had published a comprehensive and up-to-date safeguarding strategy. This enabled staff to refer prisoners at risk to the prison's safeguarding panel, who would decide whether to implement a support and management plan. Despite the implementation of the strategy in December 2019, no referrals had yet been made to the panel. Links between the prison and the Lincolnshire Safeguarding Adults Board were adequate. Good multidisciplinary team meetings were held to plan for the release of individual at-risk prisoners.

Section 2. Respect

Prisoners are treated with respect for their human dignity.

Staff-prisoner relationships

Expected outcomes:

Prisoners are treated with respect by staff throughout their time in custody, and are encouraged to take responsibility for their own actions and decisions.

- 2.1** At the time of inspection, 54% of officers had less than two years' service. Staff-prisoner relationships were very good. We saw many relaxed interactions between staff and prisoners, and staff generally knew prisoners well, which contributed to the safe atmosphere in the prison. Prisoners reported generally decent treatment and identified officers who had helped them. In our survey, prisoners were more positive than the comparators about relationships with staff. For example, 81% said that most staff treated them with respect and 80% that there were staff they could turn to if they had a problem.
- 2.2** Key worker (see footnote 5) contact was well embedded; they had regular meetings with prisoners and many prisoners said they found the meetings helpful. However, the staff entries in prisoner case notes that we reviewed focused more on practical issues in the prison, such as dealing with applications or telephone credit, than sentence progression. Regular management checks of entries had already identified this weakness, and managers were planning staff development in this area. Wings were well supervised and we saw consistent application of the rules.

Daily life

Expected outcomes:

Prisoners live in a clean and decent environment and are aware of the rules and routines of the prison. They are provided with essential basic services, are consulted regularly and can apply for additional services and assistance. The complaints and redress processes are efficient and fair.

Living conditions

- 2.3** The prison's capacity had been reduced from 729 to 664 in agreement with the Director for Public Sector Prisons North in 2019. However, the establishment was still severely overcrowded: around 80% of prisoners were still living doubled up in cramped cells designed for one. (See key concern and recommendation S42.)
- 2.4** Prisoners who were sharing cells were sleeping and eating in very close proximity to their toilet, which was unacceptable. Decency screening around the toilets was flimsy and did not provide adequate privacy. While cells had curtains, some were not attached to the wall, leaving prisoners to improvise. Many cell cupboards were damaged and falling apart, and maintenance was required for several cell and communal floors (see key concern and recommendation S43). More positively, cells were clean and free from graffiti, in-cell telephones had recently been installed, which the prisoners valued, and some cells had lockable cabinets, with plans to fit them in all cells.

- 2.5** Communal areas were clean. Showers had been refurbished on two wings but remained in poor condition on A and C wing (see key concern and recommendation S43); there were plans for further refurbishment.
- 2.6** Prisoners had good access to cell cleaning materials, but there was a shortage of clean clothing. None of the wings had enough socks, underwear or towels during the inspection. The regularity of clothing exchange varied across the wings and could take as long as a week. Prisoners could wash their own clothes and some wings also allowed them to wash prison-issued items to mitigate the shortfall in clean clothing.
- 2.7** Safer custody team monitoring of responses to cell call bells showed that the vast majority were answered promptly.

Recommendation

- 2.8 Prisoners should be able to obtain clean clothing as needed, and to change underwear and socks daily.**

Residential services

- 2.9** Most prisoners we spoke with were content with the food, and in our survey, 62% said the food was good, which was much better than at other local prisons.
- 2.10** A four-week rolling menu offered a variety of meals, with fruit and vegetables available daily, and prisoners' medical and dietary requirements were very well met. Prisoners now had the opportunity to make toast and have porridge in the morning to supplement breakfast packs provided the night before. The kitchen and servery areas were clean, and all prisoners and staff wore appropriate clothing. Apart from E wing, there was no opportunity for prisoners to eat out of their cells with others.
- 2.11** Prisoners could buy a reasonable range of items through the prison shop and a range of catalogues. In our survey, 73% of prisoners said the shop sold the things they needed. There were good arrangements for new arrivals to receive additional prison shop advances, which reduced their risk of getting into debt. Although prisoners could shop from catalogues, they had to pay a 50p administrative charge per order.

Prisoner consultation, applications and redress

- 2.12** Monthly consultation arrangements, chaired by the head of residence, were effective and led to tangible changes.
- 2.13** The prison had created an impressive application call centre. Prisoners could telephone the call centre from dedicated telephones on all wings and speak to trained prisoners, who helped them to contact various departments and resolved requests themselves if they could. Prisoners could also use the same telephones to call some prison departments – such as offender management and safer custody – at certain times to help deal with their requests. In our survey, 82% of prisoners said it was easy to make an application, significantly more positive than other local prisons.
- 2.14** There had been 711 complaints submitted in the previous six months, which was a reduction from the previous inspection and lower than at other local prisons. Complaint forms were freely available on the wings and there was now a properly maintained complaints log. Nearly

all responses were prompt and polite, and they generally addressed the issues raised. Managers quality assured 10% of complaints.

- 2.15** A large number of confidential access complaints were submitted to the governor. Nearly all were returned to the prisoner advising them that their complaint was not suitable for the confidential access system. However, where the matter required a quick resolution, it was passed directly to the relevant department, usually health care.
- 2.16** Legal visits took place on three weekday mornings but still lacked sufficient privacy during busy periods. There were only four separate rooms for legal visits and any that could not be booked into one of these had to take place in the main visits hall.
- 2.17** Although the prison did not have access to laptops, prisoners wishing to view legal documents could have these downloaded to DVD, and solicitors were able to bring in their laptops during visits. The library was well stocked with up-to-date legal books. The prison had not publicised information on how remand prisoners could have registered to vote during the recent general election.

Recommendation

- 2.18** **Legal visits should take place in rooms providing privacy.** (Repeated recommendation 2.45)

Good practice

- 2.19** *The prison had created an impressive application call centre where prisoners could speak with trained prisoners for help in resolving requests, and talk directly to some departments.*

Equality, diversity and faith

Expected outcomes:

There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with particular protected characteristics (see Glossary of terms) and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.

Strategic management

- 2.20** The management of equality and diversity work had improved since the previous inspection. The prison was committed to ensure equality of access for all prisoners, and lead officers were allocated for each protected characteristic.
- 2.21** Equality work was now led by the governor, with oversight at a well-attended and purposeful equality action team meeting. An equality policy incorporated guidance on managing prisoners in protected groups.
- 2.22** The equality team was led by the head of safety and equality, and included a custodial manager and a profile of two officers daily, although these officers were usually redeployed

to other areas of work. The equality meeting considered a range of data and further investigations were commissioned when potential disproportionality was identified.

- 2.23** Nineteen discrimination incident reports had been submitted in the previous six months. They were investigated thoroughly and responses to prisoners were good. Every report was overseen by the governor, and relevant actions were incorporated into the equality action plan.
- 2.24** The role of equality representatives had developed well and they were present on each wing. They had been trained on equality matters, and were due to provide specific training for officers. Listeners, Insiders and Buddies had also received equality training. Equality representatives attended the equality meeting and met the equality officer. In our focus groups, the representatives were very positive about their experience at Lincoln, and felt supported and listened to in their role.
- 2.25** Prisoners in protected characteristic groups were consulted, although some of these meetings had only begun shortly before the inspection. For example, the first race forum was held in November 2019.
- 2.26** The prison had delivered several training sessions to staff on different protected characteristic groups in the previous 12 months, such as disability awareness, marriage/civil partnership and gender, with further equality training scheduled.

Protected characteristics

- 2.27** At the time of the inspection, 13% of the population were of black and minority ethnic background. Their responses to our survey were similar to white prisoners. About 2.5% (16 prisoners) were identified as Gypsies or Irish Travellers. In our survey, they also gave similar responses to the rest of the prison population. They had a dedicated consultation forum and had been able to attend a recent visit from the Irish Council for Prisoners Overseas.
- 2.28** There were 75 serving foreign national prisoners and they were generally positive about their treatment at Lincoln. Consultation and immigration advice for foreign nationals had improved, but some of the 11 immigration detainees were held for long periods beyond the end of sentence and were frustrated at the lack of information about their immigration status. Professional interpreting was used but not always for day-to-day matters such as meetings and key work sessions. Some documents about prison life had been translated into foreign languages but many of the foreign national prisoners we spoke to were not aware of them.
- 2.29** In our survey, about half of prisoners said they had a disability but the prison had identified far fewer than this. Although there had been attempts to make reasonable adjustments, some prisoners with disabilities received inadequate support. For example, some disabled prisoners had to wait too long to have a shower after their arrival, and one had not been provided with the specialist support he required, for example, to go to the toilet. There were few adapted cells, and the prison was not suitable for those with mobility difficulties. (See key concern and recommendation S44.) Personal emergency evacuation plans were in place for prisoners who needed them, although not all staff understood the purpose of the document.
- 2.30** Prisoners over 55 were located on E wing and many we spoke to were content with the care given by staff. However, there were few age-specific activities for this group. A forum in August 2019 had resulted in some recommendations, such as improvement to the shabby room allocated for their association, and more accessible showers.

- 2.31** The chaplaincy had undertaken a survey of prisoners under the age of 21 in 2019. They had reported feeling safe and were positive about treatment from staff, but said they had too few activities. In our survey, prisoners under 25 were reasonably positive about their experiences and had similar perceptions to those over 25.
- 2.32** There was little provision for gay and bisexual prisoners. In our survey, 5% of prisoners had identified themselves as homosexual, bisexual or other sexual orientation, but the prison had identified far fewer. The prison was aware of this under-reporting, which had been acknowledged in the equality action plan, with plans for a support group to be launched in 2020.
- 2.33** The equality strategy covered support for transgender prisoners, of whom there was one at the time of the inspection. A multidisciplinary case review had been held for this prisoner, and tailored support was provided.

Recommendation

- 2.34 Foreign nationals should have their immigration status confirmed well before the end of sentence to allow for meaningful release planning and, if they are detained, they should be transferred promptly to an immigration removal centre (IRC), unless risk assessment demonstrates that they cannot reasonably be managed in an IRC.**

Faith and religion

- 2.35** Faith provision was very good, and strong leadership of the chaplaincy ensured suitable spiritual and pastoral support. Most prisoners had access to a chaplain of their faith, with visits from community leaders for faiths with less representation in the prison. The chapel was attractive and very well furnished. An additional multi-faith room was a good size but not as welcoming.
- 2.36** Chaplains were visible across the prison and visited each wing daily. Members of the team met prisoners subject to ACCT case management weekly and those in the segregation unit daily, and provided pastoral care and support for prisoners in crisis or experiencing bereavement. Chaplains also attended key meetings, such as the equality and diversity, safety custody and prisoner council meetings.
- 2.37** The prisoner visitor scheme operated with two volunteers attending weekly, and the chaplaincy provided especially strong support for prisoners' resettlement (see paragraph 4.34). A chaplain met all prisoners within a couple of weeks of leaving and could direct them to their local faith group.

Health, well-being and social care

Expected outcomes:

Patients are cared for by services that assess and meet their health, social care and substance use needs and promote continuity of care on release. The standard of provision is similar to that which patients could expect to receive elsewhere in the community.

- 2.38** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC) and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The CQC found there were no breaches of the relevant regulations.

Strategy, clinical governance and partnerships

- 2.39** Nottinghamshire Healthcare NHS Foundation Trust (NHFT) was the lead provider of integrated health services at Lincoln, with Time for Teeth subcontracted to provide dentistry. Addaction was contracted separately to provide clinical and psychosocial substance misuse services. Partnership arrangements were strong and focused on service development and improving patient outcomes. Oversight and governance arrangements were robust, and effective collaboration within the prison was facilitated by a skilled and visible leadership team.
- 2.40** Health staffing had increased since the previous inspection and staff were visible across the prison. All health staff engaged in regular management and clinical supervision, and training opportunities were good. The clinical records we sampled were contemporaneous, and reflected the support offered and clinical decisions made. All the clinical contacts we observed were respectful and professional, and staff clearly knew their patients well. Telephone interpreting was available if required during consultations, and health literature was available in a range of languages. All prisoners had equitable access to health services.
- 2.41** Clinical areas throughout the prison were clean and well ordered, although several structural issues, such as leaking roofs in the pharmacy and treatment rooms on A wing, affected infection control. Managers were vigilant about infection control and these issues were on the provider's risk register, and reviewed and escalated as necessary.
- 2.42** Sixty-four per cent of custody staff had received operational first aid training. Resuscitation equipment was checked regularly, contained necessary kit and was properly maintained. An identified paramedic or nurse attended all emergencies.
- 2.43** Incident reporting systems were in place, and a systematic approach to learning lessons informed clinical practice. Key risks were identified and managed well.
- 2.44** Patients could raise a confidential complaint using NHFT forms located on wings. Managers investigated and responded to all complaints in line with the Trust's policy, and sent patients a copy of the investigation and outcome, as well as information on how to escalate complaints. We saw some evidence of complaints and concerns being addressed face to face.

Promoting health and well-being

- 2.45** There were monthly prison-wide, theme-based health promotion events, in line with national campaigns, which included drop-in sessions on the wings. Health promotion literature was widely displayed. A comprehensive gym programme of activities and health checks catered for those with medical needs (such as weight and pain management), and there was a

designated gym session for Addaction clients. Condoms were advertised and available. Prisoners could access suitable smoking cessation support.

- 2.46** There had been recent improvements in the screening and testing of blood-borne viruses. Eligible patients were offered all the national cancer and non-cancer screening programmes, including abdominal aortic aneurism, diabetic eye screening and bowel cancer screening.
- 2.47** There were robust and well-tested arrangements for managing communicable diseases. The management of an outbreak of group A streptococcal in the summer of 2019 had attracted a written commendation from Public Health England.
- 2.48** A monthly patient forum contributed to service development, but there were no health care peer workers at the time of inspection.

Primary care and inpatient services

- 2.49** A registered nurse saw new arrivals and carried out a comprehensive health screen. Nurses identified health care needs, and made referrals to mental health and substance misuse services.
- 2.50** Waiting times for the GP were around two weeks and sufficiently flexible to allow same/next day appointments for urgent cases. Nursing cover was provided 24 hours a day, with a registered nurse and health care assistant on duty overnight.
- 2.51** The range of health services included, dentistry, optician, podiatry, sexual health and physiotherapy, and all had reasonable waiting times. Prisoners could put in an application or call health care to arrange an appointment. Appointments were triaged appropriately.
- 2.52** Patients with long-term conditions were booked in advance for annual reviews. Patients with complex and long-term conditions had care plans. Patient care plans had improved since the previous inspection, with specific objectives that reflected patient choice. Health care staff attended a multidisciplinary meeting to discuss complex cases and share treatment options.
- 2.53** A full-time paramedic was on site, which meant that patients had access to effective emergency care on the wings. The paramedic cover helped to reduce the need for patients to attend some community services, and broadened the range of treatment interventions available. All nursing staff providing emergency care were well supervised and offered advanced training.
- 2.54** There was an effective hospital appointment system. The prison provided four daily hospital escorts. Appointments were rarely cancelled. A lead clinician triaged any emergency escorts or changes to appointment schedules.
- 2.55** There were no patients on palliative care at the time of inspection. A pathway for supporting prisoners on end-of-life care included obtaining their wishes and preferences, and supporting visits from family.
- 2.56** Patients due to be released were given a summary of their health care, a range of information on accessing additional health services and a supply of medicines if required. All patients transferred to other prisons were given suitable supplies of medicines.

Social care

- 2.57** The prison and local authority had signed a memorandum of understanding on social care provision. Prisoners with social care needs were promptly identified and social care assessments carried out. However, social care staff from the local authority had not provided necessary care to one patient as a result of concerns about staff safety; the prison's health care provider had stepped in to provide interim support. A meeting had been held between prison managers, the health care provider and the local authority to resolve such concerns.
- 2.58** The prison had some informal arrangements for prisoners to provide social care support to fellow prisoners, but this was limited, and training was not yet available for prisoner carers. (See key concern and recommendation S44.)

Recommendation

- 2.59** **The prison should work with the local authority to ensure the effective provision of social care.**

Mental health care

- 2.60** In our survey, although 63% of respondents said they had a mental health problem, which was higher than the comparator, 49% said they were getting help for this, compared with 34% at comparable prisons.
- 2.61** The integrated mental health team provided very good care, which was now accessible seven days a week. Prisoners and custody staff we spoke to valued the service. The multidisciplinary team had increased and consisted of a clinical matron, mental health nurses, counsellor, cognitive behavioural therapist, learning disability specialist, well-being practitioner and occupational therapist. The team provided care and treatment in line with a stepped-care model.
- 2.62** The team saw urgent cases the same or next day, and routine cases within five days. Subsequent assessments were discussed at the weekly referrals meeting and allocated accordingly. The care plans and risk assessments we sampled were of good quality, and managers had effective oversight through regular caseload supervision. We saw good joint working with the substance misuse service. However, group provision was underdeveloped.
- 2.63** Mental health services were well embedded in the prison, with staff attending weekly safety, complex case and safer custody meetings. Mental health staff attended ACCT reviews and visited segregation daily to offer support to prisoners. The service was well advertised in reception, and mental health staff were involved in prisoners' induction.
- 2.64** Since 2018, the service had been engaged with the Quality Network (accreditation by the Royal College of Psychiatrists), and an external review of the standards set out had shown a good level of compliance (83%).
- 2.65** Custody staff attended regular speed training events facilitated by mental health staff in key areas, such as identification, referral, personality disorders, learning disabilities and resilience.
- 2.66** In the previous six months, two patients had been transferred to hospital under the Mental Health Act. While one was transferred within national guidelines (at nine days), the second had transferred at 29 days, which was outside the current guidelines of 14 days.

Recommendation

- 2.67** The transfer of patients to hospital under the Mental Health Act should take place within agreed Department of Health timescales. (Repeated recommendation 2.82)

Substance misuse treatment

Note: In the previous report substance misuse treatment was included within safety, while reintegration planning for drugs and alcohol came under rehabilitation and release planning (previously resettlement).

- 2.68** Addaction provided integrated clinical and psychosocial substance misuse treatment. Clinical governance was robust, and the team's location in the health care department facilitated communication with primary care and mental health services. Addaction worked well with other prison departments to manage and reduce risk, and contributed to the overall drug strategy.
- 2.69** In our survey, 69% of respondents who said they had a drug problem said they had received help with this, against the comparator of 50%. All new arrivals were seen in the first night centre and given harm reduction advice and service information. Currently 165 prisoners received ongoing psychosocial support, mainly one to one, but recovery plans varied in quality and interventions for shorter-term prisoners were too limited. However, the six-week 'Transform' programme was well established and continued to provide more structured support. A peer mentor scheme and Alcoholics Anonymous groups offered mutual aid.
- 2.70** Good clinical cover and expertise ensured that substance misuse treatment commenced on the prisoner's first night, was reviewed regularly and met individual need. New arrivals undergoing alcohol detoxification and methadone stabilisation were now located in designated observation cells on the first night centre and monitored regularly, but some were moved too soon and without a medical assessment. We were told that this practice was changed during the inspection.
- 2.71** At the time of inspection, 131 prisoners were prescribed opiate substitute treatment, and 67 had completed alcohol detoxification in the previous six months. Most were located on C wing, where controlled drug administration took place in a suitable and well-supervised environment. However, patients on A wing still had to queue for their medication in a noisy, busy landing with no privacy.
- 2.72** Throughcare arrangements were good and harm reduction advice was provided. A high number of prisoners (181 in 2019) had been trained and provided with naloxone to treat opiate overdose in the community. Addaction's designated release support worker coordinated pre-release preparation and could continue contact post-release in the local area. She also engaged with families during visits, through a telephone helpline and home visits, which was commendable.

Recommendation

- 2.73** Psychosocial support should be extended to meet the needs of the whole population, including short-term prisoners.

Medicines optimisation and pharmacy services

- 2.74** Medicines were dispensed by a community pharmacy on an individual named basis, and access to medicines was prompt. Patients had up-to-date medicines in possession risk assessments. Not all cells had lockable storage but this problem was being rectified (see paragraph 2.4).
- 2.75** Medicines were administered on the wings at 8am and 4pm. Nurses delivered medication prescribed outside these hours directly to cells. We observed consistent supervision of medication queues by custody staff, but the location of the administration point on A wing continued to compromise patient confidentiality (see paragraph 2.71). Health care staff had recently started to use body-worn cameras when medicines diversion was suspected.
- 2.76** There was good oversight and follow-up of prisoners who missed medications. Prisoners could buy paracetamol from the prison shop, although there was no health care oversight of this to ensure safety; this was rectified during the inspection.
- 2.77** There had been no local medicines management group meetings since 2018. However, medicines management, including the use of tradeable medication, was discussed regularly in local governance meetings and the regional medicines management committee,
- 2.78** A range of signed patient group direction (authorising health care professionals to supply and administer prescription-only medicine) allowed health care staff to administer simple painkillers and minor ailment remedies. However, primary care staff were unable to administer symptomatic relief to supplement first night treatment for new arrivals experiencing symptoms associated with drug and alcohol withdrawal.
- 2.79** Stock checks were undertaken and recorded in the main pharmacy area, but there were no checks of the emergency stock cupboard on E wing. The main pharmacy area had cluttered cupboards and a fridge with quantities of unused stock awaiting removal. While medicines were stored securely, we observed medicines transported around the prison in bags or boxes that were not secure during periods when prisoners were unlocked; this was an unnecessary risk.

Recommendations

- 2.80** **The administration of medicines on A wing should take place in a location that enables patient confidentiality.**
- 2.81** **Patient group directions should facilitate the administration of symptomatic relief to patients suffering withdrawal symptoms through the night.**

Dental services and oral health

- 2.82** NHFT subcontracted Time for Teeth to provide a full range of NHS dental treatments. There were three clinics a week. The waiting time for a routine appointment was around three weeks; any urgent appointments were arranged for the next clinic. The primary care nurses offered pain relief and made referrals to the dentist team promptly.
- 2.83** The dental clinic met infection control standards. Staff carried out regular decontamination audits and daily equipment checks to ensure safety measures were met. Managers completed staff supervision, carried out clinical audits and responded to any complaints promptly.

Section 3. Purposeful activity

Prisoners are able and expected to engage in activity that is likely to benefit them.

Time out of cell

Expected outcomes:

All prisoners have sufficient time out of cell and are encouraged to engage in activities which support their rehabilitation.

- 3.1 Prisoners had a reliable and predictable regime, and time out of cell was reasonable for most. In our survey, 94% of prisoners said they knew the unlock and lock-up times, of whom 73% said the times were usually kept to, both of which were higher than the comparators. Following the increase in staff, regime curtailments were minimal.
- 3.2 Prisoners in full-time education could expect to spend approximately eight hours out of their cell on weekdays, and most prisoners took part in at least part-time activity. However, a small number of prisoners who were unemployed were unlocked for less than two hours a day during the working week.
- 3.3 Additional daily association periods had been introduced to ensure that full-time and part-time workers had equal access; this was positive and well received. Prisoners on the basic level of the behaviour management scheme were only offered association once a week. Prisoners could take outside exercise first thing every morning but only for half an hour.
- 3.4 The prison had two libraries, managed by Greenwich Leisure Limited and staffed by a dedicated team of a manager and two senior assistants, supported by five prisoner orderlies. In our survey, 70% of prisoners said they went to the library once a week or more, against 33% at the previous inspection and the 40% comparator. Only one library session had been cancelled in the previous six months, and library records showed that around two-thirds of prisoners were members.
- 3.5 Although stock loss was high, the libraries were reasonably well stocked, including texts in foreign languages. In our survey, 73% of prisoners who used the library said it had a wide enough range of materials to meet their needs, against the comparator of 54%. Stock records produced useful reports to identify users' preferences. A small range of legal texts and Prison Service instructions were also available, and library staff made efforts to source books requested. Laptops were available to support any Open University work, construction skills certificate scheme completion and driving licence theory preparation.
- 3.6 The libraries also ran a reading group for vulnerable prisoners and Storybook Dads (in which prisoners' record stories for their children), which used CDs and media clips, including use of puppets. Although the Shannon Trust's Turning Pages (a mentoring scheme to help prisoners learn to read) was available, there had been few learners or sessions.
- 3.7 Most prisoners could use the gym four times a week, and sessions were rarely cancelled. The range of gym equipment included cardiovascular and resistance machines, as well as free weights, and new equipment had been added since the last inspection. There was no screening in the shower rooms.

- 3.8** The prisoner induction to the gym covered key elements, but there was no mechanism to track those who may have missed it. PE staff notified health staff of any health concerns, and remedial gym sessions were offered if needed.
- 3.9** An annual survey had resulted in additions to the timetable, such as circuit training. The range of provision included gym sessions for younger and older prisoners. Gym staff were suitably qualified and at the time of the inspection were completing sports leaders' qualifications with the intention of offering accredited courses in 2020.
- 3.10** Strong community partnerships included links with Lincoln City FC, which delivered its accredited leadership award courses. A former professional footballer was delivering a mental health and positive well-being course, professional boxers had held a seminar on healthy living, and a rowing gold medallist had delivered a practical session and talk about his Olympic success.

Education, skills and work activities (Ofsted)

This part of the inspection is conducted by Ofsted inspectors using Ofsted's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

Expected outcomes:

All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The education, skills and work provision is of a good standard and is effective in meeting the needs of all prisoners. In the previous report reintegration issues for education, skills and work were included within rehabilitation and release planning (previously resettlement).

- 3.11** Ofsted made the following assessments about the education, skills and work provision:

Overall effectiveness of education, skills and work:

Requires improvement

Achievements of prisoners engaged in education, skills and work:

Requires improvement

Quality of education, skills and work provision, including the quality of teaching, training, learning and assessment:

Requires improvement

Personal development and behaviour:

Requires improvement

Leadership and management of education, skills and work:

Requires improvement

Management of education, skills and work

- 3.12** The number of purposeful activity places had increased significantly since the previous inspection and was now sufficient to meet the needs of the population. Prisoners participated in a range of part-time and full-time activities, and very few were unemployed.

- 3.13** The governor had recently carried out an overhaul of prisoner pay rates. Prisoners attending education now received considerably higher pay than for participating in other purposeful activities, such as being a wing cleaner or orderly. This initiative had had a mixed reaction from prisoners, but there were early indications that the impact on prisoners' motivation and attendance at education was positive.
- 3.14** The learning and skills provider and prison allocations staff worked well together to ensure that new arrivals were quickly allocated to suitable education classes or prison work roles.
- 3.15** Managers monitored the performance of different groups, and there were no major differences in achievement between them. However, the recently appointed careers guidance company had not yet begun to collect information on the destinations of the relatively high number of prisoners released each month. This limited managers' ability to assess the impact and benefit of the purposeful activity provided.
- 3.16** Quality improvement arrangements were reasonable. The learning and skills provider now made better use of the results of observations of teaching and learning to support teachers. This was beginning to have a positive impact on the quality of learning sessions, but managers rightly acknowledged that the performance of too many teachers fell below expectations. Several underperforming teachers no longer worked at the establishment while others continued to receive additional developmental support. Managers had also struggled to recruit and retain high-quality teachers, especially in English and mathematics. (See key concern and recommendation S45.)
- 3.17** The quality improvement plan, together with the recently completed update to the self-assessment report, made accurate assessments of the quality of provision and the measures necessary to tackle them. The prison's governor and the head of reducing reoffending had begun to scrutinise the learning and skills provider rigorously and manage its performance to ensure that it provided value for money and a focus on quality. This had resulted in better collaborative working between the provider and prison managers leading, for example, to improved induction arrangements for new arrivals and a more efficient allocations process.
- 3.18** The curriculum was not based on a detailed and focused needs analysis, and failed to meet the needs of the population. Too many prisoners were routinely allocated to courses that they were unable to complete because of their short sentences. As a result, over half of all prisoners enrolled, for example, on courses in English and mathematics, failed to achieve because they were transferred out, released or recalled before their course ended. (See key concern and recommendation S45.)
- 3.19** There were also few opportunities for prisoners to study at level 2. No prisoners were enrolled on higher level courses, such as with the Open University. Opportunities for prisoners to study a qualification linked to their prison job remained as limited as at the previous inspection. (See key concern and recommendation S47.)
- 3.20** Prison leaders understood the importance of developing prisoners' employability skills. Prisoners working in the textiles workshops were kept occupied for most of the year, although much of the work was mundane and repetitive. Newly-established links with employers and community organisations, including local football and rugby clubs, were promising, and had included two employer open days at the prison and motivational talks to prisoners by local professional sports personalities (see paragraph 3.10). However, it was too early to judge the full impact of these links with external partners.
- 3.21** The learning and skills provider staff and the careers guidance company worked well together to provide comprehensive information, advice and guidance on jobs and careers. They helped prisoners to understand how they could use their time in custody productively. Pre-release activities promoted employability skills well, and provided prisoners with good-

quality advice and guidance on work opportunities. Prisoners could use the 'virtual campus' internet access facility to write CVs and look for jobs in their local area.

Quality of provision

- 3.22** Most prisoners developed a range of vocational skills and knowledge. For example, they learned textiles skills, such as sewing, overlocking and cutting. Those on the catering course learned how to handle knives safely, and prepare and cook simple nutritious dishes.
- 3.23** Prisoners valued the education and training they received. Most enjoyed participating in learning activities and engaged well during sessions.
- 3.24** Most teachers and instructors checked prisoners' knowledge and understanding carefully. For example, in industrial cleaning the tutor used questioning effectively following a demonstration, and then gave detailed oral feedback.
- 3.25** Most teachers and instructors made good use of the education peer mentors to support prisoners effectively in lessons and workshops. In industries, mentors supported prisoners well during the first week of work and helped them to write helpful individual learning plans. In education, mentors helped prisoners improve their English and mathematics skills.
- 3.26** Teachers and instructors in education and vocational training knew their prisoners well. As a result, they were able to provide effective individual support to help prisoners complete learning activities and achieve their learning objectives.
- 3.27** Too much teaching, learning and assessment required improvement. Too few teachers and trainers set clear targets for what prisoners should achieve. As a result, some prisoners made slow progress, and teachers and instructors were unclear about the progress that prisoners made in developing skills and knowledge. (See key concern and recommendation S47.)
- 3.28** Teachers and trainers did not record prisoners' developing personal and employability skills in enough detail. Consequently, prisoners were not clear about the skills that they gained, and did not have a formal record of their skills and aptitudes that they could use to enhance their post-release employment prospects. (See key concern and recommendation S47.)
- 3.29** In most vocational training workshops, work and in the gymnasium, staff did not help prisoners to develop or improve their English skills. Prisoners' work in these areas contained too many uncorrected spelling errors.
- 3.30** Too few prisoners received the additional support they needed to make the progress of which they were capable. Staff did not always identify prisoners' support needs sufficiently promptly. At the time of the inspection, the learning and skills provider did not have a dedicated member of staff to provide additional support. (See key concern and recommendation S46.)

Personal development and behaviour

- 3.31** Prisoners' behaviour during purposeful activities was good. They demonstrated a good work ethic, and were motivated to learn and achieve. Prisoners displayed courtesy and respect for their peers, teachers and visitors. They took responsibility for their own learning, and most were motivated to use their time in custody productively. In the commercial workshops,

prisoners worked to challenging production targets, although much of the work required little skill or expertise.

- 3.32** Prisoners developed useful personal, social and vocational skills that supported their employment opportunities. However, for those in vocational training and work, the development of their skills in English and mathematics was weak.
- 3.33** The information, advice and guidance team provided impartial careers advice and ensured that prisoners nearing their release date were well informed about their next steps.
- 3.34** Attendance had improved significantly, especially in vocational training and work. However, it was not yet consistently good, and punctuality was often poor.
- 3.35** The prison's peer mentoring programme enabled many prisoners to develop useful skills in listening to others, team working and guiding others. This prepared them well for their role as mentors, and supported their own preparation for release from custody.

Outcomes and achievements

- 3.36** Achievement rates for most classroom-based and vocational qualifications were very low, especially in English and mathematics. This was largely because the short stay for many prisoners meant that they were released or transferred before they had an opportunity to sit the examination and achieve the qualification. However, almost all of those who remained until the end of their course achieved the qualification. (See key concern and recommendation S47.)
- 3.37** There were no significant differences in achievement between different groups of prisoners, including those with additional learning needs. However, the progress of prisoners with additional support needs was generally slower than that of their peers.
- 3.38** All groups of prisoners developed vocational skills and achieved well, which prepared them for their next steps. Most prisoners were making reasonable progress from their varied starting points, with a large majority reporting an increase in their confidence and personal and social skills.

Section 4. Rehabilitation and release planning

Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release back into the community.

Children and families and contact with the outside world

Expected outcomes:

The prison supports prisoners' contact with their families and friends. Programmes aimed at developing parenting and relationship skills are facilitated by the prison. Prisoners not receiving visits are supported in other ways to establish or maintain family support.

- 4.1 Visits provision was good. Prisoners were encouraged and assisted to maintain family ties from their point of arrival, which reflected the prison's visits policy. In our survey, 36% of prisoners said that staff at Lincoln had encouraged them to keep in touch with family and friends, against the comparator of 26%. However, many prisoners were held a long way from their home areas and only 29%, lower than the comparator of 45%, said that it was easy for their family and friends to visit them (see paragraph 4.9).
- 4.2 There had been improvements to the visits booking process, with a flexible approach that placed minimal restrictions on number of visits allowed. Visitors could book their next visit while on site.
- 4.3 The visits hall was bright, clean and welcoming, child friendly and had a good selection of refreshments available for visitors. Prisoners on visits were no longer routinely strip searched. Most were positive about the visits experience, apart from the prison-issued clothing they were required to wear.
- 4.4 Prisoners from E wing, the vulnerable prisoner unit, had their own waiting room in the visits hall, with frosted windows. Movements were managed discretely.
- 4.5 The introduction of in-cell telephones had helped prisoners to maintain contact with families. Telephone numbers were generally added promptly to prisoners' accounts after their arrival.
- 4.6 Lincolnshire Action Trust (LAT) delivered a wide range of services to support prisoners and their families. This included valued family days, which 49 prisoners had attended in the previous six months, and a parenting course, which 23 prisoners had completed in the same period.
- 4.7 A representative from LAT was based in reception to support new arrivals, and took details of family and dependants (see paragraph 1.4). Two LAT children and families workers were based in the visits hall and provided ongoing support to help build family relationships. The LAT also ran regular 'Being a Dad' parenting skills courses for prisoners. The 'departure lounge' service (see paragraph 4.35) was a welcoming space where prisoners and their friends and families could be reunited.

Good practice

- 4.8** *Lincolnshire Action Trust provided excellent support to prisoners from their arrival through to their release. Prisoners were supported to establish and maintain contact with their families, including through parenting courses and by creating a welcoming environment for families to reunite.*

Reducing risk, rehabilitation and progression

Expected outcomes:

Planning for a prisoner's release starts on their arrival at the prison. Each prisoner has an allocated case manager and a custody plan designed to address their specific needs, manage risk of harm and reduce the risk of reoffending.

- 4.9** Lincoln served few local courts and most prisoners now came from other parts of the Midlands. In the previous six months, 344 prisoners had transferred to Lincoln from prisons such as Leicester and Birmingham. This provided challenges for their release planning, particularly in securing sustainable accommodation in their home areas (see paragraph 4.27). The majority of the population were serving short sentences. However, there was a smaller but substantial longer-term population, including about 80 prisoners convicted of sexual offences, who waited too long for progression.
- 4.10** The prison's population needs analysis was not based on a sufficiently broad range of data to be effective. The main source of data was a prisoner survey dating from 2018 that had had a response rate of 32%. The prison did not use more reliable sources of data, such as OASys (offender assessment system) assessments or the P-Nomis Prison Service IT system to enhance its understanding of the population and inform provision to reduce reoffending. The reducing reoffending strategy did not address the challenges specific to Lincoln and, although reducing reoffending meetings were held regularly, until very recently there had been no overall action plan to drive improvement.
- 4.11** There was an unusually high level of partnership working across the prison, particularly in release planning. Communication between the offender management unit (OMU) and resettlement agencies was very good. The creation of four teams each containing a mix of prison offender managers (POMs), probation offender managers, psychologists, accommodation workers and resettlement staff facilitated the opportunity for good joint working and information sharing. These teams were co-located at the centre of the prison, offering good access to key workers.
- 4.12** Most eligible prisoners had an up-to-date OASys risk and needs assessment. At the time of the inspection, 7% of eligible prisoners were overdue an initial assessment and a further 10% had an assessment that was over 12 months old. This meant that 83% of eligible prisoners had an up-to-date assessment of their risk and needs to drive their sentence progression, a better outcome than we typically see in local prisons.
- 4.13** The level of prison offender manager contact with prisoners varied, and was poor in many cases, primarily for the minority of longer staying prisoners. There was no clear explanation for this lack of contact. (See key concern and recommendation S48.) The OMU was fully staffed, although this was a recent development. There were enough probation officers to manage the high-risk prisoners. There were only two uniformed prison offender managers, and they were not-cross deployed to other duties. The prison offender managers now received professional supervision from the senior probation officer. Nonetheless, the opportunities for good quality casework afforded by the integration of the OMU and other teams had not yet been realised.

- 4.14** The home detention curfew (HDC) process was largely managed well by the OMU, but too many prisoners were held at the prison beyond their eligibility date. During the inspection, 28 prisoners were held at Lincoln who should have already been released on HDC. Some had been approved but were awaiting a place in a bail accommodation and support service (BASS) hostel. There was a lack of available BASS accommodation nationally, and no hostels in Lincolnshire at all. Other prisoners still waiting for approval beyond their eligibility date were among the high number of out-of-area prisoners transferring into Lincoln with very little time left to serve. They often arrived just a fortnight before their eligibility date, and the sending prison had not started the HDC approval process.

Recommendation

- 4.15 Prisoners approved for release on home detention curfew should not be held at Lincoln beyond their eligibility date.**

Public protection

- 4.16** Just under 30% of the population were assessed as high risk, and about 15% of all prisoners were convicted of sexual offences. About a fifth of the large number of releases from Lincoln each month were high-risk prisoners.
- 4.17** Several prisoners in the cases we sampled who were due for release potentially required supervision under multi agency public protection arrangements (MAPPA) in the community. In most of these cases, the POM had obtained the prisoner's MAPPA management level, which allowed the prison to contribute appropriately to release planning. There were good OMU contributions to MAPPA panels, and those written by the most experienced probation staff provided comprehensive analysis of risk issues. However, risk management was undermined by the lack of a multidisciplinary forum that was focused on risk and routinely reviewed the most dangerous prisoners approaching release to provide assurance about risk management planning. While a weekly resettlement board (see paragraph 4.32) did consider all prisoners before release, it did not focus on risk issues and was held too close to release to address any deficiencies. (See key concern and recommendation S50.)
- 4.18** The weekly interdepartmental risk assessment and management team meeting focused on reviews of monitoring and did not systematically feature all relevant release cases on its agenda. The weekly resettlement board (see paragraph 4.32) considered all prisoners four weeks before their release, but did not focus on risk issues, was not led by the OMU, was held too close to release to address any deficiencies, and until recently was poorly attended. (See key concern and recommendation S50.)
- 4.19** There were 89 prisoners subject to telephone monitoring during the inspection. Although the introduction of in-cell telephones had significantly increased the length and frequency of calls, there had been no commensurate increase in resources to monitor them. Typically, it had been one or two months since these prisoners' calls had been listened to. The risks presenting in custody, principally prisoners contacting their victims, could not be promptly addressed. (See key concern and recommendation S51.)

Categorisation and transfers

- 4.20** The number of indeterminate sentence prisoners held at Lincoln had reduced by a third to about 40 since the previous inspection. Work to support this group was limited. There had

been some consultation with these prisoners, and there were dedicated peer workers, but as a local prison Lincoln was not well placed to offer adequate support.

- 4.21** Although 25 prisoners were serving an indeterminate sentence for public protection, only one qualified for a national scheme to address their lack of progression. The vast majority of these prisoners at Lincoln had either been recalled to custody or had returned to closed conditions from an open prison. Neither of these groups was entitled to the extra support.
- 4.22** While the majority of prisoners were category C or not yet sentenced, during the inspection the prison held 31 category B prisoners. These prisoners waited too long to transfer to a suitable training prison. Securing a suitable place often took months of effort from OMU staff. In the previous six months, only 28 prisoners had successfully progressed to category B training prisons.
- 4.23** Work to progress prisoners convicted of sexual offences had not been prioritised since the previous inspection. Too many stayed at Lincoln without enough one-to-one work from POMs or any interventions to challenge their offending behaviour. The previous strategy to assess and progress these prisoners to appropriate establishments was no longer in place. These prisoners required an assessment known as Risk Matrix 2000 to determine their risk and suitability for interventions. The OMU could not easily tell us the overall level of need for interventions indicated by these assessments, and not every prisoner had been assessed. (See key concern and recommendation S51.)

Interventions

Expected outcomes:

Prisoners are able to access interventions designed to promote successful rehabilitation.

- 4.24** As a local prison, Lincoln did not offer accredited offending behaviour programmes. Since the summer of 2019, the integrated through-the-gate (ITTG) team had started to offer a range of brief groupwork interventions to address prisoners' attitudes, thinking and behaviour. These interventions typically lasted one session and were appropriate for the majority of the population who were only at Lincoln for a short time. There had been about 100 completions of these courses in the previous six months.
- 4.25** The prison had good links with the restorative justice team at Lincolnshire Police (under restorative justice programmes, offenders consider the consequences of their offending for all parties and can offer an apology or reparation). A handful of face-to-face conferences between victim and perpetrator had been organised since the previous inspection.
- 4.26** Resettlement work was split between Shelter (commissioned by Humberside, Lincolnshire and North Yorkshire Community Rehabilitation Company, CRC, which was owned by Interserve) and the ITTG team (directly employed by the CRC). Only Shelter's caseworkers were permitted by local contracts to carry out work to find accommodation for prisoners and manage their debts. They had recently struggled to complete all this work. There were more ITTG caseworkers and they were keen to support their colleagues, but were prevented from helping. Accommodation and finance support from Shelter was also restricted to prisoners who either highlighted a need in their first five days in custody or the final 12 weeks before release. This left a gap in provision, especially for the most chaotic prisoners who were unlikely to raise their needs on arrival. Contracts for resettlement services were not due to be renegotiated until 2021.
- 4.27** In the previous six months, 224 prisoners had left Lincoln without sustainable accommodation on the day of release - 36% of all releases, an increase since the last

inspection. The release of 76% of prisoners to different resettlement areas hindered attempts to secure housing for them, as it was more difficult for Shelter caseworkers to build links with providers in other parts of the Midlands. (See key concern and recommendation S52.)

- 4.28** There was good provision for prisoners to claim benefits on their day of release. The prison had purchased a laptop which prisoners could use in the departure lounge (see paragraph 4.35) to apply for universal credit online before they left the prison. This was an excellent initiative. Some of the most complex prisoners were also offered their first Jobcentre appointment with a Department for Work and Pensions (DWP) worker in the departure lounge to start and verify their claims. This helpful innovation stopped them having to worry about attending their first appointment in the community. The number of DWP workers on site was also due to increase to further enhance provision.
- 4.29** There was very good active support for care leavers. The prison offender manager with this responsibility had identified 40 individuals and had a good focus on securing social visits for them. The ITTG team offered brief interventions for prisoners with a history of sex work, but none had been delivered so far. There was a lead staff member for prisoners who had experienced human trafficking, but so far none had been identified and there were no interventions in place.

Good practice

- 4.30** *Prisoners could apply for universal credit on the morning of their release, and the most complex prisoners could have their first Jobcentre appointment in the prison's departure lounge.*

Release planning

Expected outcomes:

The specific reintegration needs of individual prisoners are met through an individual multi-agency plan to maximise the likelihood of successful reintegration into the community.

- 4.31** Demand for resettlement services was high, with about 100 releases a month, an increase since the previous inspection. Responsibility for reviewing prisoners' resettlement plans 12 weeks before their release was split across the Shelter and ITTG teams. The ITTG team completed plans for those prisoners with the greatest need, which was the vast majority. The content of these resettlement plans was good, but none that we checked were reviewed in enough time to ensure that prisoners' needs were addressed systematically and effectively. On average, prisoners had a review of their resettlement needs about six weeks before release.
- 4.32** A weekly multidisciplinary resettlement board had been implemented in 2019, following the introduction of the ITTG team. This meeting addressed the outstanding resettlement needs of all prisoners four weeks before their release, although the prisoner themselves did not attend. This was a promising initiative but was not yet sufficiently embedded. Attendance from different agencies had been sporadic but had recently improved.
- 4.33** An impressive week-long course to help prisoners prepare for release had just been introduced. 'Preparation 4 Release' consisted of several modules addressing needs, including harm minimisation, employment and housing. Three cohorts of prisoners had already completed this intervention since its introduction in the previous month.

- 4.34** In the cases we checked, every prisoner approaching release had an interview with a member of the chaplaincy a fortnight before discharge (see paragraph 2.37). This was positive and unusually well-structured support.
- 4.35** The ‘departure lounge’ remained an excellent initiative, providing immediate practical support for prisoners as they were released. LAT workers met all prisoners as they left the prison, offering the facility to recharge mobile phones, make tea and toast, and obtain clothing. The design of the lounge helped prisoners to adjust to their release and manage the contrast between prison life and the community. It was a good venue for agencies to see prisoners on the day of release and do some innovative work with them (see paragraph 4.28).
- 4.36** There was very strong provision from the ITTG team and LAT to support and accompany the most complex and vulnerable prisoners when they left the prison. This help extended to attending housing and Jobcentre appointments with individuals, and in some cases it continued beyond the day of release. In the previous six months, about 40 prisoners had received this type of support from the two agencies.

Recommendation

- 4.37** **Prisoners’ resettlement needs should be reviewed far enough ahead of their release to provide effective support.**

Good practice

- 4.38** *The departure lounge provided immediate practical support for all prisoners as they were released.*
- 4.39** *The most complex and vulnerable prisoners were offered additional support to ensure that they coped with the immediate challenges of release.*

Section 5. Summary of key concerns, recommendations and good practice

The following is a listing of repeated and new key concerns and recommendations, general recommendations and examples of good practice included in this report. The reference numbers in the left-hand column refer to the paragraph location in the main report.

Key concerns and recommendations

- 5.1** Key concern (S40): Despite a reduction in assaults on staff and concerted efforts by the prison to reduce violence, levels remained high and broadly the same as at our last inspection. There had been 135 incidents of violence in the previous six months, with a small but significant number classed as serious. (Directed to: the governor)

Recommendation: Managers should further develop practices to reduce violence in the prison, and review the violence reduction strategy regularly to increase its effectiveness.

- 5.2** Key concern (S41): The prison had completed some good work to understand and reduce the number of prisoners who harmed themselves, but the number of self-harm incidents remained high. There had been 336 incidents in the previous six months, more than before our last inspection and than at most other local prisons. (Directed to: the governor)

Recommendation: The prison should further develop its work to understand and reduce the number of prisoners who self-harm and the number of self-harm incidents.

- 5.3** Key concern (S42): Too many prisoners, around 80% at the time of the inspection, lived in cramped, overcrowded cells. (Directed to: HMPPS and the governor)

Recommendation: Prisoners should not be held in overcrowded conditions.

- 5.4** Key concern (S43): Decency screening around toilets was flimsy and did not always provide adequate privacy, and many cell cupboards, curtains and floors required repair. Showers on A and C wing required refurbishment. (Directed to: the governor)

Recommendation: There should be sufficient investment in the maintenance and repair of cells, and refurbishment of the showers, to ensure that all prisoners live in decent, respectful conditions.

- 5.5** Key concern (S44): There was insufficient support for disabled prisoners, with no paid carers or clear protocol on providing personal care, which affected their daily routines, including showers and using the toilet. There were not enough adapted cells, and the prison was not suitable for those with mobility difficulties. (Directed to: the governor)

Recommendation: Prisoners with disabilities should be given sufficient support to allow them to live independent and purposeful lives in prison.

- 5.6** Key concern (S45): The learning and skills provider had struggled to recruit teaching staff to key posts, especially in English and mathematics. Too many teachers were failing to deliver

sessions to a sufficiently high standard, and the overall quality of teaching and learning continued to require improvement. (Directed to: the governor)

Recommendation: Leaders and managers should implement strategies to fill key teaching vacancies with high-quality staff, as well as raise the teaching and learning standards of the relatively high number of teachers whose performance requires improvement.

- 5.7** Key concern (S46): The curriculum failed to meet the needs of the population. Few prisoners were in custody for long enough to complete their course. Provision at level 2 was very limited and no prisoners were studying at higher levels. Arrangements for prisoners to study and achieve a qualification related to their job role were weak. The number of prisoners who completed and passed courses in English and mathematics was particularly low. (Directed to: the governor)

Recommendation: The curriculum for prisoners should offer opportunities to study courses they can complete while in custody, and at levels above level 1. Those engaged in prison jobs should be able to achieve a relevant qualification, and more prisoners should complete and achieve English and mathematics qualifications.

- 5.8** Key concern (S47): Target setting was often poor and the development of prisoners' skills in English and mathematics weak, especially in vocational training and work. There was little detailed recording of the employability skills that prisoners had gained while in custody. Prisoners with additional needs did not always receive the support they required to progress as well as their peers. (Directed to: the governor)

Recommendation: Teachers should improve their strategies for target setting, developing prisoners' skills in English and mathematics and recording employability skills, and swiftly implement additional support for those identified as requiring it.

- 5.9** Key concern (S48): Many prison offender managers had low levels of contact with prisoners, which undermined sentence progression and work to reduce reoffending. (Directed to: the governor)

Recommendation: All eligible prisoners should have regular contact with an appropriately trained prison offender manager to drive their sentence progression.

- 5.10** Key concern (S49): Prisoners convicted of sexual offences remained at Lincoln, and too many lacked one-to-one work to challenge their offending behaviour or access to accredited programmes. The prison no longer had a strategy for progressing these prisoners. (Directed to: the governor)

Recommendation: Prisoners convicted of sexual offences who require interventions should progress from Lincoln without delay so that they can address their offending behaviour.

- 5.11** Key concern (S50): There was no multidisciplinary forum that was focused on risk and routinely reviewed the most dangerous prisoners approaching release to provide assurance and address any gaps in risk management planning and public protection. (Directed to: the governor)

Recommendation: A multidisciplinary risk management meeting, led by the offender management unit, should review the most dangerous prisoners due for release in sufficient time to address any gaps in risk management planning.

- 5.12** Key concern (S51): The application of basic public protection measures was inadequate. Arrangements to monitor prisoners' telephone calls were ineffective, the volume was unmanageable and risks presenting in custody could not be promptly addressed. Mail restrictions imposed on prisoners who presented a continuing risk to children were not routinely enforced, potentially allowing correspondence with victims. (Directed to: the governor)

Recommendation: Prisoners should be subject to rigorous and effective public protection measures that manage their risks in custody.

- 5.13** Key concern (S52): Just over a third of the 100 prisoners released each month had no sustainable accommodation, which did little to reduce their likelihood of reoffending. Support for these prisoners was limited by unhelpful contractual restrictions, and the fact that the majority of prisoners were released to other resettlement areas. (Directed to: the governor)

Recommendation: The proportion of prisoners being released from Lincoln with sustainable accommodation should be increased.

General recommendations

- 5.14** Recommendation (1.8): All first night cells should have a telephone.
- 5.15** Recommendation (1.24): Adjudications should be completed promptly and those adjourned, for whatever reason, should be reheard with minimum delay.
- 5.16** Recommendation (1.29): All planned incidents should be reviewed promptly by the use of force committee, lessons should be learned and effective remedial action taken.
- 5.17** Recommendation (1.49): There should be a sufficient number of trained Listeners to meet prisoner need.
- 5.18** Recommendation (2.8): Prisoners should be able to obtain clean clothing as needed, and to change underwear and socks daily.
- 5.19** Recommendation (2.18): Legal visits should take place in rooms providing privacy. (Repeated recommendation 2.45)
- 5.20** Recommendation (2.34): Foreign nationals should have their immigration status confirmed well before the end of sentence to allow for meaningful release planning and, if they are detained, they should be transferred promptly to an immigration removal centre (IRC), unless risk assessment demonstrates that they cannot reasonably be managed in an IRC. (Directed to: the Home Office and the governor)
- 5.21** Recommendation (2.59): The prison should work with the local authority to ensure the effective provision of social care.
- 5.22** Recommendation (2.67): The transfer of patients to hospital under the Mental Health Act should take place within agreed Department of Health timescales. (Repeated recommendation 2.82)

- 5.23** Recommendation (2.73): Psychosocial support should be extended to meet the needs of the whole population, including short-term prisoners.
- 5.24** Recommendation (2.80): The administration of medicines on A wing should take place in a location that enables patient confidentiality.
- 5.25** Recommendation (2.81): Patient group directions should facilitate the administration of symptomatic relief to patients suffering withdrawal symptoms through the night.
- 5.26** Recommendation (4.15): Prisoners approved for release on home detention curfew should not be held at Lincoln beyond their eligibility date.
- 5.27** Recommendation (4.38): Prisoners' resettlement needs should be reviewed far enough ahead of their release to provide effective support.

Examples of good practice

- 5.28** Good practice point (1.9): The supporting people after remand or conviction (SPARC) project, run jointly by the prison and Lincolnshire Action Trust, helped to identify and then meet the risks and needs of all new arrivals, especially those arriving from Lincoln Magistrates' Court.
- 5.29** Good practice point (1.50): Managers carefully monitored rates of self-harm, held focus groups with prisoners to identify drivers of self-harm and implemented actions based on factors identified at these forums, such as a recent project aimed at addressing the risks of early debt.
- 5.30** Good practice point (2.19): The prison had created an impressive application call centre where prisoners could speak with trained prisoners for help in resolving requests, and talk directly to some departments.
- 5.31** Good practice point (4.8): Lincolnshire Action Trust provided excellent support to prisoners from their arrival through to their release. Prisoners were supported to establish and maintain contact with their families, including through parenting courses and by creating a welcoming environment for families to reunite.
- 5.32** Good practice point (4.30): Prisoners could apply for universal credit on the morning of their release, and the most complex prisoners could have their first Jobcentre appointment in the prison's departure lounge.
- 5.33** Good practice point (4.38): The departure lounge provided immediate practical support for all prisoners as they were released.
- 5.34** Good practice point (4.39): The most complex and vulnerable prisoners were offered additional support to ensure that they coped with the immediate challenges of release.

Section 6. Appendices

Appendix I: Inspection team

Martin Lomas	Deputy chief inspector
Hindpal Singh Bhui	Team leader
Colin Carroll	Inspector
Martyn Griffiths	Inspector
Natalie Heeks	Inspector
Kam Sarai	Inspector
Nadia Syed	Inspector
Jonathan Tickner	Inspector
Becky Duffield	Researcher
Rahul Jalil	Researcher
Chloe Moore	Researcher
Shannon Sahni	Researcher
Joe Simmonds	Researcher
Shaun Thomson	Lead health and social care inspector
Sigrid Engelen	Health and social care inspector
Lynda Day	Care Quality Commission inspector
Andy Fitt	Ofsted inspector
Andrea Machell	Ofsted inspector
Jai Sharda	Ofsted inspector
Allan Shaw	Ofsted inspector
Emma Woods	Ofsted inspector
Ruth Mostyn-Dignan	Observer

Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided. The recommendations in the main body of the report are based on the fifth edition of Expectations, but those below are based on the fourth edition. Their order may therefore differ slightly from the main report.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection in 2017, most men were generally positive about escort staff. Staff and peer mentors provided good support on arrival but the delays in reception were poor. Levels of violence were too high and some incidents were serious. There was a robust and developing focus on making the prison safer. Oversight of deaths in custody recommendations needed improvement. Levels of self-harm were high and some case work needed to be better, but care for the most vulnerable was generally good. Security arrangements were appropriate and challenges with illegal drugs well managed. The incentives and earned privileges (IEP) scheme was not used effectively to manage minor poor behaviour. The recent large backlog of adjudications had a negative effect on confidence in the process. Oversight of use of force was seriously deficient. Segregation arrangements had improved as had most aspects of substance misuse support. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

The oversight and day-to-day management of use of force should ensure force is only used when necessary, mandatory recording arrangements are followed and lessons are learned when it is used. (S44)

Achieved

Recommendations

Prisoners should not be delayed in reception. (1.15, repeated recommendation 1.16)

Partially achieved

The first night centre should provide a reasonable standard of accommodation, with clean cells and functioning toilets and showers. (1.16)

Achieved

Staff should be aware of the location of all new prisoners so that regular enhanced checks on their welfare can be made. (1.17)

Achieved

Plans to introduce several interventions designed to address many aspects of violence and antisocial behaviour such as one-to-one work, conflict resolution, and anger management, should be implemented. (1.23)

Achieved

Targeted work to address specific behaviour management issues should be introduced, along with an action plan to identify and manage necessary actions. (1.24)

Achieved

Recommendations from deaths in custody reports should be implemented in full; senior managers should monitor their implementation through an overarching action plan. (1.32)

Partially achieved

ACCT documentation should demonstrate consistent care for prisoners at risk of self-harm. Support arrangements should include good quality care planning and multidisciplinary reviews. (1.33)

Achieved

The suspicion drug testing programme should be sufficiently resourced so that all prisoners suspected of taking drugs are tested within required timescales and without gaps in provision. (1.45, repeated recommendation 1.48)

Not achieved

Decisions to demote prisoners to the basic level should be justified and always followed by a thorough investigation. (1.52)

Achieved

The regime for those on the basic level of the IEP scheme should provide the opportunity to demonstrate improvements in behaviour, as defined in individual and well-structured improvement targets. (1.53, repeated recommendation 1.55)

Not achieved

The use of segregation should be monitored and analysed regularly and action taken to address any issues identified. (1.65)

Achieved

Prisoners receiving clinical treatment should always be placed in cells with observation hatches during their first night and those undergoing alcohol detoxification should be prioritised. (1.72)

Achieved

The administration of controlled drugs on A wing should cease and a more suitable location found. (1.73)

Not achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection in 2017, the prison was now cleaner, but the buildings were old and shabby and more work was needed to make all areas acceptable. The prison remained overcrowded. Staff-prisoner relationships were generally good. Equality work was underdeveloped and assistance for some protected characteristics needed to be improved. Faith provision was appropriate and provided good support. Complaints were generally well managed. Legal visits did not always take place in privacy. The health care department provided appropriate support overall. The food and canteen provision was relatively good. Outcomes for prisoners were reasonably good against this healthy prison test.

Main recommendation

Support for the protected characteristics must ensure their needs are understood and, where possible, met. (S45)

Achieved

Recommendations

Cells designed to hold one prisoner should not be used to hold two. Cells should be clean, well-furnished and adequately heated. (2.10)

Not achieved

All wing showers should be well maintained and in good working order. (2.11)

Not achieved

The prison should ensure applications receive a prompt and appropriate response. (2.12)

Achieved

Foreign national prisoners' concerns should be explored and addressed and arrangements put in place to ensure they have effective structured support, including access to interpreters when needed. (2.32)

Achieved

Confidential access complaints and complaints against staff should be systematically recorded and investigated. (2.41)

Achieved

Legal visits should take place in rooms providing privacy. (2.45)

Not achieved (recommendation repeated, 2.18)

The prison should establish an effective monitoring system for AEDs and all custody staff should understand agreed emergency codes to ensure prompt and appropriate responses to medical emergencies. (2.58)

Partially achieved

Nurse-led clinics for prisoners with life-long conditions, underpinned by evidence-based care plans, should be developed further and assessment, treatment and reviews undertaken by appropriately trained and supervised staff. (2.64)

Achieved

In-possession risk assessments should be reviewed routinely and lockable in-cell cupboards should be provided so prisoners can store their medication securely. (2.70)

Partially achieved

Arrangements for medication administration should ensure that prisoners are given their medication in confidence and safely. (2.71, repeated recommendation 2.72)

Achieved

Patients should receive their medication promptly and at clinically appropriate times to ensure continuity of treatment is appropriately maintained. (2.72)

Achieved

The transfer of patients to hospital under the Mental Health Act should occur within agreed Department of Health timescales. (2.82)

Not achieved (recommendation repeated, 2.67)

Breakfast packs should be issued on the day they are meant to be eaten. (2.88, repeated recommendation 2.86)

Not achieved

Purposeful activity

Prisoners are able, and expected, to engage in activity that is likely to benefit them.

At the last inspection in 2017, staffing shortages were affecting the regime, but efforts had been made to improve prisoners' time out of their cell and to regularise any curtailments. Nevertheless, time out of cell was inadequate overall. The leadership and management of learning and skills had been deficient for several months; this was now being addressed, but outcomes had deteriorated. The education and vocational training provision was good but too small, and elsewhere no accredited opportunities were offered. The prison did not focus enough on supporting men to improve their basic skills. Efforts were being made to improve attendance, but it remained too low. Library facilities were good but the gym provision needed improvement. Outcomes for prisoners were poor against this healthy prison test.

Main recommendations

Learning and skills provision should be sufficient to meet the needs of the population at Lincoln. (S46)

Not achieved

All available purposeful activity places at Lincoln should be used to ensure as many men as possible are occupied in activities that contribute to their rehabilitation. (S47)

Achieved

Recommendations

Prisoners should have good access to association and outdoor exercise and have enough time to attend to their domestic needs. (3.4)

Partially achieved

Partnership working with employers should be developed and used to support prisoners' resettlement. (3.10)

Partially achieved

Performance management should use data and targets effectively to drive improvement. (3.11)

Partially achieved

Individual coaching in workshops and work should be improved so prisoners are fully occupied and challenged. (3.22)

Achieved

Prisoners should have the opportunity to have their employability and transferable skills recognised and promoted to a higher level. (3.23)

Not achieved

The prison should ensure work includes progressively more demanding activities so that prisoners develop their skills and attain relevant qualifications. (3.24)

Not achieved

Staff should set prisoners challenging performance targets, including for their behaviour, to enhance their employability. (3.28)

Achieved

The prison should provide prisoners with appropriate personal protective equipment and safe working practices should be adopted. (3.29)

Partially achieved

The prison should ensure that prisoners develop their English, maths and ICT skills appropriately, and have them accredited where relevant. (3.33)

Not achieved

All prisoners should have equitable library access, including full-time workers. (3.39)

Achieved

A full range of strategies to raise prison literacy levels should be introduced. (3.40)

Partially achieved

A prison survey should be undertaken and used to provide activities that meet prisoners' needs effectively, including accredited courses and specialist provision for older prisoners. (3.46)

Achieved

Resettlement

Prisoners are prepared for their release back into the community and effectively helped to reduce the likelihood of reoffending.

At the last inspection in 2017, work to reduce prisoners' risks and to resettle them on release needed to be better coordinated. Offender management work was very mixed and in some cases not good enough. Some aspects of public protection work needed to be stronger. Despite it being a requirement, not all prisoners had a resettlement plan on release. Support in the resettlement pathways was also mixed and some aspects needed to be developed. The number of men who were far from their home areas made this challenging. Children and families work was generally good. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

All prisoners being released should have an up-to-date resettlement plan and be offered appropriate resettlement support; community-based responsible officers should be informed of work that has been undertaken and what is still required. (S48)

Partially achieved

Recommendations

The prison should develop and implement a clear strategy covering all aspects of service integration and provision involved in the rehabilitation and reintegration of prisoners. (4.5)

Not achieved

Prisoners should not be transferred from Lincoln before an up to date OASys is completed or while being considered for HDC, except in exceptional circumstances. (4.14)

Not achieved

Prisoners transferred to Lincoln within six months of release should be prioritised for contact and should have their OASys updated, especially those assessed as posing a high or very high risk of harm. (4.15)

Not achieved

All work undertaken by the offender management unit should be recorded on P-Nomis to ensure effective communication with other departments. (4.16)

Achieved

All offender supervisors should receive regular professional casework supervision, especially those managing high risk of harm prisoners. (4.17)

Achieved

The IRAMP should be better focused on its work reviewing MAPPA cases and all men subject to MAPPA should be reviewed regularly in the last few months before release. (4.20)

Not achieved

The prison should exploit fully the potential of the virtual campus. (4.32)

Achieved

Prisoners should only be strip-searched if a risk assessment deems it necessary. (4.42)

Achieved

Men from E wing who are waiting for visits should be held in an appropriate location with reasonable facilities. (4.43)

Not achieved

Prisoners with offending behaviour needs, especially those identified as posing a high risk of harm or high risk of reoffending, should have access to necessary support, either at Lincoln or at an alternative establishment. (4.46)

Not achieved

The prison should ensure that prisoners identified as victims of domestic abuse or having worked in the sex industry are able to access necessary support. (4.48)

Partially achieved

Appendix III: Prison population profile

Please note: the following figures were supplied by the establishment and any errors or omissions are the establishment's own.

Population breakdown by:

Status	18–20 year olds	21 and over	%
Sentenced	17	306	51.4%
Recall	4	127	20.8%
Convicted unsentenced	8	62	11.1%
Remand	5	73	12.4%
Civil prisoners	0	1	0.2%
Unknown	1	5	1%
Indeterminate sentence	0	17	2.7%
Detainees	0	4	0.6%
Total	35	595	100%

Sentence	18–20 year olds	21 and over	%
Unsentenced	14	147	25.6%
Less than six months	1	68	11%
Six months to less than 12 months	3	61	10.2%
12 months to less than 2 years	8	66	11.7%
2 years to less than 4 years	4	98	11.2%
4 years to less than 10 years	5	88	14.8%
10 years and over (not life)	0	26	4.1%
ISPP (indeterminate sentence for public protection)	0	25	4%
Life	0	16	6.5%
Total	35	595	100%

Age	Number of prisoners	%
Under 21 years	35	5.6%
21 years to 29 years	178	28.3%
30 years to 39 years	203	32.2%
40 years to 49 years	133	21.1%
50 years to 59 years	53	8.4%
60 years to 69 years	16	2.5%
70 plus years: <i>maximum age=84</i>	12	1.9%
Total	630	100%

Nationality	18–20 year olds	21 and over	%
British	28	521	87.1%
Foreign nationals	7	72	12.5%
Not stated	0	2	0.3%
Total	35	595	100%

Security category	18–20 year olds	21 and over	%
Unclassified	1	18	3.02%
Uncategorised sentenced	13	137	23.8%
Category B	0	31	4.9%
Category C	1	396	63%
Category D	0	12	1.9%
Other	20	1	3.4%
Total	35	595	100%

Ethnicity	18–20 year olds	21 and over	%
White			
British	23	432	72.2%
Irish	0	4	0.6%
Gypsy/Irish Traveller	0	16	2.5%
Other white	5	49	8.6%
Mixed			
White and black Caribbean	0	15	2.4%
White and black African	1	1	0.3%
White and Asian	0	1	0.2%
Other mixed	0	2	0.3%
Asian or Asian British			
Indian	0	9	1.4%
Pakistani	1	13	2.2%
Bangladeshi	0	4	0.6%
Other Asian	0	6	1%
Black or black British			
Caribbean	2	19	3.3%
African	2	9	1.7%
Other black	1	10	1.7%
Other ethnic group			
Arab	0	3	0.5%
Not stated	0	2	0.3%
Total	35	595	100%

Religion	18–20 year olds	21 and over	%
Church of England	1	125	20%
Roman Catholic	2	107	17.3%
Other Christian denominations	11	83	14.9%
Muslim	1	58	9.4%
Sikh	0	6	1%
Hindu	0	2	0.3%
Buddhist	0	9	1.4%
Jewish	0	1	0.2%
Other	0	8	1.3%
No religion	20	196	34.3%
Total	35	595	100%

Other demographics	18–20 year olds	21 and over	%
Veteran (ex-armed services)	1	5	0.9%
Total	1	5	0.9%

Sentenced prisoners only

Length of stay	18–20 year olds		21 and over	
	Number	%	Number	%
Less than 1 month	9	1.4%	113	17.9%
1 month to 3 months	4	0.6%	166	26.3%
3 months to six months	4	0.6%	72	11.4%
Six months to 1 year	4	0.6%	63	10%
1 year to 2 years	0	0%	27	4.3%
2 years to 4 years	0	0	7	1.1%
Total	21	3.3%	448	71.2%

Unsentenced prisoners only

Length of stay	18–20 year olds		21 and over	
	Number	%	Number	%
Less than 1 month	2	0.3%	30	4.8%
1 month to 3 months	9	1.4%	58	9.2%
3 months to six months	3	0.5%	31	4.9%
Six months to 1 year	0	0%	14	2.2%
1 year to 2 years	0	0%	14	2.2%
Total	14	2.2%	147	23.2%

Appendix IV: Prisoner survey methodology and results

Prisoner survey methodology

A representative survey of prisoners is carried out at the start of every inspection, the results of which contribute to the evidence base for the inspection.

HM Inspectorate of Prisons (HMI Prisons) researchers have developed a self-completion questionnaire to support HMI Prisons' *Expectations*. The questionnaire consists of structured questions covering the prisoner 'journey' from reception to release, together with demographic and background questions which enable us to compare responses from different sub-groups of the prisoner population. There are also three open questions at the end of the questionnaire which allow prisoners to express, in their own words, what they find most positive and negative about the prison. Qualitative analysis of these written comments is undertaken by HMI Prisons researchers and used by inspectors.

The questionnaire is available in 14 languages and can also be administered via a telephone translation service if necessary.

The questionnaire was revised during 2016–17, in consultation with both inspectors and prisoners. The current version has been in use since September 2017.

Sampling

On the day of the survey a stratified random sample is drawn by HMI Prisons researchers from a P-NOMIS prisoner population printout ordered by cell location. Using a robust statistical formula HMI Prisons researchers calculate the minimum sample size required to ensure that the survey findings can be generalised to the entire population of the establishment (95% confidence interval with a sampling error of 7%; the formula assumes a 75% response rate (65% in open establishments)). In smaller establishments we may offer a questionnaire to the entire population.

Distributing and collecting questionnaires

HMI Prisons researchers distribute and collect the questionnaires in person. So that prisoners can give their informed consent to participate, the purpose of the survey is explained and assurances are given about confidentiality and anonymity (For further information about the ethical principles which underpin our survey methodology, please see *Ethical principles for research activities* which can be downloaded from HMI Prisons' website <http://www.justiceinspectors.gov.uk/hmiprison/about-our-inspections/>). Prisoners are made aware that participation in the survey is voluntary; refusals are noted but not replaced within the sample. Those who agree to participate are provided with a sealable envelope for their completed questionnaire and told when we will be returning to collect it. We make arrangements to administer the questionnaire via a face-to-face interview for respondents who disclose literacy difficulties.

Survey response

At the time of the survey on 9 December 2019 the prisoner population at HMP Lincoln was 640. Using the sampling method described above, questionnaires were distributed to 200 prisoners. We received a total of 175 completed questionnaires, a response rate of 88%. This included three questionnaires completed via face-to-face interviews. Eleven prisoners declined to participate in the survey and 14 questionnaires were either not returned at all, or returned blank.

Survey results and analyses

Over the following pages we present the full survey results followed by various comparative analyses for HMP Lincoln. For the comparator analyses, each question was reformulated into a binary 'yes/no' format and affirmative responses compared using the Chi-square test (or Fisher's exact test if there are fewer than five responses in a group). Missing responses have been excluded from all analyses.

Full survey results

A full breakdown of responses is provided for every question. Percentages have been rounded and therefore may not add up to 100%.

Responses from HMP Lincoln 2019 compared with those from other HMIP surveys

Note: These analyses are carried out on summary data from all survey questions. As we have been using a new version of the questionnaire since September 2017, we do not yet have full comparator data for all questions.

- Survey responses from HMP Lincoln in 2019 compared with survey responses from other local prisons inspected since September 2017.
- Survey responses from HMP Lincoln in 2019 compared with survey responses from HMP Lincoln in 2017.

Comparisons between different residential locations within HMP Lincoln 2019

- Responses of prisoners on the vulnerable prisoner wing (E wing) compared with those from the rest of the establishment.

Comparisons between self-reported sub-populations of prisoners within HMP Lincoln 2019

Note: These analyses are carried out on summary data from selected survey questions only.

- Responses of prisoners from black and minority ethnic groups compared with those of white prisoners.
- Responses of prisoners from Traveller communities compared with those of prisoners not from Traveller communities.
- Responses of prisoners who reported that they had a disability compared to those who did not.
- Responses of prisoners who reported that they had mental health problems compared with those who did not.
- Responses of prisoners aged 50 and over compared with those under 50.
- Responses of prisoners aged 25 and under compared with those over 25.

Please note that we only carry out within-prison comparator analysis where there are sufficient responses in each sub-group. A minimum of 10 responses which must also represent at least 10% of the total response.

In the comparator analyses, statistically significant differences are indicated by shading. A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. In order to appropriately adjust p-values in light of multiple testing, $p < 0.01$ is considered statistically significant for all comparisons undertaken. This means there is only a 1% likelihood that the difference is due to chance. Results that are significantly more positive are indicated by green shading and results that are significantly more negative are indicated by blue shading. Orange shading has been used to show a statistically significant difference in demographic or other background details. If there is no shading, any difference between the two results is not statistically significant and may have occurred by chance. Grey shading indicates that there is no valid comparative data for that question.

Filtered questions are indented and preceded by an explanation in italics of how the filter has been applied. In the comparator analyses, percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the total number of valid responses to the question.

Survey summary

Background information

I.1	What wing or house block are you currently living on?	
	A wing	53 (30%)
	B wing	37 (21%)
	C wing	48 (27%)
	E wing	36 (21%)
	Segregation unit	1 (1%)
I.2	How old are you?	
	Under 21	9 (5%)
	21 - 25	19 (11%)
	26 - 29	21 (12%)
	30 - 39	62 (36%)
	40 - 49	35 (20%)
	50 - 59	16 (9%)
	60 - 69	6 (4%)
	70 or over	3 (2%)
I.3	What is your ethnic group?	
	White - English/ Welsh/ Scottish/ Northern Irish/ British	131 (78%)
	White - Irish	1 (1%)
	White - Gypsy or Irish Traveller	8 (5%)
	White - any other White background	9 (5%)
	Mixed - White and Black Caribbean	2 (1%)
	Mixed - White and Black African	2 (1%)
	Mixed - White and Asian	0 (0%)
	Mixed - any other Mixed ethnic background	3 (2%)
	Asian/ Asian British - Indian	3 (2%)
	Asian/ Asian British - Pakistani	1 (1%)
	Asian/ Asian British - Bangladeshi	0 (0%)
	Asian/ Asian British - Chinese	0 (0%)
	Asian - any other Asian Background	0 (0%)
	Black/ Black British - Caribbean	4 (2%)
	Black/ Black British - African	3 (2%)
	Black - any other Black/ African/ Caribbean background	0 (0%)
	Arab	0 (0%)
	Any other ethnic group	2 (1%)
I.4	How long have you been in this prison?	
	Less than 6 months	121 (71%)
	6 months or more	49 (29%)
I.5	Are you currently serving a sentence?	
	Yes	91 (52%)
	Yes - on recall	40 (23%)
	No - on remand or awaiting sentence	42 (24%)
	No - immigration detainee	1 (1%)

1.6	How long is your sentence?	
	Less than 6 months	34 (20%)
	6 months to less than 1 year	22 (13%)
	1 year to less than 4 years	30 (18%)
	4 years to less than 10 years	20 (12%)
	10 years or more	11 (6%)
	IPP (indeterminate sentence for public protection)	6 (4%)
	Life	4 (2%)
	Not currently serving a sentence	43 (25%)

Arrival and reception

2.1	Were you given up-to-date information about this prison before you came here?	
	Yes	33 (19%)
	No	123 (72%)
	Don't remember	16 (9%)
2.2	When you arrived at this prison, how long did you spend in reception?	
	Less than 2 hours	74 (43%)
	2 hours or more	96 (55%)
	Don't remember	4 (2%)
2.3	When you were searched in reception, was this done in a respectful way?	
	Yes	149 (86%)
	No	22 (13%)
	Don't remember	3 (2%)
2.4	Overall, how were you treated in reception?	
	Very well	61 (35%)
	Quite well	90 (52%)
	Quite badly	17 (10%)
	Very badly	5 (3%)
	Don't remember	1 (1%)
2.5	When you first arrived here, did you have any of the following problems?	
	Problems getting phone numbers	62 (37%)
	Contacting family	54 (32%)
	Arranging care for children or other dependants	2 (1%)
	Contacting employers	3 (2%)
	Money worries	35 (21%)
	Housing worries	39 (23%)
	Feeling depressed	75 (45%)
	Feeling suicidal	25 (15%)
	Other mental health problems	56 (34%)
	Physical health problems	32 (19%)
	Drug or alcohol problems (e.g. withdrawal)	38 (23%)
	Problems getting medication	52 (31%)
	Needing protection from other prisoners	15 (9%)
	Lost or delayed property	19 (11%)
	Other problems	22 (13%)
	Did not have any problems	30 (18%)

2.6	Did staff help you to deal with these problems when you first arrived?	
	Yes	63 (38%)
	No	72 (44%)
	Did not have any problems when I first arrived	30 (18%)

First night and induction

3.1 Before you were locked up on your first night here, were you offered any of the following things?

Tobacco or nicotine replacement	139 (81%)
Toiletries / other basic items	101 (59%)
A shower	50 (29%)
A free phone call	115 (67%)
Something to eat	138 (81%)
The chance to see someone from health care	126 (74%)
The chance to talk to a Listener or Samaritans	50 (29%)
Support from another prisoner (e.g. Insider or buddy)	36 (21%)
Wasn't offered any of these things	5 (3%)

3.2 On your first night in this prison, how clean or dirty was your cell?

Very clean	13 (8%)
Quite clean	70 (41%)
Quite dirty	41 (24%)
Very dirty	44 (26%)
Don't remember	1 (1%)

3.3 Did you feel safe on your first night here?

Yes	133 (78%)
No	34 (20%)
Don't remember	4 (2%)

3.4 In your first few days here, did you get:

	Yes	No	Don't remember
Access to the prison shop / canteen?	88 (53%)	77 (46%)	2 (1%)
Free PIN phone credit?	83 (49%)	81 (48%)	4 (2%)
Numbers put on your PIN phone?	71 (44%)	91 (56%)	0 (0%)

3.5 Did your induction cover everything you needed to know about this prison?

Yes	98 (58%)
No	63 (38%)
Have not had an induction	7 (4%)

On the wing

4.1 Are you in a cell on your own?

Yes	45 (26%)
No, I'm in a shared cell or dormitory	128 (74%)

4.2 Is your cell call bell normally answered within 5 minutes?

Yes	83 (48%)
No	67 (39%)
Don't know	22 (13%)
Don't have a cell call bell	1 (1%)

4.3 Please answer the following questions about the wing or house block you are currently living on:

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	91 (53%)	80 (47%)	1 (1%)
Can you shower every day?	158 (93%)	12 (7%)	0 (0%)
Do you have clean sheets every week?	122 (73%)	41 (25%)	4 (2%)
Do you get cell cleaning materials every week?	119 (73%)	40 (24%)	5 (3%)
Is it normally quiet enough for you to relax or sleep at night?	101 (61%)	63 (38%)	1 (1%)
Can you get your stored property if you need it?	33 (20%)	91 (54%)	44 (26%)

4.4 Normally, how clean or dirty are the communal / shared areas of your wing or house block (landings, stairs, wing showers etc.)?

Very clean	27 (16%)
Quite clean	97 (58%)
Quite dirty	31 (18%)
Very dirty	13 (8%)

Food and canteen

5.1 What is the quality of food like in this prison?

Very good	20 (12%)
Quite good	87 (50%)
Quite bad	41 (24%)
Very bad	25 (14%)

5.2 Do you get enough to eat at mealtimes?

Always	28 (16%)
Most of the time	52 (30%)
Some of the time	54 (31%)
Never	38 (22%)

5.3 Does the shop / canteen sell the things that you need?

Yes	122 (73%)
No	36 (22%)
Don't know	9 (5%)

Relationships with staff

6.1 Do most staff here treat you with respect?

Yes	139 (81%)
No	32 (19%)

6.2 Are there any staff here you could turn to if you had a problem?

Yes	136 (80%)
No	34 (20%)

6.3 In the last week, has any member of staff talked to you about how you are getting on?

Yes	88 (51%)
No	83 (49%)

6.4	How helpful is your personal or named officer?	
	Very helpful	42 (25%)
	Quite helpful	46 (27%)
	Not very helpful	23 (14%)
	Not at all helpful	16 (9%)
	Don't know	22 (13%)
	Don't have a personal / named officer	20 (12%)
6.5	How often do you see prison governors, directors or senior managers talking to prisoners?	
	Regularly	18 (11%)
	Sometimes	57 (33%)
	Hardly ever	74 (43%)
	Don't know	22 (13%)
6.6	Do you feel that you are treated as an individual in this prison?	
	Yes	89 (53%)
	No	79 (47%)
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	
	Yes, and things sometimes change	29 (17%)
	Yes, but things don't change	59 (35%)
	No	49 (29%)
	Don't know	33 (19%)

Faith

7.1	What is your religion?	
	No religion	55 (32%)
	Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	95 (56%)
	Buddhist	5 (3%)
	Hindu	2 (1%)
	Jewish	0 (0%)
	Muslim	8 (5%)
	Sikh	0 (0%)
	Other	6 (4%)
7.2	Are your religious beliefs respected here?	
	Yes	74 (43%)
	No	22 (13%)
	Don't know	21 (12%)
	Not applicable (no religion)	55 (32%)
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	
	Yes	79 (46%)
	No	9 (5%)
	Don't know	29 (17%)
	Not applicable (no religion)	55 (32%)
7.4	Are you able to attend religious services, if you want to?	
	Yes	93 (54%)
	No	12 (7%)
	Don't know	12 (7%)
	Not applicable (no religion)	55 (32%)

Contact with family and friends

8.1	Have staff here encouraged you to keep in touch with your family / friends?	
	Yes	62 (36%)
	No	110 (64%)
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	Yes	74 (44%)
	No	93 (56%)
8.3	Are you able to use a phone every day (if you have credit)?	
	Yes	164 (96%)
	No	7 (4%)
8.4	How easy or difficult is it for your family and friends to get here?	
	Very easy	12 (7%)
	Quite easy	37 (22%)
	Quite difficult	49 (29%)
	Very difficult	53 (31%)
	Don't know	20 (12%)
8.5	How often do you have visits from family or friends?	
	More than once a week	5 (3%)
	About once a week	23 (14%)
	Less than once a week	61 (36%)
	Not applicable (don't get visits)	79 (47%)
8.6	Do visits usually start and finish on time?	
	Yes	50 (58%)
	No	36 (42%)
8.7	Are your visitors usually treated respectfully by staff?	
	Yes	74 (84%)
	No	14 (16%)

Time out of cell

9.1	Do you know what the unlock and lock-up times are supposed to be here (or roll check times if you are in an open prison)?	
	Yes, and these times are usually kept to	115 (69%)
	Yes, but these times are not usually kept to	42 (25%)
	No	10 (6%)
9.2	How long do you usually spend out of your cell on a typical weekday (including time spent at education, work etc.)?	
	Less than 2 hours	42 (25%)
	2 to 6 hours	73 (44%)
	6 to 10 hours	27 (16%)
	10 hours or more	14 (8%)
	Don't know	10 (6%)

9.3	How long do you usually spend out of your cell on a typical Saturday or Sunday?	
	Less than 2 hours	78 (46%)
	2 to 6 hours	80 (47%)
	6 to 10 hours	9 (5%)
	10 hours or more	1 (1%)
	Don't know	1 (1%)
9.4	How many days in a typical week do you have time to do domestics (shower, clean cell, use the wing phones etc.)?	
	None	6 (4%)
	1 or 2	27 (16%)
	3 to 5	41 (24%)
	More than 5	90 (54%)
	Don't know	4 (2%)
9.5	How many days in a typical week do you get association, if you want it?	
	None	5 (3%)
	1 or 2	19 (11%)
	3 to 5	22 (13%)
	More than 5	118 (70%)
	Don't know	5 (3%)
9.6	How many days in a typical week could you go outside for exercise, if you wanted to?	
	None	8 (5%)
	1 or 2	19 (11%)
	3 to 5	44 (27%)
	More than 5	80 (48%)
	Don't know	15 (9%)
9.7	Typically, how often do you go to the gym?	
	Twice a week or more	82 (50%)
	About once a week	18 (11%)
	Less than once a week	6 (4%)
	Never	59 (36%)
9.8	Typically, how often do you go to the library?	
	Twice a week or more	48 (29%)
	About once a week	66 (40%)
	Less than once a week	16 (10%)
	Never	34 (21%)
9.9	Does the library have a wide enough range of materials to meet your needs?	
	Yes	91 (57%)
	No	34 (21%)
	Don't use the library	34 (21%)

Applications, complaints and legal rights

10.1	Is it easy for you to make an application?	
	Yes	136 (82%)
	No	20 (12%)
	Don't know	10 (6%)

I0.2	If you have made any applications here, please answer the questions below:	Yes	No	Not made any applications	
		Are applications usually dealt with fairly?	83 (55%)	51 (34%)	18 (12%)
		Are applications usually dealt with within 7 days?	69 (45%)	66 (43%)	18 (12%)

I0.3	Is it easy for you to make a complaint?	Yes	101 (61%)
		No	27 (16%)
		Don't know	37 (22%)

I0.4	If you have made any complaints here, please answer the questions below:	Yes	No	Not made any complaints	
		Are complaints usually dealt with fairly?	22 (14%)	53 (34%)	79 (51%)
		Are complaints usually dealt with within 7 days?	16 (11%)	49 (34%)	79 (55%)

I0.5	Have you ever been prevented from making a complaint here when you wanted to?	Yes	26 (16%)
		No	71 (44%)
		Not wanted to make a complaint	64 (40%)

I0.6	In this prison, is it easy or difficult for you to...	Easy	Difficult	Don't know	Don't need this	
		Communicate with your solicitor or legal representative?	61 (38%)	44 (27%)	35 (22%)	22 (14%)
		Attend legal visits?	77 (48%)	21 (13%)	38 (24%)	23 (14%)
		Get bail information?	24 (15%)	37 (24%)	55 (35%)	40 (26%)

I0.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	Yes	62 (38%)
		No	72 (44%)
		Not had any legal letters	29 (18%)

Health care

I1.1	How easy or difficult is it to see the following people?	Very easy	Quite easy	Quite difficult	Very difficult	Don't know	
		Doctor	7 (4%)	33 (20%)	51 (31%)	52 (31%)	23 (14%)
		Nurse	15 (9%)	53 (32%)	45 (27%)	31 (19%)	21 (13%)
		Dentist	5 (3%)	29 (18%)	34 (21%)	63 (39%)	32 (20%)
		Mental health workers	13 (8%)	46 (29%)	28 (17%)	35 (22%)	39 (24%)

I 1.2	What do you think of the quality of the health service from the following people?	Very	Quite	Quite	Very	Don't
		good	good	bad	bad	know
	Doctor	21 (13%)	43 (26%)	31 (19%)	30 (18%)	41 (25%)
	Nurse	26 (16%)	55 (34%)	21 (13%)	24 (15%)	34 (21%)
	Dentist	16 (10%)	38 (25%)	25 (16%)	24 (16%)	51 (33%)
	Mental health workers	25 (16%)	44 (28%)	21 (13%)	17 (11%)	50 (32%)

I 1.3	Do you have any mental health problems?	
	Yes	106 (63%)
	No	62 (37%)

I 1.4	Have you been helped with your mental health problems in this prison?	
	Yes	48 (30%)
	No	51 (32%)
	Don't have any mental health problems	62 (39%)

I 1.5	What do you think of the overall quality of the health services here?	
	Very good	17 (10%)
	Quite good	51 (31%)
	Quite bad	45 (27%)
	Very bad	32 (20%)
	Don't know	19 (12%)

Other support needs

I 2.1	Do you consider yourself to have a disability (long-term physical, mental or learning needs that affect your day-to-day life)?	
	Yes	85 (51%)
	No	83 (49%)

I 2.2	If you have a disability, are you getting the support you need?	
	Yes	21 (13%)
	No	53 (34%)
	Don't have a disability	83 (53%)

I 2.3	Have you been on an ACCT in this prison?	
	Yes	37 (23%)
	No	122 (77%)

I 2.4	If you have been on an ACCT in this prison, did you feel cared for by staff?	
	Yes	18 (11%)
	No	17 (11%)
	Have not been on an ACCT in this prison	122 (78%)

12.5	How easy or difficult is it for you to speak to a Listener, if you need to?	
	Very easy	29 (18%)
	Quite easy	50 (31%)
	Quite difficult	4 (2%)
	Very difficult	5 (3%)
	Don't know	73 (45%)
	No Listeners at this prison	1 (1%)

Alcohol and drugs

13.1	Did you have an alcohol problem when you came into this prison?	
	Yes	34 (21%)
	No	131 (79%)
13.2	Have you been helped with your alcohol problem in this prison?	
	Yes	16 (10%)
	No	15 (9%)
	Did not / do not have an alcohol problem	131 (81%)
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	72 (43%)
	No	94 (57%)
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	
	Yes	13 (8%)
	No	153 (92%)
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	
	Yes	13 (8%)
	No	154 (92%)
13.6	Have you been helped with your drug problem in this prison (including illicit drugs and medication not prescribed to you)?	
	Yes	48 (30%)
	No	22 (14%)
	Did not / do not have a drug problem	90 (56%)
13.7	Is it easy or difficult to get illicit drugs in this prison?	
	Very easy	41 (25%)
	Quite easy	29 (18%)
	Quite difficult	5 (3%)
	Very difficult	9 (6%)
	Don't know	78 (48%)
13.8	Is it easy or difficult to get alcohol in this prison?	
	Very easy	10 (6%)
	Quite easy	19 (12%)
	Quite difficult	9 (6%)
	Very difficult	29 (18%)
	Don't know	94 (58%)

Safety

14.1	Have you ever felt unsafe here?	
	Yes	67 (40%)
	No	100 (60%)
14.2	Do you feel unsafe now?	
	Yes	30 (19%)
	No	131 (81%)
14.3	Have you experienced any of the following types of bullying / victimisation from other prisoners here?	
	Verbal abuse	42 (26%)
	Threats or intimidation	38 (24%)
	Physical assault	20 (13%)
	Sexual assault	4 (3%)
	Theft of canteen or property	34 (21%)
	Other bullying / victimisation	25 (16%)
	Not experienced any of these from prisoners here	95 (59%)
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	
	Yes	54 (34%)
	No	103 (66%)
14.5	Have you experienced any of the following types of bullying / victimisation from staff here?	
	Verbal abuse	36 (23%)
	Threats or intimidation	31 (19%)
	Physical assault	17 (11%)
	Sexual assault	1 (1%)
	Theft of canteen or property	10 (6%)
	Other bullying / victimisation	24 (15%)
	Not experienced any of these from staff here	109 (68%)
14.6	If you were being bullied / victimised by staff here, would you report it?	
	Yes	85 (54%)
	No	73 (46%)

Behaviour management

15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	
	Yes	65 (40%)
	No	56 (34%)
	Don't know what the incentives / rewards are	42 (26%)
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	
	Yes	62 (39%)
	No	60 (37%)
	Don't know	25 (16%)
	Don't know what this is	14 (9%)
15.3	Have you been physically restrained by staff in this prison in the last 6 months?	
	Yes	14 (8%)
	No	153 (92%)

15.4 If you have been restrained by staff in this prison in the last 6 months, did anyone come and talk to you about it afterwards?

Yes	3 (2%)
No	10 (6%)
Don't remember	1 (1%)
Not been restrained here in last 6 months	153 (92%)

15.5 Have you spent one or more nights in the segregation unit in this prison in the last 6 months?

Yes	9 (6%)
No	154 (94%)

15.6 If you have spent one or more nights in the segregation unit in this prison in the last 6 months please answer the questions below:

	Yes	No
Were you treated well by segregation staff?	9 (100%)	0 (0%)
Could you shower every day?	8 (89%)	1 (11%)
Could you go outside for exercise every day?	8 (89%)	1 (11%)
Could you use the phone every day (if you had credit)?	8 (89%)	1 (11%)

Education, skills and work**16.1 Is it easy or difficult to get into the following activities in this prison?**

	Easy	Difficult	Don't know	Not available here
Education	93 (57%)	30 (19%)	37 (23%)	2 (1%)
Vocational or skills training	49 (32%)	37 (24%)	66 (43%)	3 (2%)
Prison job	83 (53%)	43 (27%)	29 (18%)	2 (1%)
Voluntary work outside of the prison	10 (6%)	26 (17%)	66 (43%)	53 (34%)
Paid work outside of the prison	6 (4%)	24 (16%)	68 (44%)	56 (36%)

16.2 If you have done any of these activities while in this prison, do you think they will help you on release?

	Yes, will help	No, won't help	Not done this
Education	65 (41%)	48 (31%)	44 (28%)
Vocational or skills training	56 (37%)	28 (19%)	66 (44%)
Prison job	57 (37%)	64 (42%)	33 (21%)
Voluntary work outside of the prison	13 (9%)	23 (16%)	109 (75%)
Paid work outside of the prison	12 (8%)	22 (15%)	109 (76%)

16.3 Do staff encourage you to attend education, training or work?

Yes	103 (66%)
No	38 (24%)
Not applicable (e.g. if you are retired, sick or on remand)	15 (10%)

Planning and progression**17.1 Do you have a custody plan? (This may be called a sentence plan or resettlement plan.)**

Yes	39 (24%)
No	121 (76%)

17.2	Do you understand what you need to do to achieve the objectives or targets in your custody plan?		
	Yes		29 (74%)
	No		3 (8%)
	Don't know what my objectives or targets are		7 (18%)
17.3	Are staff here supporting you to achieve your objectives or targets?		
	Yes		21 (54%)
	No		11 (28%)
	Don't know what my objectives or targets are		7 (18%)
17.4	If you have done any of the following things in this prison, did they help you to achieve your objectives or targets?		
		Yes, this helped	No, this didn't help
			Not done / don't know
	Offending behaviour programmes	6 (17%)	7 (20%)
	Other programmes	8 (24%)	5 (15%)
	One to one work	7 (21%)	6 (18%)
	Being on a specialist unit	1 (3%)	4 (13%)
	ROTL - day or overnight release	1 (3%)	4 (13%)
			22 (63%)
			21 (62%)
			21 (62%)
			27 (84%)
			27 (84%)

Preparation for release

18.1	Do you expect to be released in the next 3 months?		
	Yes		66 (40%)
	No		67 (41%)
	Don't know		30 (18%)
18.2	How close is this prison to your home area or intended release address?		
	Very near		7 (11%)
	Quite near		7 (11%)
	Quite far		18 (28%)
	Very far		33 (51%)
18.3	Is anybody helping you to prepare for your release (e.g. a home probation officer, responsible officer, case worker)?		
	Yes		35 (53%)
	No		31 (47%)
18.4	Are you getting help to sort out the following things for when you are released?		
		Yes, I'm getting help with this	No, but I need help with this
			No, and I don't need help with this
	Finding accommodation	14 (22%)	28 (44%)
	Getting employment	11 (18%)	29 (47%)
	Setting up education or training	7 (12%)	24 (41%)
	Arranging benefits	20 (32%)	28 (44%)
	Sorting out finances	11 (18%)	26 (43%)
	Support for drug or alcohol problems	17 (28%)	13 (21%)
	Health / mental health support	16 (25%)	26 (41%)
	Social care support	5 (8%)	20 (33%)
	Getting back in touch with family or friends	7 (11%)	22 (35%)
			21 (33%)
			22 (35%)
			27 (47%)
			15 (24%)
			24 (39%)
			31 (51%)
			21 (33%)
			35 (58%)
			33 (53%)

More about you

19.1	Do you have children under the age of 18?	
	Yes	95 (57%)
	No	71 (43%)
19.2	Are you a UK / British citizen?	
	Yes	155 (93%)
	No	11 (7%)
19.3	Are you from a Traveller community (e.g. Gypsy, Roma, Irish Traveller)?	
	Yes	17 (10%)
	No	148 (90%)
19.4	Have you ever been in the armed services (e.g. army, navy, air force)?	
	Yes	14 (8%)
	No	151 (92%)
19.5	What is your gender?	
	Male	165 (99%)
	Female	0 (0%)
	Non-binary	0 (0%)
	Other	1 (1%)
19.6	How would you describe your sexual orientation?	
	Straight / heterosexual	156 (95%)
	Gay / lesbian / homosexual	2 (1%)
	Bisexual	4 (2%)
	Other	2 (1%)
19.7	Do you identify as transgender or transsexual?	
	Yes	0 (0%)
	No	159 (100%)

Final questions about this prison

20.1	Do you think your experiences in this prison have made you more or less likely to offend in the future?	
	More likely to offend	14 (9%)
	Less likely to offend	73 (45%)
	Made no difference	74 (46%)

HMP Lincoln 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners aged 25 and under are compared with those of prisoners over 25.

- responses of prisoners aged 50 and over are compared with those of prisoners under 50.

Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	25 and under	Over 25		50 and over	Under 50
	28	143		25	146

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	32%			6%
	Are you 70 years of age or older?		2%	12%	
1.3	Are you from a black and minority ethnic group?	25%	9%	0%	14%
7.1	Are you Muslim?	4%	4%	0%	5%
11.3	Do you have any mental health problems?	54%	66%	42%	67%
12.1	Do you consider yourself to have a disability?	39%	53%	58%	49%
19.2	Are you a foreign national?	7%	7%	4%	7%
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	19%	9%	4%	12%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	89%	85%	96%	84%
2.4	Overall, were you treated very / quite well in reception?	86%	87%	96%	86%
2.5	When you first arrived, did you have any problems?	79%	83%	96%	80%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	27%	51%	70%	42%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	93%	75%	71%	79%
3.5	Have you had an induction at this prison?	100%	95%	96%	96%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	71%	59%	55%	63%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	54%	47%	50%	48%
4.3					
	- Do you normally have enough clean, suitable clothes for the week?	64%	50%	58%	52%
	- Can you shower every day?	96%	92%	100%	92%
	- Do you have clean sheets every week?	86%	70%	77%	72%
	- Do you get cell cleaning materials every week?	70%	73%	55%	76%
	- Is it normally quiet enough for you to relax or sleep at night?	67%	60%	68%	60%
	- Can you get your stored property if you need it?	21%	20%	22%	20%

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Number of completed questionnaires returned

		25 and under	Over 25
		28	143
		50 and over	Under 50
		25	146

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	43%	48%	58%	45%
5.3	Does the shop / canteen sell the things that you need?	88%	71%	78%	72%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	82%	81%	96%	78%
6.2	Are there any staff here you could turn to if you had a problem?	82%	79%	96%	77%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	43%	53%	60%	50%
6.6	Do you feel that you are treated as an individual in this prison?	61%	50%	57%	51%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	77%	61%	60%	64%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	77%	66%	52%	71%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	32%	37%	44%	35%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	56%	42%	38%	46%
8.3	Are you able to use a phone every day (if you have credit)?	96%	96%	92%	97%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	71%	86%	100%	81%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	46%	22%	17%	27%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	4%	10%	13%	8%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	84%	71%	50%	77%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	86%	81%	78%	82%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	52%	64%	75%	60%
10.3	Is it easy for you to make a complaint?	64%	60%	57%	62%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	18%	30%	22%	29%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	29%	27%	9%	30%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	25 and under	Over 25	50 and over	Under 50
	28	143	25	146

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	30%	21%	26%	22%
	- Nurse?	37%	41%	61%	37%
	- Dentist?	26%	20%	18%	22%
	- Mental health workers?	35%	37%	36%	37%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	43%	49%	63%	47%
11.5	Do you think the overall quality of the health services here is very / quite good?	44%	40%	42%	40%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	33%	29%	39%	27%
SAFETY					
14.1	Have you ever felt unsafe here?	27%	44%	44%	40%
14.2	Do you feel unsafe now?	15%	20%	26%	18%
14.3	Not experienced bullying / victimisation by other prisoners	69%	57%	52%	60%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	24%	38%	64%	31%
14.5	Not experienced bullying / victimisation by members of staff	65%	69%	91%	64%
14.6	If you were being bullied / victimised by staff here, would you report it?	54%	54%	67%	52%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	46%	39%	36%	41%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	46%	37%	41%	38%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	4%	10%	4%	9%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	4%	6%	4%	6%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	55%	77%	83%	71%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	31%	22%	26%	23%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	38%	59%	67%	52%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	44%	54%	33%	53%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	63%	41%	61%	42%

HMP Lincoln 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - responses of prisoners from black and minority ethnic groups are compared with those of white prisoners.
 Please note that these analyses are based on summary data from selected survey questions only.

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* less than 1% probability that the difference is due to chance

Black and minority ethnic	White
20	149

Number of completed questionnaires returned

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	35%	14%
	Are you 50 years of age or older?	0%	17%
1.3	Are you from a black and minority ethnic group?		
7.1	Are you Muslim?	22%	2%
11.3	Do you have any mental health problems?	44%	66%
12.1	Do you consider yourself to have a disability?	33%	52%
19.2	Are you a foreign national?	18%	6%
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	11%
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	75%	87%
2.4	Overall, were you treated very / quite well in reception?	85%	87%
2.5	When you first arrived, did you have any problems?	88%	81%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	40%	48%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	68%	78%
3.5	Have you had an induction at this prison?	95%	96%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	56%	62%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	55%	48%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	74%	51%
	- Can you shower every day?	79%	95%
	- Do you have clean sheets every week?	74%	73%
	- Do you get cell cleaning materials every week?	63%	74%
	- Is it normally quiet enough for you to relax or sleep at night?	58%	62%
	- Can you get your stored property if you need it?	16%	21%

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* less than 1% probability that the difference is due to chance

Black and minority ethnic	White
20	149

Number of completed questionnaires returned

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	32%	49%
5.3	Does the shop / canteen sell the things that you need?	60%	75%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	79%	82%
6.2	Are there any staff here you could turn to if you had a problem?	60%	82%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	42%	52%
6.6	Do you feel that you are treated as an individual in this prison?	56%	52%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	50%	65%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	72%	66%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	37%	37%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	39%	45%
8.3	Are you able to use a phone every day (if you have credit)?	95%	97%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	78%	84%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	18%	26%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	0%	10%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	58%	74%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	67%	83%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	54%	63%
10.3	Is it easy for you to make a complaint?	47%	62%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	11%	31%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	42%	26%

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* less than 1% probability that the difference is due to chance

	Black and minority ethnic	White
Number of completed questionnaires returned	20	149

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	29%	22%
	- Nurse?	41%	40%
	- Dentist?	24%	21%
	- Mental health workers?	30%	37%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	63%	47%
11.5	Do you think the overall quality of the health services here is very / quite good?	44%	40%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	40%	29%
SAFETY			
14.1	Have you ever felt unsafe here?	33%	42%
14.2	Do you feel unsafe now?	24%	18%
14.3	Not experienced bullying / victimisation by other prisoners	53%	60%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	33%	36%
14.5	Not experienced bullying / victimisation by members of staff	47%	70%
14.6	If you were being bullied / victimised by staff here, would you report it?	41%	56%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	33%	41%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	29%	40%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	12%	8%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	0%	6%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	60%	74%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	25%	24%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	25%	58%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	38%	56%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	44%	45%

HMP Lincoln 2019

Survey responses compared with those from other HMIP surveys of local prisons and with those from the previous survey

In this table summary statistics from HMP Lincoln 2019 are compared with the following HMIP survey data:

- Summary statistics from surveys of local prisons conducted since the introduction of the new questionnaire in September 2017 (29 prisons). Please note that this does not include all local prisons.

- Summary statistics from HMP Lincoln in 2017. Please note that we do not have comparable data for the new questions introduced in September 2017.

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	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

HMP Lincoln 2019	All other local prisons surveyed since September 2017	HMP Lincoln 2019	HMP Lincoln 2017
175	4,982	175	168

n=number of valid responses to question (HMP Lincoln 2019)

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION						
1.2	Are you under 21 years of age?	<i>n</i> =171	5%	6%	5%	5%
	Are you 25 years of age or younger?	<i>n</i> =171	16%	22%	16%	
	Are you 50 years of age or older?	<i>n</i> =171	15%	13%	15%	10%
	Are you 70 years of age or older?	<i>n</i> =171	2%	1%	2%	1%
1.3	Are you from a black and minority ethnic group?	<i>n</i> =169	12%	27%	12%	16%
1.4	Have you been in this prison for less than 6 months?	<i>n</i> =170	71%	61%	71%	
1.5	Are you currently serving a sentence?	<i>n</i> =174	75%	69%	75%	72%
	Are you on recall?	<i>n</i> =174	23%	14%	23%	10%
1.6	Is your sentence less than 12 months?	<i>n</i> =170	33%	21%	33%	23%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	<i>n</i> =170	4%	3%	4%	6%
7.1	Are you Muslim?	<i>n</i> =171	5%	14%	5%	9%
11.3	Do you have any mental health problems?	<i>n</i> =168	63%	52%	63%	
12.1	Do you consider yourself to have a disability?	<i>n</i> =168	51%	41%	51%	34%
19.1	Do you have any children under the age of 18?	<i>n</i> =166	57%	52%	57%	54%
19.2	Are you a foreign national?	<i>n</i> =166	7%	10%	7%	11%
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	<i>n</i> =165	10%	7%	10%	4%
19.4	Have you ever been in the armed services?	<i>n</i> =165	9%	7%	9%	8%
19.5	Is your gender female or non-binary?	<i>n</i> =166	1%	1%	1%	
19.6	Are you homosexual, bisexual or other sexual orientation?	<i>n</i> =164	5%	4%	5%	1%
19.7	Do you identify as transgender or transsexual?	<i>n</i> =159	0%	2%	0%	
ARRIVAL AND RECEPTION						
2.1	Were you given up-to-date information about this prison before you came here?	<i>n</i> =172	19%	17%	19%	
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	<i>n</i> =174	43%	36%	43%	29%
2.3	When you were searched in reception, was this done in a respectful way?	<i>n</i> =174	86%	77%	86%	84%
2.4	Overall, were you treated very / quite well in reception?	<i>n</i> =174	87%	76%	87%	

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2.5	When you first arrived, did you have any problems?	<i>n</i> =167	82%	88%	82%	77%
2.5	Did you have problems with:					
	- Getting phone numbers?	<i>n</i> =167	37%	45%	37%	29%
	- Contacting family?	<i>n</i> =167	32%	47%	32%	33%
	- Arranging care for children or other dependents?	<i>n</i> =167	1%	4%	1%	
	- Contacting employers?	<i>n</i> =167	2%	7%	2%	3%
	- Money worries?	<i>n</i> =167	21%	29%	21%	14%
	- Housing worries?	<i>n</i> =167	23%	24%	23%	19%
	- Feeling depressed?	<i>n</i> =167	45%	48%	45%	
	- Feeling suicidal?	<i>n</i> =167	15%	19%	15%	
	- Other mental health problems?	<i>n</i> =167	34%	30%	34%	
	- Physical health problems?	<i>n</i> =167	19%	20%	19%	14%
	- Drugs or alcohol (e.g. withdrawal)?	<i>n</i> =167	23%	25%	23%	
	- Getting medication?	<i>n</i> =167	31%	30%	31%	
	- Needing protection from other prisoners?	<i>n</i> =167	9%	11%	9%	6%
	- Lost or delayed property?	<i>n</i> =167	11%	21%	11%	17%
	<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	<i>n</i> =135	47%	31%	47%	41%
FIRST NIGHT AND INDUCTION						
3.1	Before you were locked up on your first night, were you offered:					
	- Tobacco or nicotine replacement?	<i>n</i> =171	81%	71%	81%	84%
	- Toiletries / other basic items?	<i>n</i> =171	59%	53%	59%	59%
	- A shower?	<i>n</i> =171	29%	27%	29%	15%
	- A free phone call?	<i>n</i> =171	67%	49%	67%	63%
	- Something to eat?	<i>n</i> =171	81%	75%	81%	72%
	- The chance to see someone from health care?	<i>n</i> =171	74%	62%	74%	68%
	- The chance to talk to a Listener or Samaritans?	<i>n</i> =171	29%	25%	29%	27%
	- Support from another prisoner (e.g. Insider or buddy)?	<i>n</i> =171	21%	22%	21%	
	- None of these?	<i>n</i> =171	3%	6%	3%	
3.2	On your first night in this prison, was your cell very / quite clean?	<i>n</i> =169	49%	30%	49%	
3.3	Did you feel safe on your first night here?	<i>n</i> =171	78%	62%	78%	72%
3.4	In your first few days here, did you get:					
	- Access to the prison shop / canteen?	<i>n</i> =167	53%	32%	53%	37%
	- Free PIN phone credit?	<i>n</i> =168	49%	56%	49%	
	- Numbers put on your PIN phone?	<i>n</i> =162	44%	35%	44%	
3.5	Have you had an induction at this prison?	<i>n</i> =168	96%	81%	96%	88%
	<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	<i>n</i> =161	61%	48%	61%	

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ON THE WING						
4.1	Are you in a cell on your own?	<i>n=173</i>	26%	35%	26%	
4.2	Is your cell call bell normally answered within 5 minutes?	<i>n=173</i>	48%	21%	48%	18%
4.3	On the wing or houseblock you currently live on:					
	- Do you normally have enough clean, suitable clothes for the week?	<i>n=172</i>	53%	55%	53%	33%
	- Can you shower every day?	<i>n=170</i>	93%	80%	93%	51%
	- Do you have clean sheets every week?	<i>n=167</i>	73%	64%	73%	46%
	- Do you get cell cleaning materials every week?	<i>n=164</i>	73%	50%	73%	48%
	- Is it normally quiet enough for you to relax or sleep at night?	<i>n=165</i>	61%	53%	61%	53%
	- Can you get your stored property if you need it?	<i>n=168</i>	20%	23%	20%	11%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	<i>n=168</i>	74%	55%	74%	
FOOD AND CANTEEN						
5.1	Is the quality of the food in this prison very / quite good?	<i>n=173</i>	62%	34%	62%	
5.2	Do you get enough to eat at meal-times always / most of the time?	<i>n=172</i>	47%	29%	47%	
5.3	Does the shop / canteen sell the things that you need?	<i>n=167</i>	73%	60%	73%	39%
RELATIONSHIPS WITH STAFF						
6.1	Do most staff here treat you with respect?	<i>n=171</i>	81%	68%	81%	74%
6.2	Are there any staff here you could turn to if you had a problem?	<i>n=170</i>	80%	70%	80%	60%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	<i>n=171</i>	52%	32%	52%	24%
6.4	Do you have a personal officer?	<i>n=169</i>	88%	63%	88%	
	<i>For those who have a personal officer:</i>					
6.4	Is your personal or named officer very / quite helpful?	<i>n=149</i>	59%	51%	59%	
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	<i>n=171</i>	11%	7%	11%	
6.6	Do you feel that you are treated as an individual in this prison?	<i>n=168</i>	53%	40%	53%	
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	<i>n=170</i>	52%	40%	52%	
	If so, do things sometimes change?	<i>n=88</i>	33%	34%	33%	
FAITH						
7.1	Do you have a religion?	<i>n=171</i>	68%	68%	68%	57%
	<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	<i>n=117</i>	63%	68%	63%	
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	<i>n=117</i>	68%	64%	68%	
7.4	Are you able to attend religious services, if you want to?	<i>n=117</i>	80%	83%	80%	

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CONTACT WITH FAMILY AND FRIENDS						
8.1	Have staff here encouraged you to keep in touch with your family / friends?	n=172	36%	26%	36%	
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	n=167	44%	54%	44%	42%
8.3	Are you able to use a phone every day (if you have credit)?	n=171	96%	84%	96%	
8.4	Is it very / quite easy for your family and friends to get here?	n=171	29%	45%	29%	
8.5	Do you get visits from family/friends once a week or more?	n=168	17%	24%	17%	
<i>For those who get visits:</i>						
8.6	Do visits usually start and finish on time?	n=86	58%	45%	58%	
8.7	Are your visitors usually treated respectfully by staff?	n=88	84%	72%	84%	
TIME OUT OF CELL						
9.1	Do you know what the unlock and lock-up times are supposed to be here?	n=167	94%	83%	94%	
<i>For those who know what the unlock and lock-up times are supposed to be:</i>						
9.1	Are these times usually kept to?	n=157	73%	50%	73%	
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	n=166	25%	34%	25%	34%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	n=166	8%	4%	8%	8%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	n=169	46%	44%	46%	
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	n=169	1%	1%	1%	
9.4	Do you have time to do domestics more than 5 days in a typical week?	n=168	54%	42%	54%	
9.5	Do you get association more than 5 days in a typical week, if you want it?	n=169	70%	43%	70%	
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	n=166	48%	46%	48%	
9.7	Do you typically go to the gym twice a week or more?	n=165	50%	38%	50%	
9.8	Do you typically go to the library once a week or more?	n=164	70%	40%	70%	33%
<i>For those who use the library:</i>						
9.9	Does the library have a wide enough range of materials to meet your needs?	n=125	73%	54%	73%	58%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS						
10.1	Is it easy for you to make an application?	n=166	82%	67%	82%	78%
<i>For those who have made an application:</i>						
10.2	Are applications usually dealt with fairly?	n=134	62%	48%	62%	46%
	Are applications usually dealt with within 7 days?	n=135	51%	34%	51%	35%
10.3	Is it easy for you to make a complaint?	n=165	61%	55%	61%	54%
<i>For those who have made a complaint:</i>						
10.4	Are complaints usually dealt with fairly?	n=75	29%	28%	29%	39%
	Are complaints usually dealt with within 7 days?	n=65	25%	24%	25%	35%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	n=97	27%	30%	27%	

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<i>For those who need it, is it easy to:</i>						
10.6	Communicate with your solicitor or legal representative?	<i>n=140</i>	44%	41%	44%	
	Attend legal visits?	<i>n=136</i>	57%	59%	57%	
	Get bail information?	<i>n=116</i>	21%	17%	21%	
<i>For those who have had legal letters:</i>						
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	<i>n=134</i>	46%	53%	46%	48%
HEALTH CARE						
11.1	Is it very / quite easy to see:					
	- Doctor?	<i>n=166</i>	24%	25%	24%	
	- Nurse?	<i>n=165</i>	41%	46%	41%	
	- Dentist?	<i>n=163</i>	21%	12%	21%	
	- Mental health workers?	<i>n=161</i>	37%	20%	37%	
11.2	Do you think the quality of the health service is very / quite good from:					
	- Doctor?	<i>n=166</i>	39%	40%	39%	
	- Nurse?	<i>n=160</i>	51%	51%	51%	
	- Dentist?	<i>n=154</i>	35%	26%	35%	
	- Mental health workers?	<i>n=157</i>	44%	25%	44%	
11.3	Do you have any mental health problems?	<i>n=168</i>	63%	52%	63%	
<i>For those who have mental health problems:</i>						
11.4	Have you been helped with your mental health problems in this prison?	<i>n=99</i>	49%	34%	49%	
11.5	Do you think the overall quality of the health services here is very / quite good?	<i>n=164</i>	42%	35%	42%	
OTHER SUPPORT NEEDS						
12.1	Do you consider yourself to have a disability?	<i>n=168</i>	51%	41%	51%	34%
<i>For those who have a disability:</i>						
12.2	Are you getting the support you need?	<i>n=74</i>	28%	26%	28%	
12.3	Have you been on an ACCT in this prison?	<i>n=159</i>	23%	24%	23%	
<i>For those who have been on an ACCT:</i>						
12.4	Did you feel cared for by staff?	<i>n=35</i>	51%	48%	51%	
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	<i>n=162</i>	49%	44%	49%	
ALCOHOL AND DRUGS						
13.1	Did you have an alcohol problem when you came into this prison?	<i>n=165</i>	21%	24%	21%	25%
<i>For those who had / have an alcohol problem:</i>						
13.2	Have you been helped with your alcohol problem in this prison?	<i>n=31</i>	52%	55%	52%	53%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	<i>n=166</i>	43%	36%	43%	33%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	<i>n=166</i>	8%	17%	8%	10%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	<i>n=167</i>	8%	12%	8%	
<i>For those who had / have a drug problem:</i>						
13.6	Have you been helped with your drug problem in this prison?	<i>n=70</i>	69%	50%	69%	57%
13.7	Is it very / quite easy to get illicit drugs in this prison?	<i>n=162</i>	43%	51%	43%	
13.8	Is it very / quite easy to get alcohol in this prison?	<i>n=161</i>	18%	26%	18%	

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SAFETY						
14.1	Have you ever felt unsafe here?	n=167	40%	59%	40%	49%
14.2	Do you feel unsafe now?	n=161	19%	28%	19%	27%
14.3	Have you experienced any of the following from other prisoners here:					
	- Verbal abuse?	n=160	26%	38%	26%	
	- Threats or intimidation?	n=160	24%	35%	24%	
	- Physical assault?	n=160	13%	21%	13%	
	- Sexual assault?	n=160	3%	3%	3%	
	- Theft of canteen or property?	n=160	21%	32%	21%	
	- Other bullying / victimisation?	n=160	16%	21%	16%	
	- Not experienced any of these from prisoners here	n=160	59%	48%	59%	
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	n=157	34%	35%	34%	
14.5	Have you experienced any of the following from staff here:					
	- Verbal abuse?	n=160	23%	33%	23%	
	- Threats or intimidation?	n=160	19%	25%	19%	
	- Physical assault?	n=160	11%	13%	11%	
	- Sexual assault?	n=160	1%	2%	1%	
	- Theft of canteen or property?	n=160	6%	11%	6%	
	- Other bullying / victimisation?	n=160	15%	18%	15%	
	- Not experienced any of these from staff here	n=160	68%	55%	68%	
14.6	If you were being bullied / victimised by staff here, would you report it?	n=158	54%	47%	54%	
BEHAVIOUR MANAGEMENT						
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	n=163	40%	38%	40%	
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	n=161	39%	35%	39%	
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	n=167	8%	14%	8%	17%
<i>For those who have been restrained in the last 6 months:</i>						
15.4	Did anyone come and talk to you about it afterwards?	n=14	21%	20%	21%	
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	n=163	6%	10%	6%	
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>						
15.6	Were you treated well by segregation staff?	n=9	100%	55%	100%	
	Could you shower every day?	n=9	89%	53%	89%	
	Could you go outside for exercise every day?	n=9	89%	63%	89%	
	Could you use the phone every day (if you had credit)?	n=9	89%	52%	89%	

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EDUCATION, SKILLS AND WORK				
16.1	In this prison, is it easy to get into the following activities:			
	- Education?	<i>n</i> =162	57%	52%
	- Vocational or skills training?	<i>n</i> =155	32%	28%
	- Prison job?	<i>n</i> =157	53%	35%
	- Voluntary work outside of the prison?	<i>n</i> =155	7%	4%
16.2	In this prison, have you done the following activities:			
	- Education?	<i>n</i> =157	72%	72%
	- Vocational or skills training?	<i>n</i> =150	56%	56%
	- Prison job?	<i>n</i> =154	79%	72%
	- Voluntary work outside of the prison?	<i>n</i> =145	25%	34%
<i>For those who have done the following activities, do you think they will help you on release:</i>				
	- Education?	<i>n</i> =113	58%	59%
	- Vocational or skills training?	<i>n</i> =84	67%	59%
	- Prison job?	<i>n</i> =121	47%	44%
	- Voluntary work outside of the prison?	<i>n</i> =36	36%	51%
	- Paid work outside of the prison?	<i>n</i> =34	35%	57%
16.3	Do staff encourage you to attend education, training or work?		73%	44%
PLANNING AND PROGRESSION				
17.1	Do you have a custody plan?		24%	27%
<i>For those who have a custody plan:</i>				
17.2	Do you understand what you need to do to achieve your objectives or targets?		74%	79%
17.3	Are staff helping you to achieve your objectives or targets?		54%	48%
17.4	In this prison, have you done:			
	- Offending behaviour programmes?	<i>n</i> =35	37%	45%
	- Other programmes?	<i>n</i> =34	38%	45%
	- One to one work?	<i>n</i> =34	38%	41%
	- Been on a specialist unit?	<i>n</i> =32	16%	22%
	<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>			
	- Offending behaviour programmes?	<i>n</i> =13	46%	72%
	- Other programmes?	<i>n</i> =13	62%	68%
	- One to one work?	<i>n</i> =13	54%	69%
	- Being on a specialist unit?	<i>n</i> =5	20%	50%
	- ROTL - day or overnight release?	<i>n</i> =5	20%	50%

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PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	<i>n=163</i>	41%	32%	41%	
<i>For those who expect to be released in the next 3 months:</i>						
18.2	Is this prison very / quite near to your home area or intended release address?	<i>n=65</i>	22%	57%	22%	
18.3	Is anybody helping you to prepare for your release?	<i>n=66</i>	53%	48%	53%	
18.4	Do you need help to sort out the following for when you are released:					
	- Finding accommodation?	<i>n=63</i>	67%	67%	67%	
	- Getting employment?	<i>n=62</i>	65%	64%	65%	
	- Setting up education or training?	<i>n=58</i>	53%	51%	53%	
	- Arranging benefits?	<i>n=63</i>	76%	71%	76%	
	- Sorting out finances?	<i>n=61</i>	61%	60%	61%	
	- Support for drug or alcohol problems?	<i>n=61</i>	49%	52%	49%	
	- Health / mental Health support?	<i>n=63</i>	67%	59%	67%	
	- Social care support?	<i>n=60</i>	42%	44%	42%	
	- Getting back in touch with family or friends?	<i>n=62</i>	47%	44%	47%	
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	- Finding accommodation?	<i>n=42</i>	33%	30%	33%	
	- Getting employment?	<i>n=40</i>	28%	20%	28%	
	- Setting up education or training?	<i>n=31</i>	23%	16%	23%	
	- Arranging benefits?	<i>n=48</i>	42%	27%	42%	
	- Sorting out finances?	<i>n=37</i>	30%	17%	30%	
	- Support for drug or alcohol problems?	<i>n=30</i>	57%	42%	57%	
	- Health / mental Health support?	<i>n=42</i>	38%	23%	38%	
	- Social care support?	<i>n=25</i>	20%	17%	20%	
	- Getting back in touch with family or friends?	<i>n=29</i>	24%	26%	24%	
FINAL QUESTION ABOUT THIS PRISON						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	<i>n=161</i>	45%	48%	45%	

HMP Lincoln 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:

- responses of prisoners who reported that they had a disability compared with those who did not.
- responses of prisoners who reported that they had mental health problems compared with those who did not.

Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
	Orange shading shows significant differences in demographics and background information
	No shading means that differences are not significant and may have occurred by chance
	Grey shading indicates that we have no valid data for this question

* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	Have a disability	Do not have a disability	Mental health problems	No mental health problems
	85	83	106	62

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 25 years of age?	13%	21%	14%	22%
	Are you 50 years of age or older?	17%	12%	10%	23%
1.3	Are you from a black and minority ethnic group?	7%	15%	8%	17%
7.1	Are you Muslim?	5%	4%	5%	3%
11.3	Do you have any mental health problems?	86%	41%		
12.1	Do you consider yourself to have a disability?			68%	20%
19.2	Are you a foreign national?	4%	10%	3%	13%
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	13%	7%	13%	7%
ARRIVAL AND RECEPTION					
2.3	When you were searched in reception, was this done in a respectful way?	80%	92%	82%	90%
2.4	Overall, were you treated very / quite well in reception?	85%	89%	86%	89%
2.5	When you first arrived, did you have any problems?	88%	74%	90%	66%
<i>For those who had any problems when they first arrived:</i>					
2.6	Did staff help you to deal with these problems?	46%	48%	46%	49%
FIRST NIGHT AND INDUCTION					
3.3	Did you feel safe on your first night here?	74%	84%	77%	82%
3.5	Have you had an induction at this prison?	95%	98%	94%	100%
<i>For those who have had an induction:</i>					
3.5	Did your induction cover everything you needed to know about this prison?	59%	63%	58%	66%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	45%	52%	43%	59%
4.3	On the wing or houseblock you currently live on:				
	- Do you normally have enough clean, suitable clothes for the week?	42%	62%	43%	70%
	- Can you shower every day?	90%	96%	91%	97%
	- Do you have clean sheets every week?	74%	72%	66%	83%
	- Do you get cell cleaning materials every week?	68%	76%	70%	77%
	- Is it normally quiet enough for you to relax or sleep at night?	54%	69%	56%	71%
	- Can you get your stored property if you need it?	18%	23%	16%	27%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	Have a disability	Do not have a disability	Mental health problems	No mental health problems
	85	83	106	62

FOOD AND CANTEEN					
5.2	Do you get enough to eat at meal-times always / most of the time?	44%	52%	46%	51%
5.3	Does the shop / canteen sell the things that you need?	70%	80%	71%	79%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	77%	88%	78%	89%
6.2	Are there any staff here you could turn to if you had a problem?	80%	83%	81%	80%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	56%	48%	53%	51%
6.6	Do you feel that you are treated as an individual in this prison?	49%	59%	49%	62%
FAITH					
<i>For those who have a religion:</i>					
7.2	Are your religious beliefs respected here?	60%	70%	61%	69%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	70%	65%	69%	64%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	35%	38%	34%	38%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	47%	42%	46%	43%
8.3	Are you able to use a phone every day (if you have credit)?	93%	99%	94%	98%
<i>For those who get visits:</i>					
8.7	Are your visitors usually treated respectfully by staff?	87%	84%	79%	92%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	31%	20%	32%	14%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	11%	5%	8%	9%
<i>For those who use the library:</i>					
9.9	Does the library have a wide enough range of materials to meet your needs?	67%	80%	74%	71%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	81%	84%	80%	85%
<i>For those who have made an application:</i>					
10.2	Are applications usually dealt with fairly?	56%	69%	58%	67%
10.3	Is it easy for you to make a complaint?	64%	59%	58%	65%
<i>For those who have made a complaint:</i>					
10.4	Are complaints usually dealt with fairly?	31%	26%	32%	19%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	25%	31%	33%	11%

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Number of completed questionnaires returned

	Have a disability	Do not have a disability	Mental health problems	No mental health problems
	85	83	106	62

HEALTH CARE					
11.1	Is it very / quite easy to see:				
	- Doctor?	19%	29%	16%	37%
	- Nurse?	43%	39%	37%	49%
	- Dentist?	19%	21%	17%	28%
	- Mental health workers?	34%	39%	39%	33%
<i>For those who have mental health problems:</i>					
11.4	Have you been helped with your mental health problems in this prison?	49%	48%	49%	
11.5	Do you think the overall quality of the health services here is very / quite good?	35%	48%	36%	53%
OTHER SUPPORT NEEDS					
<i>For those who have a disability:</i>					
12.2	Are you getting the support you need?	28%		27%	36%
SAFETY					
14.1	Have you ever felt unsafe here?	51%	28%	47%	27%
14.2	Do you feel unsafe now?	27%	10%	21%	14%
14.3	Not experienced bullying / victimisation by other prisoners	46%	74%	53%	70%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	41%	29%	35%	35%
14.5	Not experienced bullying / victimisation by members of staff	59%	77%	60%	80%
14.6	If you were being bullied / victimised by staff here, would you report it?	56%	53%	53%	56%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	36%	44%	36%	48%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	34%	44%	35%	47%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	10%	7%	8%	8%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	5%	6%	5%	5%
EDUCATION, SKILLS AND WORK					
16.3	Do staff encourage you to attend education, training or work?	74%	72%	72%	74%
PLANNING AND PROGRESSION					
17.1	Do you have a custody plan?	24%	25%	23%	28%
<i>For those who have a custody plan:</i>					
17.3	Are staff helping you to achieve your objectives or targets?	42%	65%	39%	75%
PREPARATION FOR RELEASE					
<i>For those who expect to be released in the next 3 months:</i>					
18.3	Is anybody helping you to prepare for your release?	49%	58%	52%	54%
FINAL QUESTION ABOUT THIS PRISON					
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	42%	49%	39%	55%

HMP Lincoln 2019

Comparison of survey responses between sub-populations of prisoners

In this table the following analyses are presented:
 - responses of prisoners from traveller communities are compared with those of prisoners not from traveller communities.
 Please note that these analyses are based on summary data from selected survey questions only.

Shading is used to indicate statistical significance*, as follows:

- Green shading shows results that are significantly more positive than the comparator
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* less than 1% probability that the difference is due to chance

Traveller	Non-Traveller
17	148

Number of completed questionnaires returned

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 25 years of age?	29%	15%
	Are you 50 years of age or older?	6%	16%
1.3	Are you from a black and minority ethnic group?	6%	11%
7.1	Are you Muslim?	0%	5%
11.3	Do you have any mental health problems?	77%	61%
12.1	Do you consider yourself to have a disability?	65%	49%
19.2	Are you a foreign national?	12%	6%
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)		
ARRIVAL AND RECEPTION			
2.3	When you were searched in reception, was this done in a respectful way?	82%	87%
2.4	Overall, were you treated very / quite well in reception?	88%	88%
2.5	When you first arrived, did you have any problems?	59%	84%
<i>For those who had any problems when they first arrived:</i>			
2.6	Did staff help you to deal with these problems?	22%	50%
FIRST NIGHT AND INDUCTION			
3.3	Did you feel safe on your first night here?	82%	79%
3.5	Have you had an induction at this prison?	94%	97%
<i>For those who have had an induction:</i>			
3.5	Did your induction cover everything you needed to know about this prison?	81%	58%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	47%	50%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	47%	54%
	- Can you shower every day?	88%	94%
	- Do you have clean sheets every week?	75%	73%
	- Do you get cell cleaning materials every week?	59%	76%
	- Is it normally quiet enough for you to relax or sleep at night?	65%	63%
	- Can you get your stored property if you need it?	18%	20%

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* less than 1% probability that the difference is due to chance

Traveller	Non-Traveller
17	148

Number of completed questionnaires returned

FOOD AND CANTEEN			
5.2	Do you get enough to eat at meal-times always / most of the time?	29%	50%
5.3	Does the shop / canteen sell the things that you need?	87%	74%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	88%	82%
6.2	Are there any staff here you could turn to if you had a problem?	82%	81%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	47%	54%
6.6	Do you feel that you are treated as an individual in this prison?	63%	52%
FAITH			
<i>For those who have a religion:</i>			
7.2	Are your religious beliefs respected here?	71%	63%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	64%	68%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	38%	36%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	59%	44%
8.3	Are you able to use a phone every day (if you have credit)?	100%	96%
<i>For those who get visits:</i>			
8.7	Are your visitors usually treated respectfully by staff?	71%	88%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	35%	23%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	12%	9%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	58%	75%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	94%	82%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	75%	61%
10.3	Is it easy for you to make a complaint?	69%	61%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	63%	24%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	20%	27%

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* less than 1% probability that the difference is due to chance

Number of completed questionnaires returned

	Traveller	Non-Traveller
	17	148

HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	24%	25%
	- Nurse?	35%	42%
	- Dentist?	13%	21%
	- Mental health workers?	38%	37%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	75%	46%
11.5	Do you think the overall quality of the health services here is very / quite good?	44%	41%
OTHER SUPPORT NEEDS			
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	38%	27%
SAFETY			
14.1	Have you ever felt unsafe here?	29%	40%
14.2	Do you feel unsafe now?	25%	17%
14.3	Not experienced bullying / victimisation by other prisoners	65%	59%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	56%	32%
14.5	Not experienced bullying / victimisation by members of staff	82%	67%
14.6	If you were being bullied / victimised by staff here, would you report it?	69%	53%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	38%	41%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	73%	35%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	6%	8%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	6%	5%
EDUCATION, SKILLS AND WORK			
16.3	Do staff encourage you to attend education, training or work?	79%	72%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	31%	23%
<i>For those who have a custody plan:</i>			
17.3	Are staff helping you to achieve your objectives or targets?	60%	52%
PREPARATION FOR RELEASE			
<i>For those who expect to be released in the next 3 months:</i>			
18.3	Is anybody helping you to prepare for your release?	63%	54%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	50%	45%

HMP Lincoln 2019

Comparison of survey responses from different residential locations

In this table responses from the vulnerable prisoners wing (E wing) are compared with those from the rest of the establishment.

Shading is used to indicate statistical significance*, as follows:

	Green shading shows results that are significantly more positive than the comparator
	Blue shading shows results that are significantly more negative than the comparator
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Number of completed questionnaires returned

	Vulnerable prisoners wing (E wing)	Rest of the establishment
Number of completed questionnaires returned	36	138

DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	3%	6%
	Are you 25 years of age or younger?	14%	17%
	Are you 50 years of age or older?	40%	8%
	Are you 70 years of age or older?	9%	0%
1.3	Are you from a black and minority ethnic group?	3%	14%
1.4	Have you been in this prison for less than 6 months?	53%	76%
1.5	Are you currently serving a sentence?	89%	73%
	Are you on recall?	26%	23%
1.6	Is your sentence less than 12 months?	9%	40%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	6%	3%
7.1	Are you Muslim?	3%	5%
11.3	Do you have any mental health problems?	68%	62%
12.1	Do you consider yourself to have a disability?	56%	50%
19.1	Do you have any children under the age of 18?	38%	63%
19.2	Are you a foreign national?	3%	8%
19.3	Are you from a Traveller community? (e.g. Gypsy, Roma, Irish Traveller)	6%	12%
19.4	Have you ever been in the armed services?	12%	8%
19.5	Is your gender male or non-binary?	3%	0%
19.6	Are you homosexual, bisexual or other sexual orientation?	15%	2%
19.7	Do you identify as transgender or transsexual?	0%	0%
ARRIVAL AND RECEPTION			
2.1	Were you given up-to-date information about this prison before you came here?	14%	20%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	34%	44%
2.3	When you were searched in reception, was this done in a respectful way?	89%	85%
2.4	Overall, were you treated very / quite well in reception?	91%	86%

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* less than 1% probability that the difference is due to chance

	Vulnerable prisoners wing (E wing)	Rest of the establishment
Number of completed questionnaires returned	36	138

2.5	When you first arrived, did you have any problems?	94%	79%
2.5	Did you have problems with:		
	- Getting phone numbers?	32%	38%
	- Contacting family?	35%	31%
	- Arranging care for children or other dependents?	0%	2%
	- Contacting employers?	3%	2%
	- Money worries?	21%	21%
	- Housing worries?	29%	22%
	- Feeling depressed?	68%	39%
	- Feeling suicidal?	35%	10%
	- Other mental health problems?	27%	35%
	- Physical health problems?	21%	19%
	- Drugs or alcohol (e.g. withdrawal)?	6%	27%
	- Getting medication?	29%	31%
	- Needing protection from other prisoners?	21%	6%
	- Lost or delayed property?	9%	11%
	<i>For those who had any problems when they first arrived:</i>		
2.6	Did staff help you to deal with these problems?	52%	46%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	- Tobacco or nicotine replacement?	62%	86%
	- Toiletries / other basic items?	50%	62%
	- A shower?	21%	32%
	- A free phone call?	32%	77%
	- Something to eat?	71%	83%
	- The chance to see someone from health care?	62%	77%
	- The chance to talk to a Listener or Samaritans?	29%	29%
	- Support from another prisoner (e.g. Insider or buddy)?	15%	23%
	- None of these?	12%	1%
3.2	On your first night in this prison, was your cell very / quite clean?	56%	48%
3.3	Did you feel safe on your first night here?	71%	79%
3.4	In your first few days here, did you get:		
	- Access to the prison shop / canteen?	58%	52%
	- Free PIN phone credit?	28%	55%
	- Numbers put on your PIN phone?	33%	47%
3.5	Have you had an induction at this prison?	94%	96%
	<i>For those who have had an induction:</i>		
3.5	Did your induction cover everything you needed to know about this prison?	57%	62%

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Number of completed questionnaires returned

Vulnerable prisoners wing (E wing)	Rest of the establishment
36	138

ON THE WING			
4.1	Are you in a cell on your own?	38%	23%
4.2	Is your cell call bell normally answered within 5 minutes?	32%	51%
4.3	On the wing or houseblock you currently live on:		
	- Do you normally have enough clean, suitable clothes for the week?	47%	54%
	- Can you shower every day?	91%	93%
	- Do you have clean sheets every week?	82%	71%
	- Do you get cell cleaning materials every week?	67%	74%
	- Is it normally quiet enough for you to relax or sleep at night?	63%	61%
	- Can you get your stored property if you need it?	24%	19%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	85%	71%
FOOD AND CANTEEN			
5.1	Is the quality of the food in this prison very / quite good?	59%	62%
5.2	Do you get enough to eat at meal-times always / most of the time?	50%	46%
5.3	Does the shop / canteen sell the things that you need?	68%	74%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	77%	82%
6.2	Are there any staff here you could turn to if you had a problem?	97%	76%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	65%	49%
6.4	Do you have a personal officer?	94%	87%
	<i>For those who have a personal officer:</i>		
6.4	Is your personal or named officer very / quite helpful?	76%	55%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	9%	10%
6.6	Do you feel that you are treated as an individual in this prison?	60%	51%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	57%	51%
	If so, do things sometimes change?	25%	35%
FAITH			
7.1	Do you have a religion?	69%	68%
	<i>For those who have a religion:</i>		
7.2	Are your religious beliefs respected here?	50%	67%
7.3	Are you able to speak to a chaplain of your faith in private, if you want to?	65%	68%
7.4	Are you able to attend religious services, if you want to?	87%	78%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	54%	32%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	49%	44%
8.3	Are you able to use a phone every day (if you have credit)?	94%	96%
8.4	Is it very / quite easy for your family and friends to get here?	42%	26%
8.5	Do you get visits from family/friends once a week or more?	21%	16%
	<i>For those who get visits:</i>		
8.6	Do visits usually start and finish on time?	47%	61%
8.7	Are your visitors usually treated respectfully by staff?	81%	85%

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* less than 1% probability that the difference is due to chance

	Vulnerable prisoners wing (E wing)	Rest of the establishment
Number of completed questionnaires returned	36	138

TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	100%	92%
<i>For those who know what the unlock and lock-up times are supposed to be:</i>			
9.1	Are these times usually kept to?	71%	74%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	28%	24%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	16%	7%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	46%	46%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	0%	1%
9.4	Do you have time to do domestics more than 5 days in a typical week?	58%	52%
9.5	Do you get association more than 5 days in a typical week, if you want it?	76%	69%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	64%	44%
9.7	Do you typically go to the gym twice a week or more?	38%	53%
9.8	Do you typically go to the library once a week or more?	71%	70%
<i>For those who use the library:</i>			
9.9	Does the library have a wide enough range of materials to meet your needs?	69%	74%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	85%	82%
<i>For those who have made an application:</i>			
10.2	Are applications usually dealt with fairly?	68%	61%
	Are applications usually dealt with within 7 days?	58%	50%
10.3	Is it easy for you to make a complaint?	59%	62%
<i>For those who have made a complaint:</i>			
10.4	Are complaints usually dealt with fairly?	39%	27%
	Are complaints usually dealt with within 7 days?	47%	17%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	25%	26%

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<i>For those who need it, is it easy to:</i>			
10.6	Communicate with your solicitor or legal representative?	59%	39%
	Attend legal visits?	65%	54%
	Get bail information?	27%	19%
<i>For those who have had legal letters:</i>			
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	38%	49%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	- Doctor?	24%	24%
	- Nurse?	44%	40%
	- Dentist?	27%	19%
	- Mental health workers?	64%	30%
11.2	Do you think the quality of the health service is very / quite good from:		
	- Doctor?	44%	37%
	- Nurse?	50%	51%
	- Dentist?	45%	33%
	- Mental health workers?	59%	40%
11.3	Do you have any mental health problems?	68%	62%
<i>For those who have mental health problems:</i>			
11.4	Have you been helped with your mental health problems in this prison?	80%	41%
11.5	Do you think the overall quality of the health services here is very / quite good?	47%	40%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	56%	50%
<i>For those who have a disability:</i>			
12.2	Are you getting the support you need?	44%	24%
12.3	Have you been on an ACCT in this prison?	44%	18%
<i>For those who have been on an ACCT:</i>			
12.4	Did you feel cared for by staff?	50%	52%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	65%	45%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	21%	20%
<i>For those who had / have an alcohol problem:</i>			
13.2	Have you been helped with your alcohol problem in this prison?	100%	39%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	24%	48%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	9%	8%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	9%	8%
<i>For those who had / have a drug problem:</i>			
13.6	Have you been helped with your drug problem in this prison?	89%	65%
13.7	Is it very / quite easy to get illicit drugs in this prison?	36%	45%
13.8	Is it very / quite easy to get alcohol in this prison?	9%	21%

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SAFETY			
14.1	Have you ever felt unsafe here?	49%	38%
14.2	Do you feel unsafe now?	15%	20%
14.3	Have you experienced any of the following from other prisoners here:		
	- Verbal abuse?	32%	25%
	- Threats or intimidation?	36%	21%
	- Physical assault?	10%	13%
	- Sexual assault?	0%	3%
	- Theft of canteen or property?	16%	23%
	- Other bullying / victimisation?	19%	15%
	- Not experienced any of these from prisoners here	52%	61%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	59%	28%
14.5	Have you experienced any of the following from staff here:		
	- Verbal abuse?	21%	23%
	- Threats or intimidation?	24%	18%
	- Physical assault?	9%	10%
	- Sexual assault?	0%	1%
	- Theft of canteen or property?	3%	6%
	- Other bullying / victimisation?	15%	15%
	- Not experienced any of these from staff here	70%	68%
14.6	If you were being bullied / victimised by staff here, would you report it?	68%	50%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	67%	33%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	52%	35%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	9%	8%
<i>For those who have been restrained in the last 6 months:</i>			
15.4	Did anyone come and talk to you about it afterwards?	33%	20%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	6%	5%
<i>For those who have spent one or more nights in the segregation unit in the last 6 months:</i>			
15.6	Were you treated well by segregation staff?	100%	100%
	Could you shower every day?	50%	100%
	Could you go outside for exercise every day?	50%	100%
	Could you use the phone every day (if you had credit)?	50%	100%

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EDUCATION, SKILLS AND WORK		
16.1	In this prison, is it easy to get into the following activities:	
	- Education?	64% 56%
	- Vocational or skills training?	28% 33%
	- Prison job?	59% 52%
	- Voluntary work outside of the prison?	3% 7%
	- Paid work outside of the prison?	0% 5%
16.2	In this prison, have you done the following activities:	
	- Education?	76% 72%
	- Vocational or skills training?	58% 56%
	- Prison job?	73% 81%
	- Voluntary work outside of the prison?	20% 26%
	- Paid work outside of the prison?	17% 26%
<i>For those who have done the following activities, do you think they will help you on release:</i>		
	- Education?	56% 58%
	- Vocational or skills training?	67% 67%
	- Prison job?	54% 45%
	- Voluntary work outside of the prison?	50% 33%
	- Paid work outside of the prison?	40% 35%
16.3	Do staff encourage you to attend education, training or work?	67% 76%
PLANNING AND PROGRESSION		
17.1	Do you have a custody plan?	30% 23%
<i>For those who have a custody plan:</i>		
17.2	Do you understand what you need to do to achieve your objectives or targets?	90% 69%
17.3	Are staff helping you to achieve your objectives or targets?	80% 45%
17.4	In this prison, have you done:	
	- Offending behaviour programmes?	22% 42%
	- Other programmes?	25% 42%
	- One to one work?	25% 42%
	- Been on a specialist unit?	0% 20%
	- ROTL - day or overnight release?	0% 21%
<i>For those who have done the following, did they help you to achieve your objectives or targets:</i>		
	- Offending behaviour programmes?	100% 36%
	- Other programmes?	100% 55%
	- One to one work?	100% 46%
	- Being on a specialist unit?	20%
	- ROTL - day or overnight release?	20%

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PREPARATION FOR RELEASE			
18.1	Do you expect to be released in the next 3 months?	21%	46%
<i>For those who expect to be released in the next 3 months:</i>			
18.2	Is this prison very / quite near to your home area or intended release address?	43%	19%
18.3	Is anybody helping you to prepare for your release?	86%	49%
18.4	Do you need help to sort out the following for when you are released:		
	- Finding accommodation?	86%	64%
	- Getting employment?	71%	64%
	- Setting up education or training?	67%	52%
	- Arranging benefits?	86%	75%
	- Sorting out finances?	86%	57%
	- Support for drug or alcohol problems?	50%	49%
	- Health / mental Health support?	86%	64%
	- Social care support?	50%	41%
	- Getting back in touch with family or friends?	57%	46%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	- Finding accommodation?	83%	25%
	- Getting employment?	60%	23%
	- Setting up education or training?	50%	19%
	- Arranging benefits?	100%	33%
	- Sorting out finances?	67%	23%
	- Support for drug or alcohol problems?	100%	52%
	- Health / mental Health support?	100%	28%
	- Social care support?	100%	9%
	- Getting back in touch with family or friends?	75%	16%
FINAL QUESTION ABOUT THIS PRISON			
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	61%	42%