



Annual Report of the Independent Monitoring Board at HMP Lincoln

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

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Introductory sections 1 – 3

1. Statutory role of the IMB

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

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

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

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

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

2. Description of the establishment

HMP Lincoln is a category B reception and resettlement prison holding adult and young adult male prisoners, predominantly serving the courts of Lincolnshire. It currently holds remand and convicted adult/young adult male prisoners, including foreign nationals, life-sentenced prisoners and prisoners serving imprisonment for public protection (IPP).

The prison has an operational capacity of 664 and at the end of the reporting period the capacity was 654¹.

HMP Lincoln is a Victorian prison, which was first opened in 1872.

Lincoln prison has four large residential wings, each four storeys in height, a care and separation unit (CSU), a chapel, a reception area, an offender management unit (OMU), a resettlement area, a visits hall, a gym, a workshop block which includes a kit distribution centre, an education academy, a healthcare unit, a gatehouse, a gate entrance, a departure lounge, offices and several temporary buildings. The residential wings all have CCTV.

The managing Governor Hussey took up his appointment on 25th February 2024.

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

3. Key points

3.1 Main findings

Safety

- Assessment, care in custody and teamwork (ACCT): there were 446 ACCT documents opened within the reporting period, compared to 351 in the previous reporting period, which is an increase of 95 from the previous reporting period. There were 455 incidents of self-harm during the period.
- From our observations in both reception and induction, we are satisfied that, generally, all the relevant checks, processes and assessments are in place, and the Board observed a high level of professionalism and care from staff and peer mentors. The use of the body scanner has had an impact on safety and intercepted unauthorised items being brought into the prison.
- The Board continues to believe that prisoners at HMP Lincoln are treated fairly and with respect. This is demonstrated throughout the establishment, including the regime on the wings in difficult circumstances, the proportionate level of use of force, the attention given to equality and fairness, and the management of prisoners located in the CSU.
- The Board believes the establishment has a positive emphasis on the humane treatment of the prisoners in its care. There are continuing efforts to improve the cleanliness and appearance of the establishment; this work is underpinned by the attention to and focus on safety in custody, including the ACCT process, the use of force, segregation processes, the services provided by the healthcare team, and the emphasis on treating every prisoner as a unique individual.
- Having mentioned this in previous years reports, the Board still remains concerned about the length of time taken and the subsequently poor quality of work undertaken when dealing with numerous repair and maintenance jobs across the establishment.

Health and wellbeing

- The largest number of IMB applications related to a variety of healthcare management issues. In the Board's view, healthcare waiting times are unsatisfactory; some men continue to not be satisfied with the service provided. Those that healthcare identified as having urgent needs were seen sooner. There continues to be, as last year, a shortage of staff during this reporting period, for which they were working to fill the gaps.
- All physical, dentistry and optometry services continued to be provided throughout the reporting year. In order to minimise waiting times, all patients are triaged to ensure that those with urgent needs are seen in a timely manner. Those with urgent needs are normally seen at the next available visit.

- **3.2 Main areas for development**

TO THE MINISTER

- Whilst addressed last year, the Board still remains concerned about this issue: will the Minister speak to colleagues in the Department for Health and Social Care to improve prisoners' timely access to specialist mental health facilities, where required?
- As referenced in our previous annual report and whilst there have been significant changes in the recall process, there continues to be little tangible progress in the situation of IPP prisoners. What further changes does the Minister plan to make to ensure positive outcomes for IPP prisoners?
- Accommodation is important for the resettlement of prisoners. For those prisoners being released with no fixed abode (NFA), how is this being addressed?

TO THE PRISON SERVICE

As in previous years, the Board remains concerned about the following areas:

- In order to maintain the significant gains made in safety, decency, and culture since 2019, can the planned increases in the operational capacity be monitored closely?
- Lincoln Prison has an increasing transient population, and therefore it is difficult for prisoners to access and complete training opportunities to assist with reducing reoffending. Can sufficient time be given to complete these courses prior to transfer?
- There continues to be a problem with prisoners' property not always arriving in its entirety on completion of a transfer. Prisoners can face a long wait for their property, which sometimes contain personal memorabilia and legal documents relating to their situation and on occasions this goes missing. What work is being carried to address this issue?
- The Victorian infrastructure of the prison gives rise to problems surrounding the increasing numbers of frail older people, particularly those with dementia, end of life care and disabled prisoners. What provision is in hand to deal with this?
- It continues to be difficult to provide nutritional meals within the daily allowance. Are there any plans to increase this amount?
- As in previous annual reports, the Board continues to have concerns about the length of time taken and the quality of work undertaken when dealing with the repair and maintenance jobs across the establishment. This year we include the delays to project work starting and then when the work starts, there are continued delays. What action will be taken to rectify this?

- Problems continue with the heating and hot water systems on the wings. What plans are in place to address the delays in preventative maintenance and repairs?

TO THE GOVERNOR

The Board remains concerned with the following, mentioned in last year's report and consider it worthy of mentioning again:

- There is still a large amount of food waste and debris outside of the accommodation wings, having been thrown from the windows. Members of the Board have witnessed material being thrown from the windows. This detritus attracts both pigeons and vermin. The Board acknowledge that these areas are regularly cleaned, however they soon become soiled again very quickly. What action is being taken to better address this issue?
- The problem around kit collection and distribution continues, with insufficient items in reception to cover until the first change on the wing. Can provision be made to ensure that adequate amounts of kit are available. Furthermore, can a system be devised to ensure that the laundry which is sent out from the wings matches that which is returned, in both condition and numbers?

3.3 Response to last report

Issue raised	Response given*	Progress
To the Minister		
1. Will the Minister speak to colleagues in the Department for Health and Social Care to improve prisoners' timely access to specialist mental health facilities, where required?	I share the Board's concerns about timely access to mental health facilities, and I can confirm that the government and we at the Ministry of Justice are working with the Department of Health and Social Care to introduce a Mental Health Bill as soon as possible. This will include a range of reforms to support and improve access to mental health care for patients in the criminal justice system so that those affected get the timely care they need. It is also acknowledged that there are pressures on mental health services nationally and in response, NHS England health and justice national team are working strategically across the systems to improve pathways.	
2. Will the Minister review prisoners serving IPP, imprisonment for public protection sentences?	I appreciate the Board's continued concerns about prisoners serving Imprisonment for Public Protection (IPP) sentences. On 5 September, the Lord Chancellor announced that the Government would implement reforms we supported in opposition to the IPP licence period in the Victims and Prisoners Act 2024. These commenced on 1 November, when the	This still remains a concern for Lincoln IMB. There are currently no plans to review the sentence of those

	licences for 1,742 IPP offenders in the community were terminated. The remaining reforms will be implemented on 1 February 2025, when the reduced qualifying period for consideration of licence termination will see around 600 additional referrals made to the Parole Board. The Secretary of State will also have two new powers, the power to use 'Risk Assessed Recall Review' (RARR) for recalled IPP prisoners and the power to disapply a recall. The first enables her to rerelease people who have been recalled at any point without referring the case to the Parole Board, where safe to do so. The second enables her to not reset the two-year period after someone is re-released from a recall. 2 The Government is determined to support the rehabilitation of IPP offenders through a refreshed Action Plan, which we published on 15 November. The refreshed Plan puts an important emphasis on effective frontline delivery in our prisons and the Probation Service, to ensure that those serving IPP sentences have robust and effective sentence plans, which they are actively engaging with, and that they are in the correct prison to access the right interventions and rehabilitative services. This is the most effective way to help them to reduce their risk so that they can progress towards safe release from custody. The refreshed Action Plan was published in our IPP Annual Report and can be accessed online at GOV.UK. I am very mindful of the specific and substantial challenges faced by those serving IPP sentences and this is an issue I feel passionately about. It is right that IPP sentences were abolished. The government is committed to working with organisations and campaign groups to ensure the appropriate course of action is taken to support those still serving IPP sentences.	serving IPP sentences. For those prisoners the feeling of hopelessness continues and remains a barrier to those prisoners engaging in sentence plans.
To the Prison Service 1. Can the planned increases in the operational capacity be monitored closely so that the significant gains made in safety, decency, and culture at local	The response from the prison service is contained within the response from the Minister, available at Response-to-2023-24-HMPYOI-Lincoln-IMB-annual-report.pdf	

prisons since 2019 are not lost? 2. Because of the ever-increasing transient population of Lincoln Prison, it is difficult for prisoners to access and complete the training opportunities available that will assist with reducing reoffending. Can prisoners who have started their courses, complete these prior to transfer and can new prisoners coming to Lincoln be given sufficient time to complete their course? Having sufficient time to progress to a level 2 of a qualification would be beneficial. 3. The loss or delay of prisoners' property, particularly when transferring between prisons is still a substantial problem, especially when property does not arrive with the prisoner. How will you ensure that the situation will be improved by the new national framework? 4. What support can be provided to help remand		
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prisoners with release planning as they are not eligible for probation services? 5. Given the issues associated with the Victorian infrastructure of the prison, what alternative provisions are being considered for the increasing numbers of frail elderly, particularly those with dementia, end of life care and disabled prisoners? 6. Are there plans to increase the prisoner's daily food allowance as providing nutritional meals is increasingly difficult? 7. Once again, as in previous annual reports, the Board remains concerned about the length of time taken and the quality of work undertaken when dealing with numerous repair and maintenance jobs across the establishment. What action can be taken to rectify this? 8. What action can be taken to address the ongoing problems with		
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heating and hot water and to address the delays in maintenance and repairs?		
To the Governor 1. What action is being taken to address the issue of food waste and debris outside the accommodation wings? This attracts large numbers of pigeons. We have observed rubbish being thrown from cell windows on numerous occasions. It is noted that the areas are regularly cleaned but it does not stay this way for long. 2, There are ongoing issues with kit collection and distribution. Can sufficient kit items be provided for those arriving in reception, to cover until the first change on the wing? Can an effective system be put in place to ensure the laundry that is sent out from the wings matches that which is returned in both condition and numbers?	No Response was received from the Governor as he left the post in December 2023. Governor Hussey took up his post 25th February 2024.	

Evidence sections 4 – 7

4. Safety

4.1 Reception and induction

During the reporting year there have been on average 222 prisoners arriving each month from a variety of custodial establishments. The highest number was in August 2024 when 282 prisoners arrived, and the lowest number was September with 162 arrivals. The first night centre (FNC) can accommodate a total of 28 prisoners in 14 shared cells, plus three in high-risk cells, one in a disabled cell and one cell for constant watch. Board members have observed prisoners in reception and have monitored several inductions throughout the reporting period.

Every prisoner is seen by healthcare in reception. They undergo a body scan when they arrive and those that pass the body scan are then taken to the first night centre (FNC), where they will stay until induction at 9am the following morning. Those that continue to fail the body scan, are taken to the care and separation unit (CSU) until they show a clear body scan. At induction, every prisoner is seen by chaplaincy, We are With You (the drug and alcohol rehabilitation service) and education. Depending on availability of spaces in FNC, prisoners may spend one or two nights there before being transferred to the main wings.

The Board saw a high level of professionalism and care from staff and prisoner peer mentors. Prisoners are frequently transferred to Lincoln late in the evening. The prisoners then need to be processed and have checks in a thorough way, which means those working in reception and those who see the prisoners on arrival, regularly work late and past the finish time of their evening shift to process prisoners being transferred in.

4.2 Suicide and self-harm, deaths in custody

There were 446 ACCT documents opened within the reporting period, which is an increase of 95 from the previous year's reporting period. Corresponding to the numbers in self-harm incidents, the highest numbers of ACCTs were opened in October 24 (52); the rest of the year has been fairly consistent, with an average of 36 per month.

Quality assurance is completed by a safety manager on each ACCT that is opened at HMP Lincoln. Then feedback is given to case managers on how to improve the quality if this is required. The Board found that the quality of the reviews they monitored was good. Any deficiencies are identified quickly and responded to with support and guidance to case managers.

ACCT documents

Number of acts opened by month:

Feb 2024	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan 2025
44	38	34	35	33	38	37	32	52	33	34	40

Percentage of ACCT's closed at the first review.

Feb 2024	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan 2025
34%	33%	32%	49%	76%	42%	43%	50%	40%	39%	38%	23%

Self-harm during the period significantly increased to 455, from 277 in the previous reporting year. The lowest level of self-harm recorded was in June 24 (26). The months with the highest level of incidents were December (50) and October (46). It is known that Christmas is a difficult time for a lot of prisoners. The monthly average for the reporting period is 38.

Although Lincoln had the lowest self-harm figures within its comparator group, Lincoln was rated amber against its target; some establishments with a much higher self-harm rate per 1,000 prisoners are showing as green. This is due to the way targets are set and can lead to a false picture of performance. Each year when annual performance is reported on, each establishment is then given a new target which is lower than its previous year's performance. A well performing prison such as Lincoln is given a much lower target than others in its comparator group and year upon year, these stretch the targets are harder to achieve.

The Samaritans contact number is available for all prisoners on a personal identification number (PIN) for the in-cell phones and these calls remain free. There were 842 calls made to the Samaritans from February 2024 to 31 October 2024. Unfortunately, statistics are not available from November 2024 due to the change made in contacting the Samaritans through the pin system. This compares to 1206 in the previous full reporting period. The highest month for calls in this reporting period was April, with 274 and then July, with 161. The lowest month for call was March, with 31 calls, then June, with 51. As it stands at present, there will be no further statistics for contacting the Samaritans as the details are held on the individual prisoner's pin number, which cannot be retrieved.

The Listener scheme ended during the previous reporting period, and it was not available for whole of this reporting period. Listeners are prisoners trained by the Samaritans to provide emotional support to their peers. We are hopeful that this will be in place again next year.

The Board notes with sadness, that there were five deaths in custody during this reporting period. This sadly includes one prisoner within 14 days of being released from HMP Lincoln. A report by the Prisons and Probation Ombudsman has been completed.

HMP Lincoln offered professional wellbeing services to the families, staff and prisoners and chaplaincy offered support to both the family, staff and prisoners. The prisoners are offered support through the Samaritans free phone number, a member of the safety team wing officers and key workers.

4.3 Violence and violence reduction, self-isolation

The safer custody team at Lincoln identify triggers and hot spots for violence and the Board has observed the team taking appropriate action. This may include the separation and or movement between wings of prisoners identified.

There were 213 incidents of violence reported in the reporting period, with 90 prisoner-on-prisoner and 61 assaults on staff. This compares to 231 incidents in the previous year, which included 98 prisoner-on prisoner and 72 assaults on staff.

Challenge, support and intervention plans (CSIPs) are used to support and manage prisoners who pose an increased risk of violence. In the Board's view, they continue to be used effectively to help manage threatening and or aggressive behaviours. There were 1401 CSIP referrals within the reporting period, with 63 progressing to a CSIP plan (which can only occur after a referral has been made). This compares to the previous reporting year of 876 CSIP referrals, with 27 progressions to CSIP plans. The number of prisoners progressed to CSIP plans continues to be low in comparison to the number of referrals received. In the Board's view, this is due to the safer custody team maintaining robust practices when it comes to progressing prisoners to CSIP, usually saving this for the most serious offences and men with multiple violent incidents. If CSIPs are given out too easily and to less serious threats, the quality of supporting these individuals effectively and managing risk, reduces.

Those referrals that are not progressed will be supported through violence reduction monitoring or victim monitoring. They will also be seen by a member of the safety team for triage, and their keyworkers will be made aware of the situation in order to discuss it at keyworker sessions. All referrals are screened by a safety manager and a decision made on progression or other avenues of support.

4.4 Use of force

Use of force describes a wide range of intervention, from a guided hold where a prisoner may be returned to their cell with minimal physical contact, to a planned removal of a prisoner by officers using full personal protection equipment (PPE).

There is a use of force monthly meeting chaired by the deputy Governor and attended by a Governor grade member of staff from residential services, security, safer custody and operations, as well as the use of force coordinator and control and restraint instructors. The meeting is observed by a member of the IMB on an ad-hoc basis. The meeting analyses monthly data regarding numbers of incidents, reasons for the incidents, location, age range and ethnicity of prisoners

The use of force weekly development meetings are also chaired by the deputy Governor. Body worn camera footage is reviewed, as well as written statements from the Prison Officers involved. Any learning or commendations that can be taken from these reviews are passed on to the appropriate staff. This provides an opportunity to ensure training is up to date, best practices are used and situations are dealt with in a fair and humane way. A member of the IMB observes these meetings on an ad hoc basis.

In the Board's view, the use of force within the prison is appropriate, with an emphasis on de-escalating a situation at the earliest opportunity.

During the reporting period the use of a body worn camera was activated 706 times to record use of force. The lowest month was March 2024 (27) and the highest was January 2025 (63).

4.5 Preventing illicit items.

There has been a continued reduction during this reporting year in the discovery of unauthorised articles and mandatory drug test (MDT) failures. The number of MDT failures for the reporting period was 141, compared to 241 last year. The lowest months were February and August (4), and the highest month was January 2025 (28).

The number found diverting medication decreased to 152 compared to 208 for the previous reporting period.

The continued use of the x-ray body scanner has had a significant impact on safety and prevented unauthorised items coming into the prison. Prisoners are scanned on arrival and if they provide a positive scan, they are allowed an amnesty to dispose of the item, prior to being scanned again. This process greatly reduced the need to isolate prisoners and also accounts for the reduction in finds as they are disposed of prior to entering the establishment. If they continue to provide a positive scan they are moved to CSU, where they stay until they have a negative scan. In addition, the processing of all incoming mail by Rapiscan and the use of dogs also continues to be effective in detection.

5. Fair and humane treatment

5.1 Accommodation, clothing, food

It is important to note that Lincoln prison is a Victorian building with all the issues that brings with it. The prison is a listed building, with the exception of E wing.

The cleanliness and appearance of the accommodation and recreational areas continues generally to have been well maintained over the reporting period. The prisoners were regularly seen cleaning on the wings, including mopping and polishing the floors. There is a rolling programme of painting on the wings, and there has been the addition of some wall murals. Several murals have been completed by prisoners in the first night centre and pensioners' room.

Temporary boilers continue to be a problem. The current temporary boilers have been in place in Lincoln for eight years. The boiler rooms had been refurbished but this will need to be completed again.

The water and heating system continue to be temperamental.

The heating system does not allow for any temperature control other than it being switched on or off for the whole establishment. This can make it uncomfortable on the wings and in the workshops, when the weather changes temporarily and the heating cannot be turned up or down or even off for a few days or weeks.

The water continues to be regularly tested for legionella and showers and taps are regularly offline until the tests show the water is clear.

Cockroaches have been reported this year on the main wings and administrative room off the wing. These can take weeks to resolve.

The exterior of the establishment tends to have rubbish, including food waste, around the accommodation wings in particular after meals, although there continues to be an effort to educate prisoners. Meals are collected from a servery on the wing and taken food back to their cells. There is a food waste collection after meals and the external areas around wings are cleaned regularly through the day.

The introduction of the deputy Governor's monthly inspection for cleanliness across all wings both inside and outside, does encourage prisoners to improve the cleanliness of the establishment. There is a monthly award for all prisoners on the best kept wing and an additional allowance for the wing cleaners if the award includes outside. Unfortunately, these measures have not resolved the problem.

Rats continue to be a problem during this reporting period. Amey, the maintenance contractor, continues to request the necessity to bring the food being thrown out of the windows under control, to assist the action they take. Staff and agency workers are encouraged to report all sightings of rats. However, no records have been produced to show the number of rats reported and how promptly any increase in rats has been addressed. There seems to be an attitude that once there are no sightings and reports for a short time, the problem has been resolved. Then the vicious circle starts, of a spike in the number of rats seen and reported to be addressed. Areas continue to be reported where rats appeared to be residing, but this and in general the control of the rats was not totally effective. Regular inspections and controls were increased but it is not fully under control.

There are ongoing issues with kit collection and distribution. There are often insufficient items of clothing, towels or bedding for prisoners to exchange on a regular basis. Having sufficient plimsols to enable prisoners to go to the gym has also been an issue. There does not seem to be control over the exchange of dirty for clean. This becomes apparent when linen and clothing is thrown out of the window. It is acknowledged that the high turnover of prisoners being released, transferred in and out of the establishment, and new prisoners arriving on a weekly basis, is a contribution to insufficient kit and bedding.

There has been only one IMB application received this year concerning the provision of food. The previous year there were none. Prisoners receive menus and choose their meals for the coming week. We are assured there are safeguards and processes to follow, if a prisoner does not, for any reason collect their meal. The menus are managed well, during the cost of living increases. The Board has observed that good size portions continue to be seen to be served and special dietary requirements are catered for on what seems to be a tight budget.

5.2 Separation

The care and separation unit (CSU) has nine cells. At the end of this reporting period, all cells were in use. However, the in-cell phones had not been working for over one month, with no indication of a completion date.

The showers on numerous occasions have been off-line due to legionella and this had to be worked around, with prisoners using a main wing shower.

The IMB observed 220 good order or discipline meetings (GOoD, where the prison determines if the prisoner should remain segregated) during the period. All the GOoDs observed by the IMB were viewed to be conducted fairly and all decisions were agreed. There were times during this period that men were in the CSU for longer than 42 days and we acknowledge that this was authorised at all times. This was due to waiting for transfer to a more suitable establishment or a hospital. Support for prisoners with neurodiverse needs was observed within the CSU.

5.3 Staff and prisoner relationships, key workers

From the Board's observations, staff-prisoner relationships have continued to be generally positive and supportive. Staff numbers for HMP Lincoln at the end of this reporting period stood at 376, compared to 373 at the beginning of the reporting period.

The key worker training scheme has resumed to full operation, but due to the essential duties needing to be covered for staff sickness and essential duties such as constant watch or bed watch, the key worker sessions have been regularly dropped both in the morning and/or the afternoon.

The new role of key worker co-ordinator was introduced in May 2024 and they spent the first few months designing and introducing a spreadsheet to monitor the key worker session. This was to ensure that the correct number of key worker sessions took place each day and they were conducted correctly, with valid reasons given for them not to take place. They have no control over keyworkers taken to cover essential duties.

The monthly target is 1564 sessions and 391 per week. For the month ending January 2025 there were 90 active key workers, and 103.5 sessions were lost. There are plans to increase the number of key workers to address the sessions being dropped, due to essential duties needing to be covered.

5.4 Equality and diversity

There was a decrease in discrimination incident reporting forms (DIRF), across six of the protected characteristics for the reporting year, with 21 compared to 41 the previous year.

The highest number of DIRFs was 13 for race.

This year five were upheld, 13 not upheld and three were not authorised due to the author being released.

DIRFs. The breakdown is as follows:

Number of DIRF	21
Characteristics	
Age	1
Race	13
Disability	2
Gender reassignment	1
Religion	2
Sexual Orientation	2
Number Upheld	5
Number not Upheld	13
Number N/A (Author released)	3

Although much of the written information for prisoners is in English, material continues to be available in other languages to mitigate disadvantage for those whose first language is not English. There is a 24-hour telephone interpreting service that can be accessed by officers.

The library holds a selection of both foreign language books and large print books.

During the education induction when prisoner needs are identified, reasonable adjustments are given where possible. English language courses continue to be offered to non-English speaking prisoners.

Support for neurodiverse individuals has continued during this reporting period. The neurodiversity support manager (NSM) had 133 current referrals at the end of the reporting period.

There has been continued staff awareness and communication training during this reporting period and training continues to be included on the prisoner induction. Awareness posters and folders are provided on all the wings and each wing has a prisoner nominated as the neurodiversity champion, to go through these with the prisoners.

The NSM continues to work closely with 'Reconnect,' which is an NHS service available for 12 weeks prior to release and carries on post release.

5.5 Faith and pastoral support

The prison chaplaincy service provides a wide range of services in addition to the faith related activities and worship. This includes pastoral care for those who are vulnerable, bereaved, distressed and require or seek their help.

They prepared and marked celebrations of different religious festivals throughout the year and liaised with the kitchens and residence for this.

A chaplain attends the daily inductions to meet with every prisoner that arrives at the prison. They also visit the care and separation unit daily to speak with the prisoners.

This chaplaincy work has continued during the last six months with extra workload, where due to retirement they are one member under compliment. A recruitment drive in the near future will look to bring the numbers to the correct compliment.

In addition to weekly faith services and study groups, the following were introduced/facilitated during the reporting period:

- A student placement in conjunction with the mental health team and the University of Lincoln. This seeks to provide bereavement counselling sessions to prisoners.
- A weekly tier 2 evening peer-led Bible study session.
- Continuing from last year, a weekly five-minute podcast via WayOut TV (a prison educational channel), to offer hope to prisoners.
- At different times of the year, faith-related courses were facilitated.
- In conjunction with the Prisoner Fellowship Angel Tree project and subject to prior approval, Christmas presents were sent to the children of those prisoners, who applied to take part.
- Special events were staged, such as carol services with invited external guests.

5.6 Complaints

During the reporting period a total of 1860 complaints were received compared to 1896 the previous year.

Total complaints per month is as follows:

Feb 24	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan 25
174	160	162	154	146	171	163	171	131	124	124	180

The highest number of complaints was for property, with 520 during the reporting period. This includes property that did not arrive with the prisoner, trying to trace it or track it down and alleged lost property.

The second highest was canteen, with 231. There have been a number of meetings with DHL to try and resolve these issues. The refunds can take up to 28 days, which leaves prisoners out of pocket. The prison has decided to refund the money due back to the prisoner when this has been confirmed, and then wait for the refund that will repay the prison.

The clerical system for distributing the canteen order forms to every prisoner and collecting the completed forms is time consuming and restrictive. It then requires the monies to be taken out of the prisoner's account when the order is made. Staff have worked on bank holidays, including Christmas and new year to ensure the men receive their canteen.

The prisoners receive guidance on the complaint procedure during their induction and the forms are available on the wings.

5.7 Property

As last year, there has been no major improvement in the handling and management of prisoner property on transfer between establishments and within this establishment. It does though seem to be a national problem.

The IMB received an increase of IMB applications (prisoners' written representations to the Board) including property on transfer and within the establishment. In total, 83 were received, compared to 71 in the previous year. There were 46 complaints compared to 38 the previous year for property during transfer or in another establishment/location. The applications regarding property within HMP Lincoln have also increased, with 37 this year compared to 33 the previous year. Property last year was the second highest category. This year, it is fourth and fifth.

The number of complaints within the establishment included items that prisoners are not allowed to have with them and need to be stored securely with their property. If a prisoner is brought in off the street and has vapes or cigarettes, these need to be destroyed on arrival at HMP Lincoln. Prisoners coming from a different category prison such as C or an open prison will find they are more restricted with what they can wear and items they can have in their cell. The complaints made for these reasons cannot be upheld.

It can be difficult tracking some of the prisoner's property, especially if they have moved establishments several times in a short time. There does not seem to be a

system that always shows the last location it was held at. This causes the prisoner frustration, if there is paperwork missing regarding their sentencing and personal or sentimental items.

6. Health and wellbeing

6.1 Healthcare general

The current healthcare provider Nottinghamshire Healthcare NHS Foundation Trust has served notice on the current contract. The new provider Northamptonshire Healthcare Foundation Trust will take over the provision of healthcare and pharmacy services to HMP Lincoln on 21 January 2026.

Initial assessments are carried out on new prisoners on arrival at the prison; those arriving 'out of hours' are seen as a priority. This is a national target set by the NHS. A locally produced information leaflet outlining health services is provided to every prisoner on reception.

Health staff attend regular prison meetings, e.g. drug strategy meeting, use of force etc. Additionally, there are several specific health meetings for complex cases and multi pathway cases (where a prisoner requires help from health, mental health and We are With You (WAWY, the drug and alcohol service at Lincoln). There are also safer prescribing meetings, where prisoners are prescribed a combination of several drugs.

The largest number of IMB applications by far were related to healthcare issues. 52 prisoners raised 85 of the total 491 (17%) applications relating to health. There were a large variety of complaints, with sentence management increasing to 59 compared to 22 the previous year and accommodation to 59 from 26.

In the last reporting period, prisoner 'did not attend' (DNA) appointments were an issue. In this reporting period, only one application referred to this issue, stating he was not collected. As stated in the last report, this still remains an issue for health. Prisoners with appointments will still attend work and education on the day of their appointment; this does make collection and return of prisoners attending health appointments more complex. Officers collecting prisoners will have some patients who refuse to attend; prisoners may tell health that they were not collected. This has a knock-on effect as appointments need to be rebooked. If any of these DNAs have a wound care plan or are in an at-risk group; the appropriate health care professional will follow this up by visiting the prisoner on the wing.

Some men were not satisfied with the length of time it takes to see a GP. There was a shortage of staff during this reporting period and staff were working to fill the gaps.

Health complaints are dealt with directly by the health team and the NHS patient advice and liaison service (PALS).

6.2 Physical healthcare

The GP services provide three half day clinics per week. Dentistry is provided by 'Time for Teeth', who provide four half day sessions per week from a dentist and an extra two half day sessions per week from a dental nurse. Optical services are provided by 'Forensic Eyecare' who provide four half day sessions per month. Those with urgent needs are seen as a priority.

Significant work has been done in reducing hepatitis and other blood-borne diseases in prison. A vaccine clinic is run every week for hepatitis B, hepatitis C and MMR. The uptake at these clinics is good.

6.3 Mental health

The establishment continues to have a high number of prisoners with mental health problems. Prisoners with mental health problems are managed by the mental health team that are available every day, from 8am to 8pm on weekdays and 8.30am to 5.30pm at weekends. A mental health nurse attends all the GOoD reviews in the care and separation unit to monitor the wellbeing of the prisoners.

The service is led by demand, and the Board views wait times as acceptable. Additional clinics may be added to ensure that this target is reached.

There have been prisoners again this year who have been transferred to a psychiatric hospital following assessments from mental health and psychiatrist. Again, the length of wait for a transfer continues to be unsatisfactory: it can take weeks or months and result in an extended stay in the care and separation unit (CSU) until their transfer, with permission needing to be given for the continued stay in the CSU because they have reached 42 days.

The neurodiversity support manager (NSM) visits the prisoner to assess their needs. Prisoners can self-refer or there is a referral process via a form that any member of staff can complete. Once someone has been identified, they are sent a consent form. This allows the neurodiversity manager to access health records before they visit the prisoner to assess their needs. There are currently 133 prisoners identified compared to 98 last year. Around 50% of these might be self-regulating and coping quite well within the prison regime. The neurodiversity manager continues to work closely with the other 50%, with both one to one and group sessions. In addition, they can be provided with distraction packs and, more recently, ear defenders to use in their cell.

'Unlock my life- mental health' training has been introduced to HMP Lincoln, with 16 prisoners trained to support prisoners with their individual needs and signpost staff where needed. Four prisoners have gone on to do the ambassador training and this allows them to deliver the training to other prisoners.

Two small rooms have been refurbished recently where NSM/staff can meet with prisoners in a more relaxed and comfortable environment.

6.4 Social care

The social care in this prison continues to be a 'community model'; social care is outsourced to adult social care in the community, primarily to Lincolnshire County Council. Where the healthcare department considers that a prisoner requires individual personal care this is referred to the prison Governor and to the County Council, who together decide whether outside care workers should care for the prisoner.

6.5 Drug rehabilitation

We Are With You (WAWY), continues to provide substance misuse services, working closely with mental health and general health services.

WAWY see every prisoner at induction and during their stay in the first night centre and the prisoners are given two opportunities to engage with them within the first two days at HMP Lincoln. Prisoners can be referred or self-refer at any time during their stay at Lincoln prison.

During the reporting period, WAWY worked with 1561 prisoners. The average time spent in treatments for discharged prisoners was 51 days. Some prisoners are transferred to other establishments prior to be discharged, where these cases are handed over to other providers working within the prisons.

During this reporting period, 990 prisoners required medication and there were 112 group work sessions that were attended by 320 prisoners.

As part of Reducing Reoffending, WAWY also links with Resettlement, Lincolnshire Action Trust (LAT) Integrated Through the Gate (ITTG) and Alcoholics Anonymous, in planning for care on release and working to get prisoners reintegrated back into the community.

Additional awareness and interventions are ongoing to support prisoners in relation to gambling. This included staff awareness and a clear message to the men that gambling is prohibited, but anyone disclosing and requiring support will be offered support. WAWY is asking all prisoners about gambling on arrival. Information is also provided in the departure lounge.

Naloxone is a medicine that rapidly reverses an opioid overdose. This was introduced in May 2024. WAWY trained five prison officers who then cascaded the training to other officers. During this reporting period prison officers and support staff have been trained in its use.

Each wing has a naloxone kit that is easily identifiable and includes four nasal sprays. It includes instruction, paperwork to be filled in and who to contact to replace a spray if used.

Naloxone is offered to every prisoner on release, and not just those who work with WAWY.

7. Progression and resettlement

7.1 Education, library

HMP Lincoln's priority continues to protect the public and reduce reoffending. The contribution to reducing reoffending includes preparing the prisoners for entering the employment market or further education with confidence and commitment on release. This included providing knowledge, skills, behaviours, attitudes, values and progression to succeed.

The education, skills and work curriculum was designed to complement prison work, as well as focus on employability skills that are relevant to the local and national employment market.

There is an opportunity for the prisoners with special educational needs and/or disabilities to learn essential skills of reading and writing. This is identified through the induction process. Prisoners can work towards getting maths and English qualifications, improve existing English, maths and ICT skills, acquire new skills and build on existing knowledge.

There have been times during the year when prisoners have transferred to another establishment part way through their course. As a result, they did not get their qualification, which seems to defeat the resettlement progression.

The two libraries are well stocked with a wide range of material that include: fiction, non-fiction, reference material, CDs, large print books, quick reads, audio books, literature in varied languages, black, Asian and minority ethnic material and LGBTQ+ interest. For those on enhanced status they can also borrow DVDs from the library. All the prisoners have an opportunity to visit the library on a rota system by wing once a week, including those in full time education or work.

The library has children's story books the men can loan to read to their children over the phone. Other projects run by the library continue to include Storybook Dad. The men read a story which is recorded and edited with sound effects. It is then sent out on a DVD for the family member to watch and listen to. Another family provision includes Raising Readers. Men can send their children one book per month with a dedication to them in the front of the book.

The library has reading groups, an in-house reading challenge and education class visits three times a week. The library works with various charities such as Give a Book who provide books for men that come into the first night centre.

The library also provides training for those whose first language is not English, where they can learn by discussing and reading a different topic of interest each week. This is delivered by education but in the library by the People Plus tutor during the class visit.

7.2 Vocational training, work

The establishment continues to have a varied curriculum to meet the needs of the prison population and this is reviewed regularly. This shows with the courses run during the reporting period compared to the previous year.

Vocational courses include accredited courses in construction-painting and decorating, traffic management and data cabling, barbering and infection prevention, bricklaying, food preparation, food safety, health and safety, construction skills certification scheme (CSCS).

There continues to be a Twinning project in conjunction with Lincoln City FC and HMP Lincoln for leadership skills that is held in the gymnasium.

For those up to the age of 24 and who have a stay of six months or more, there is the opportunity to complete the bronze Duke of Edinburgh programme through the gym. Those that are transferred after three months receive a certificate to show they have completed the first stage. This will allow them to continue either on transfer or in the community.

The gym continues throughout the year to run courses which are less formal and popular:

The week-long Multiply course takes place three times a year. The Impact course which provides training towards being a football coach is a week-long and takes place 3 times a year. Active IQ is a 10-week course which provides training for men.

The prisoners have job opportunities through work placements in the prison, and they have support with interviews, CVs, job applications and further training prior to release. In the Board's view, there are good opportunities to access employment through the employment hub on release.

The men train on all aspects of dry walling, painting and decorating and bricklaying that provides job opportunities in these areas of work on release.

The Bistro in the visits hall provides training for kitchen and front of house staff. This is an incentive backed by the celebrity Fred Sirieix who opened the Bistro in May 2023. Those working in Berties work towards obtaining a qualification in City and Guild Level 2, Diploma in Catering and Front of House. This is to help them find a job in this area on release.

The Bistro is available for staff to use at lunchtime. On visits the enhanced prisoners are allowed to book a table for themselves and their visitors.

A new post of work coach started in May 2024. This is a pilot for prisons that also includes North Sea Camp, Morton Hall, Leicester, Onley and Whatton. The role is to support wing workers and orderlies to understand and develop their employability skills. They are around 30-40 prisoners at one time working in one-to-one sessions, with some small group work. Prisoners complete a portfolio of 10 core skills and need to give examples of how they have demonstrated the skills and evidence them. Each of these examples is then signed off by an officer. Prisoners also complete a reflective diary. On completion of all 10 core skills, they receive a folder containing up to 20 certificates.

There is no payment for participating in this course, but the folder can be used as a reference as prison staff cannot give references. The role is provided by People Plus.

These folders are also used as a reference for court or a parole board rather than jobs, as the whole thing references prison work. Around 120 prisoners have completed the course, only five have dropped out. Some have left during the activity

as they have transferred. If a prisoner transfers to another participating prison, then their work is transferred, if they transfer to a prison that is not taking part in the pilot, then they cannot continue.

7.3 Offender management, progression

Supporting people after remand or conviction (SPARC), continues to support individuals who have been remanded or sentenced to HMP Lincoln. The support provided includes help and immediate support in the prison reception and especially during their early days in prison.

The practitioners help prisoners to resolve practical issues such as contacting employers, family members and landlords to advise of the initial imprisonment. The practitioners also provide emotional support and ensure that each person can access the services they need to progress. The team's aim is to safeguard individuals new to the prison by addressing any immediate concerns they may have. The aim is to reduce the risk of suicide or self-harm and violence within the first few weeks of custody. The team follow up with individuals the next working day to support them to navigate life in HMP Lincoln. The SPARC team works 9am to 7pm to ensure they are available to cover the first night inductions and work in reception. This initial support can then transfer to other LAT services available within the prison.

7.4 Family contact

Lincolnshire Action Trust (LAT), provide the family with services within HMP Lincoln, maintaining family ties whilst a family member/friend is in prison. The support provided is offered through a number of platforms, which include supporting with social visits, family days and undertaking casework with prisoners/families and a number of planned interventions such as the 'Being a Dad' workshop.

Support continues to be provided on social visits, which take place on a Tuesday and Thursday afternoon and Saturday and Sunday both morning and afternoon. A family support worker is present to offer inductions to the new visitors, which gives them the opportunity to share any concerns they may have and alleviate the worries of visiting a loved one in prison. Activities and game are provided throughout the visit for families to engage in and help to encourage a meaningful visit. This includes a fifteen-minute break away session for the children at each visit, which allows parents to have conversations.

During the year, 12 family visits were held for families to spend quality time together in a more relaxed environment. The family days are themed, and prisoners are encouraged to apply for family visits that best meet their family needs, such as under 5's, adult only, neurodivergent needs and the gym. The family days have planned activities to suit the theme of the day, and lunch is provided free of charge to the families.

There is also an opportunity for a family photograph to be taken. During the family days, the prisoners are allowed to walk around the visits hall freely with their families and take part in activities, which differs to the social visits, making it a more interactive and purposeful activity for the family/friends.

The families are encouraged to speak to the team by contacting the children and families phone line or through their functional mailbox. This can enable them to maintain contact and alleviate any worries and concerns.

The prisoners also have the option of maintaining contact through video calls and are encouraged to do so. This is valuable, in particular for prisoners who are located a distance away and for visitors who may have difficulties assessing social visits.

All the cells now have in-cell phones, which makes family contact easier.

7.5 Resettlement planning

The CF03 (employability/social inclusion), helped participants move towards more mainstream provision or into employment by addressing barriers to employment, up until July 2024 when this programme was superseded by CFO Evolution. With many similarities to CF03, this national programme is available in all probation areas. The focus is on the participant time in custody on evolution 'wings' and time in the community spent in 'hubs'.

Lincolnshire does not have 'wings' or 'hubs' but uses limited resources to provide a service to HMP Lincoln with Through the Gate work. This includes a warm handover into the community where there is end-to-end case managers for all participants.

HMP Lincoln has one full time evolution support worker who works closely with LAT's three Lincolnshire Community Support Workers. They also have the facility to connect with support workers across England for a warm through the gate handover, which should ensure a seamless service for participants.

The support offered includes, but not limited to:

- Support work with gaining ID (if not offered by the establishment), CV writing, disclosure advice, obtaining national insurance number.
- Life skills – including financial, organisational, coping and communication skills.
- labour market preparation – interview skills, self-employment and advice.
- Support with our evolution workbooks and resource such as Good to Go and Managing Anger that can be delivered in small groups.
- Referrals to other organisations that can support with meeting wider resettlement needs, such as Reconnect and housing support services manager.

The departure lounge, through which all prisoners are released, offers a resettlement service, working with prisoners twelve weeks prior to their release to ensure all needs are met in relation to their release support and also immediate support on the day of release from prison. The staff also provide emotional and practical support, such as supporting emergency housing needs, facilitating telephone calls, mobile phone charging, setting up email accounts, clothing, maps and directions, breakfast and additional advice for the day of release. LAT also helps prisoners needing a bank account and ID before release.

The departure lounge continues to be open each morning Monday to Friday to support those released, mainly from Monday to Thursday. During this reporting period, a total of 1147 men were released, compared to 1028 in the previous year.

The DWP are invited to join the departure lounge each morning, building universal credit claims and processing advance payments where possible. The prisoner has one less appointment and responsibility to worry about on their release.

A weekly resettlement meeting is chaired by LAT and includes partner agencies, as well as prison staff. The discussions focus on every prisoner due to be released in the following week and starts preparation for those being released in four and twelve weeks, whether into Lincolnshire or outside the area. This helps to plan accommodation, a DWP claim, ID and necessary appointments for the date of release.

Issues with lack of accommodation have continued during this reporting period.

LAT have been successful in securing the new contract for the departure lounge for the next 12 months.

Reconnect

Reconnect is a new service provided by the Lincolnshire Partnership Foundation Trust (LPFT), in partnership with LAT that supports individuals who are 18+ and have an identified health need (both diagnosed and undiagnosed), with community care when they are released from prison.

The main aims of Reconnect are:

- To increase to healthcare and support services for those leaving prison.
- Reduce health inequalities for individuals leaving prison.
- To ensure health needs are met for those leaving prison.
- To ensure a safe transition from prison to community-based health and support services and to provide follow-ups to ensure engagement is maintained and meaningful.

The Reconnect team will undertake referral screenings and assessments of needs and will facilitate prisoner engagement with healthcare and support services. They liaise with services inside and outside the prison and support individual prisoners both in custody and in the community.

Rough sleeper drug and alcohol treatment group (RSDATG)

LAT are commissioned providers by the Lincolnshire Partnership Funding Trust (LPFT) to provide support for people who are released from prison with no onward accommodation and therefore are at risk of rough sleeping. They have or hidden substance use issues as well as housing needs.

Prisoners are identified prior to release and support plans identified in preparation for their release. The prisoners once released can be supported for up to six months in the community to engage with services post release.

Shelter supports the Integrated Through the Gate (ITTG) mentoring and coaching project for prisoners released from the establishment into the Lincoln area, which offers general support and help with attending appointments in the community.

In the last reporting period, we said that about two-thirds of the prisoners released from HMP Lincoln are not released into Lincolnshire. For this reporting period the statistics show 1147 released with 307 released out of the Lincolnshire area. This makes it more difficult to have control over accommodation on release and universal credit. From the 1147 released, there were 276 men who were released as no fixed abode (NFA).

If the prisoner does not have an address to go to on release, the departure lounge will ensure that he knows where to go to contact his local council and to make a claim for accommodation immediately. There is no bail hostel in Lincolnshire.

The lack of accommodation is a concern, although it is understood to be a national problem.

The work of the IMB

Board statistics

Recommended complement of Board members	9 - 14
Number of Board members at the start of the reporting period	4
Number of Board members at the end of the reporting period	3 (including one on a sabbatical)
Total number of visits to the establishment	234
Total number of segregation reviews attended	222

Total number of segregation reviews attended in the previous year 192

Applications to the IMB

Code	Subject	Previous reporting year 23/24	Current reporting year 24/25
A	Accommodation, including laundry, clothing, ablutions	26	59
B	Discipline, including adjudications, IEP, sanctions	10	17
C	Equality	6	2
D	Purposeful activity, including education, work, training, library, regime, time out of cell	14	25
E1	Letters, visits, telephones, public protection restrictions	21	37
E2	Finance, including pay, private monies, spends	5	23
F	Food and kitchens	0	1
G	Health, including physical, mental, social care	40	85
H1	Property within this establishment	33	37
H2	Property during transfer or in another establishment or location	38	46
H3	Canteen, facility list, catalogue(s)	22	31
I	Sentence management, including HDC, ROTL, parole, dates, re-categorisation	22	63
J	Staff/prisoner concerns, including bullying	27	28
K	Transfers	14	10
L	Miscellaneous, including complaints system	45	19
U	Unknown		8
	Total number of applications.	323	491

The highest number of applications were received in November 2025, with a total of 54. The lowest months were June and July with a total of 28 in each month.

Annex A

List of service providers

- Maintenance: Amey
- Education: PeoplePlus
- Escort contractor: GeoAmey
- Healthcare and pharmacy: Nottinghamshire Healthcare NHS Foundation Trust
- Mental health: Nottinghamshire Healthcare NHS Foundation Trust
- Substance misuse programme: We are with You
- Social Care: Lincolnshire County Council
- Visits Hall: Lincolnshire Action Trust (LAT) provide volunteers
- Resettlement services: Shelter, though some services are provided by Lincolnshire Action Trust (LAT)
- Safeguarding: Adults Board: Lincolnshire County Council
- Workshops: staffed by civilian instructors
- Prisoner Canteen - DHL to 2025 with an option to extend to 2027



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