



Her Majesty's Inspectorate of Prisons

EXPECTATIONS

for UK Armed Forces Service Custody Premises

Criteria for assessing the treatment of and conditions for detainees

Version 2, 2014

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Annex List of abbreviations

Each expectation area provides an expected outcome, expectations and indicators.

Expectations Describe the standards of treatment and conditions we expect an establishment to achieve.

Indicators Suggest evidence that may indicate whether the expectation/outcomes have been achieved. The list of indicators is not exhaustive and they do not exclude an establishment demonstrating the expectation has been met in other ways.

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Introduction

Introduction

In 2004, HM Inspectorate of Prisons, by invitation and under an agreed protocol with Provost Marshal (Army), began regular independent inspections of the Military Corrective Training Centre (MCTC). This is the UK Armed Forces' single central custodial facility, holding mainly servicemen and women who have been sentenced to periods of detention from 14 days to two years. Most such detainees have offended against military rather than criminal law, and few are detained for offences which would have resulted in custody if they had been civilians. The MCTC is staffed by service personnel. From 2013 that invitation has been extended to include the independent inspection of service custody facilities (SCFs) in the UK, of which there are a number throughout the United Kingdom. SCFs are operated by all three Services and this is reflected in some operational, procedural and cultural differences between different SCFs.

This is the first edition of what we are now calling *Expectations for UK Armed Forces Service Custody Premises* and incorporates both our existing MCTC expectations and the new expectations for SCFs. The document sets out detailed inspection criteria against which the treatment and conditions of detainees held at these premises are assessed. This approach is based on and is consistent with, our approach to the inspection of other forms of custody, including prisons and police custody suites, but seeks to reflect the particularities of premises run as part of the Armed Services, and acknowledges the importance of maintaining service discipline and procedures during detention. It is, however, equally important to recognise the vulnerabilities of those detained and to ensure that the safeguards required in international and domestic law are in place. Expectations are informed by and referenced against international human rights standards.

The independent inspection of prisons and other places of custody has a long history in the United Kingdom. With the UK's ratification of the Optional Protocol to the United Nations Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT), the independent inspection of all places of detention as a means to prevent torture and ill treatment has become a responsibility under international obligations. HM Inspectorate of Prisons is a member of, and coordinates, the National Preventive Mechanism established for this purpose. To embed these principles still further and ensure compliance with our international obligations, we are keen, as an inspectorate, to move this cooperative arrangement to a statutory footing as soon as practical.

Expectations for UK Armed Forces Service Custody Premises, as in companion volumes of Expectations, are grouped around and based on the Inspectorate's tests of a healthy establishment. Regarding the MCTC these include safety, respect, purposeful activity and resettlement, and cover each aspect of a detainee's experience, from his

or her arrival at reception to the arrangements made for their release back into the Armed Services or the community. In SCFs the tests address treatment and conditions, individual rights and health. As such they are more akin to our *Expectations for Police Custody*, reflecting the temporary and more transitory nature of custody in such facilities.

The focus of these expectations is on outcomes rather than process. Each expectation is underpinned by a series of 'indicators', which describe the evidence that will normally suggest to inspectors whether the outcome is likely to have been achieved or not.

Expectations describe the standards of treatment and conditions we expect an establishment to achieve.

Indicators suggest evidence that may indicate whether the expectations have been achieved. The list of indicators is not exhaustive and these do not exclude an establishment or facility demonstrating the expectation has been met in other ways.

Expectations therefore continue to provide the foundation for robust independent inspection of military custody. We hope this version reflects the specificities of Armed Forces custodial settings while continuing to improve outcomes for those detained and providing for proper public assurance.

Nick Hardwick, Chief Inspector of Prisons
February 2014

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**Tier 1: Expectations for UK Armed Forces
service custody facilities**

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Section 1: **treatment and conditions**

Detainees are held in a safe, clean and decent environment in which their safety is protected and their multiple and diverse needs are met.

Escorts and transfers

Respect

Safety

Safeguarding

Physical conditions

Detainee care

Escorts and transfers

Expectation

1. Detainees transferring to and from service custody facilities are treated safely, decently and efficiently.

Indicators	References
<ul style="list-style-type: none">• Detainees are escorted in suitable vehicles that are safe, secure, clean and comfortable.• Detainees are given adequate comfort breaks and meals/ drinks before transfer, which are suitable for the length of journey (including transfers from overseas) and different modes of transport.• Detainees are transferred as quickly as possible to minimise waiting times.• All relevant information is formally documented and travels with the detainee.• Women are escorted by at least one female member of staff.• Detainees understand where they are going and what to expect when they arrive.• Detainees are treated with respect by escort staff.• All escort staff have an understanding of Joint Service Publications (JSPs) relating to custody and manage transfers effectively.• There are effective partnership arrangements and constructive engagement with the civil police.	ICCPR 10 (1); CCLEO 2; BOP 1, 5 (2)

Respect

Expectation

2. Detainees are treated with respect and their diverse needs are recognised and addressed during their time in custody.

Indicators

- The distinct diversity characteristics of detainees are recognised and respected. Particular attention is given to
 - female detainees
 - young detainees (under 18)
 - those with vulnerabilities.
- Arrangements at reception allow sufficient privacy to disclose any vulnerabilities or for sensitive/confidential information to be passed on to custodial staff.
- Detainees subject to searching measures are searched thoroughly and sensitively by a member of the same sex.
- Religious/cultural needs are met.
- Detainees have regular access to a chaplain of their faith, in private.
- Staff lead by example, promoting equality and diversity by active engagement with all detainees.
- Service custody facilities make reasonable adjustments where relevant and meet their legal obligations under the Equality Act 2010.

References

ICCPR 10 (1);
CERD 2;
CEDAW 2;
CRC 3;
DEDRB 1, 2;
DRM 4;
CCLEO 2;
BOP 5;
RRAA 1,2;
DDA 2;
EA Part 4

Expectation

3. **Detainees feel and are safe throughout the duration of their detention. Detainees presenting any risks to themselves or others are assessed and managed by custody staff.**

Indicators	References
<ul style="list-style-type: none">• Staff have an understanding of detainees' risk, and are able to recognise risk factors and manage them effectively using all available sources of information.• All staff are appropriately trained in suicide prevention and are clear about what to do in an emergency. A programme of refresher training is in place.• Staff carry ligature knives at all times.• Staff use effective arrangements to protect vulnerable detainees, especially those who may be intoxicated or suspected of taking drugs, including regular rousing.• Detainee risk assessments and care plans are proportionate and are developed and reviewed dynamically.• All information and documentation of assessments undertaken are drawn together into a single detainee assessment record (DAR). Information about detainees' needs is communicated between staff with discretion.• Cell sharing should only occur if a cell sharing risk assessment indicates it is safe to do so and all single cells have been used. A shared cell must hold three or more detainees (as specified in Service Code of Practice JSP 837).	ICCPR 10 (1); CCLEO 2, 6; BOP 1

Safeguarding

Expectations

4. Young detainees (under 18) are properly protected in a safe environment. All staff safeguard and promote their welfare.

Indicators	References
<ul style="list-style-type: none">• There is a comprehensive policy and guidance in place which recognises the risk to detainees under the age of 18 and sets out procedures that reduce and prevent harm or abuse from occurring.• Up to date government, Armed Forces and local child protection legislation and related guidance is accessible and child protection procedures are known, understood and used by all staff.• There are effective referral procedures and arrangements in place for child protection investigations.• Staff complete appropriate training and are aware of their personal and professional responsibility to protect detainees under the age of 18.	CRC 3, 37; BOP 5 (2), 16 (3); RPJDL 21, 28, 81, 82, 87

5. Detainees will only be subject to force which is proportionate, lawful and used as a last resort.

Indicators	References
<ul style="list-style-type: none">• Use of force is subject to rigorous governance.• Staff employ de-escalation techniques. When force is used, it is for the minimum amount of time necessary and applied by trained staff using approved techniques.• Detainees are examined promptly if requested, or if there are health care concerns, by an appropriately qualified health care professional.• Any use of force, including the use of control and restraint equipment, is documented and effectively monitored.• Handcuffs/mechanical restraints are only used if a risk assessment supports it.	ICCPR 10 (1); CCLEO 3; BPUF 15; BOP 24

6. Detainees are transferred or released safely and decently.

Indicators	References
<ul style="list-style-type: none"> • Staff undertake a systematic pre-release risk assessment with every detainee being released that acknowledges known risks and specifies any actions needed. • Information relating to individual need, risk or vulnerability is recorded and passed to the next place of detention. • Any relevant information about risk, vulnerability or safeguarding is communicated, using a person escort record (PER), to relevant agencies, including external agencies or civilian police where relevant. • Detainees are given sufficient notice of their transfers, in order to inform their next of kin/relatives if they wish to do so. • Detainees, following sentence, or before a trial hearing where a sentence of detention is likely, are provided with Military Corrective Training Centre (MCTC) pre-admission information and are able to view the MCTC DVD prior to their arrival. • Staff are proactive in referring detainees to support services, when needed, on release. 	<p>ICCPR 10 (1); CCLEO 2, 6; BOP 1, 16 (1)</p>

Physical conditions

Expectation

7. Detainees are held in a safe, clean and decent environment, which is in a good state of repair and fit for purpose.

Indicators

- All cells and communal areas are light, well decorated, clean and fit for purpose. There is sufficient privacy, light, and ventilation, the temperature is acceptable and there is a comfortable place to sit.
- Accommodation is properly certified.
- All cells have call bells that detainees are told about, to which staff respond promptly.
- Cells are free from ligature points, where possible, or managed dynamically.
- Custody staff are aware of the safety evacuation policy and can safely evacuate detainees from the service custody facilities in the event of an emergency.
- Cell checks and health and safety assessments ensure cells are safe, clean and free from graffiti or damage. Checks are regular, recorded and any findings acted on promptly.
- There are effective cleaning and maintenance arrangements in place.

References

ICCPR 10 (1);
CCLEO 6;
BOP 1;
HSA 4, 7

Detainee care

Expectations

8. Detainees are able to be clean and comfortable while in service custody facilities.

Indicators	References
<ul style="list-style-type: none">• Detainees are provided with a mattress, pillow and clean blankets or duvet.• Hygiene packs for women are available, and are routinely offered on arrival and on request.• Detainees are able to use a toilet in privacy, and toilet paper and hand washing facilities are provided.• Detainees who require a shower are offered the opportunity to have one.• Detainees whose clothing is seized are provided with suitable alternative clothing or the correct scales of clothing, as soon as practicable. Changes of clothing are facilitated.	ICCPR 10 (1); BOP 1, 5 (2)

9. Detainees are offered sufficient food and drink.

Indicators	References
<ul style="list-style-type: none">• Detainees are offered sufficient food and drink at recognised meal times, at other times that take into account when the detainee last had a meal, and on request.• Food and drink is of adequate quality and quantity.• Detainees who are taken to cook houses or mess halls for their meals are not unduly identifiable by other personnel as subject to detention.• There is a suitable range of food and drink available that takes into account dietary, medical and religious requirements.• There is access to drinking water at all times.	ICCPR 10 (1); DEDRB 1 (3); BOP 1

10. Detainees have regular access to facilities and activities that preserve and promote their mental and physical wellbeing.**Indicators**

- Detainees are occupied in activities that benefit them and improve their wellbeing.
- Detainees can have outdoor exercise.
- Where practicable, and properly authorised, detainees are able to have visitors.
- All detainees have access to reading and writing materials and detainees under sentence receive their correspondence entitlements.
- Detainees under sentence are entitled to a reimbursement allowance during their period of detention.
- Detainees are permitted to make a telephone call at public expense, in line with the relevant Joint Service Publication.

References

ICCPR 10 (1);
BOP 1, 19,
28

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Section 2: **individual rights**

Detainees are fully aware of and understand their detention and can freely exercise their legal rights while in custody.

2a: Royal Navy and Royal Air Force

Rights relating to detention

Rights relating to Joint Service Publications relevant to UK Armed Forces service custody facilities

Rights relating to treatment

2b: Army

Rights relating to Joint Service Publications relevant to UK Armed Forces service custody facilities

Rights relating to treatment

2a: Royal Navy and Royal Air Force

Rights relating to detention

Expectation

1. Detention is appropriate, authorised and lasts no longer than is necessary.

Indicators	References
<ul style="list-style-type: none">• Appropriate grounds for detention are established.• There are effective governance arrangements in place to ensure detention is appropriately authorised by commanding officers or Judge Advocates, reviewed accordingly and that the period of detention is kept to a minimum.• Alternatives to custody are used whenever possible.	ICCPR 9; BOP 4, 9

Rights relating to Joint Service Publications relevant to UK Armed Forces service custody facilities

Expectation

2. All rights relating to relevant Service Codes of Practice are adhered to.

Indicators	References
<ul style="list-style-type: none"> • All detainees are able to consult with legal representatives in a timely manner, in private, for free. • Detainees can name one person to be informed of their arrest and where they are being held. When the detainee is under 18, the parent or guardian should be informed. • All detainees not under sentence are provided with information concerning their rights in service custody. • All detainees under sentence are provided on arrival with the necessary extracts from the Service Custody and Service of Relevant Sentences Rules 2009. If a detainee is under 18 or has difficulty reading or understanding the information, custody staff should explain and ensure the detainee understands his or her rights and obligations under these Rules. • Detainees under the age of 18 and vulnerable adults are not interviewed without a suitable relative, guardian or appropriate adult present. Arrangements for the selection of an appropriate adult are rigorous and timely. • Detainees are not interviewed by officers while under the influence of alcohol or drugs, or if medically unfit, unless in circumstances provided for under the relevant Service Codes of Practice. • Intimate searches are only carried out if properly authorised and undertaken only by competent health care professionals. • Detainees are not deliberately denied any services they need during the interview process and are granted a period of eight hours continuous break from interviewing in a 24-hour period. • Detainees or their legal representatives are able to obtain a copy of their custody record on release, or at any time within 12 months following their detention. • Appropriate interpretation services are provided when necessary. 	<p>ICCPR 10 (1); CRC 3 (1); RPJDL 18 (1), 22, 24; BPRL 1, 2, 5, 6, 7; CCLEO 2, 6; BOP 11, 13</p>

Rights relating to treatment

Expectation

3. Detainees know how to make a complaint and are able to do so.

Indicators	References
<ul style="list-style-type: none">• There is a system in place to take complaints. Information about how to complain is displayed.• Detainees receive help to pursue complaints if they need to.• All formal complaints are dealt with fairly and swiftly and are monitored, with any significant concerns addressed.• Information about how to access the Service Visiting Officer (SVO) and Service Complaints Commissioner (SCC) is available.• There is an effective and thorough quality assurance system in place.	BOP 33

Rights relating to Joint Service Publications relevant to UK Armed Forces service custody facilities

Expectation

4. Detainees are informed of and understand the reasons for their detention or sentence. All rights relating to the relevant Service Code of Practice are adhered to.

Indicators

- There are effective governance arrangements in place to ensure custody is appropriately authorised by commanding officers, reviewed accordingly and the period of custody is kept to a minimum.
- Alternatives to custody are used whenever possible.
- All detainees are able to consult with legal representatives in a timely manner, in private, for free. Suitable facilities are provided to accommodate legal visits.
- Detainees can name one person to be informed of their arrest and where they are being held. When the detainee is under 18, the parent or guardian should be informed.
- All detainees not under sentence are provided with information concerning their rights in service custody.
- All detainees under sentence are provided on arrival with the necessary extracts from the Service Custody and Service of Relevant Sentences Rules 2009.
- Detainees are not interviewed by officers while under the influence of alcohol or drugs, or if medically unfit, unless in circumstances provided for under the relevant Service Codes of Practice.
- Intimate searches are only carried out if properly authorised and undertaken only by competent health care professionals.
- Detainees are not deliberately denied any services they need during the interview process and are granted a period of eight hours continuous break from interviewing in a 24-hour period.
- Detainees or their legal representatives are able to obtain a copy of their custody record on release, or at any time within 12 months following their detention.
- Appropriate interpretation services are provided when necessary.

References

ICCPR 9, 10 (1);
CRC 3 (1);
RPJDL 18 (1), 22, 24;
BPRL 1, 2, 5, 6, 7;
CCLEO 2, 6;
BOP 4, 9, 11, 13

Rights relating to treatment

Expectation

5. Detainees know how to make a complaint and are able to do so.

Indicators	References
<ul style="list-style-type: none">• There is a system in place to take complaints. Information about how to complain is displayed.• Detainees receive help to pursue complaints if they need to.• All formal complaints are dealt with fairly and swiftly and are monitored, with any significant concerns addressed.• Information about how to access the Service Visiting Officer (SVO) and Service Complaints Commissioner (SCC) is available.• There is an effective and thorough quality assurance system in place.	BOP 33

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Section 3: **health care**

The health needs of detainees are addressed during their
time in custody.

Health care

Expectation

1. The health needs of detainees are addressed during their time in custody.

Indicators	References
<ul style="list-style-type: none">• Detainees are asked if they wish to see a health care professional on arrival and are able to request to see one at any time, for both physical and mental health needs, and are treated appropriately.• Detainees receive health services that are not unnecessarily restricted by security/regimental procedures.• Detainees are able to request and see a health professional of their own gender.• There are effective arrangements in place to gain a detainees' consent and act on it, while ensuring their capacity to understand.• Any health interventions, including any medication provided, is recorded in the custody record and person escort record form.• A written protocol is in place for obtaining emergency health care services and all staff know what to do in a health emergency.• Staff are first aid trained, and they have access to first aid and suitable resuscitation equipment that is regularly checked, maintained, and ready to use.• A protocol is in place for the administration of medication. Medicines are handled safely and securely and detainees are able to receive prescribed medication they were taking prior to arrest or custody for any existing medical condition.• Custody staff have access to health professionals who can advise on mental health and substance misuse issues and see detainees in custody if appropriate.• Detainees carry out work or training only after they have been examined by a medical officer and certified as fit to undertake it.• Any detainee held in cellular confinement or subject to any form of mechanical restraint is seen by a health care professional at least once every day.	ICESCR 12; CCLEO 6; PME 1; BOP 24, 26

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**Tier 2: Expectations for the
Military Corrective Training Centre**

HM Inspectorate of Prisons
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Healthy establishment tests

Healthy establishment tests

Healthy establishment tests

HM Inspectorate of Prisons' four tests of a healthy establishment:

Safety	Detainees, particularly the most vulnerable, are held safely.
Respect	Detainees are treated with respect for their human dignity.
Purposeful activity	Detainees are able, and expected, to engage in activity that is likely to benefit them.
Resettlement	Detainees are prepared for their release back into the Services or into the community and effectively helped to reduce the likelihood of reoffending.

Expectation areas encompassed within the four healthy establishment tests:

Safety	<ul style="list-style-type: none">• Escorts and transfers• Early days in detention• Bullying and violence reduction• Self-harm and suicide prevention• Child protection and child welfare• Security• The staging system• Disciplinary procedures• Substance misuse
Respect	<ul style="list-style-type: none">• Company lines• Staff-detainee relationships• Equality and diversity• Faith and religious activity• Complaints• Legal rights• Health services• Catering• Purchases
Purposeful activity	<ul style="list-style-type: none">• Time out of room• Learning and skills and work activities• Physical education and healthy living

Healthy establishment tests

Resettlement

- Strategic management of resettlement
- Sentence management and planning
 - Public protection
- Reintegration planning
- HARDFACTS:
 - Health
 - Accommodation
 - Relocation
 - Drug and alcohol misuse
 - Finance, benefit and debt
 - Attitudes, thinking and behaviour
 - Children, families and contact with the outside world
 - Training, education and employment
 - Support services
 - Additional detainee resettlement services

HM Inspectorate of Prisons

EXPECTATIONS

Section 1: **safety**

Detainees, particularly the most vulnerable, are held safely.

Escorts and transfers

Early days in detention

Bullying and violence reduction

Self-harm and suicide prevention

Child protection and child welfare

Security

The staging system

Disciplinary procedures

Substance misuse

Escorts and transfers

Detainees transferring to and from the centre are treated safely, decently and efficiently.

Expectations

1. Detainees travel in decent conditions during escort and are treated with respect.

Indicators	References
<ul style="list-style-type: none">• Detainees are escorted in vehicles that are safe, secure, clean and comfortable, with adequate storage for detainees' property and with suitable emergency supplies (including a first aid kit and water) and hygiene packs for women.• Detainees are given adequate comfort breaks and meals/drinks, before transfer, which are suitable for the length of journey. Consideration is given to detainees transferring from overseas and the different modes of transport used.• Detainees are transferred as quickly as possible to minimise waiting times.• Private property and cash accompanies detainees being transferred.• Detainees are treated with respect by escort staff throughout the duration of their journey/transfer.	BOP 6; BPTP 1; CAT 10, 16; CCLEO 6; ECHR 3, 8, Protocol 1(1); EPR 1, 19.7, 22, 32; RTWP 5; SMR 12, 20, 43, 45, 48; UDHR 17

2. Detainees are safe at all times while under escort, and individual needs are recognised and given proper attention.

Indicators	References
<ul style="list-style-type: none">• All relevant information travels with the detainee (with the exception of dental records).• Detainees are treated according to their individual needs, based on written information accompanying the detainee, oral briefing and staff observations. Particular attention is given to:<ul style="list-style-type: none">- young detainees (under 18)- women- detainees with disabilities.• Methods of restraint are only used if they are justified by risk assessment.	BOP 6; CCLEO 6; CRC 3, 37(c); CRPD 14(2); ECHR 3, 8, Protocol 1(1); EPR 1, 32, 68, 81.3; ICCP 10(3); SMR 33, 34, 45

- Women are escorted by at least one female member of staff.
- Detainees are transferred with their personal possessions and respective single Service clothing and equipment (as specified in Service Code of Practice JSP 837), where applicable.

3. Detainees understand where they are going and what to expect when they arrive.

Indicators	References
<ul style="list-style-type: none"> • Detainees are given sufficient notice of their transfers, in order to inform their next of kin/relatives if they wish to do so. • Sending units provide written pre-admission information – in a format produced by the MCTC – to detainees following sentence, or before a trial or hearing where a sentence of detention is likely. • Pre-admission information is accessible and in a language and format detainees can understand. • Detainees are able to view the MCTC DVD prior to their arrival. 	<p>BOP 16(1); CRPD 9, 21; DPPED 10; EPR 24.8, 38.3; RTWP 26; SMR 44(3)</p>

Early days in detention

Detainees are treated with respect and feel safe on their arrival to the centre and for the first few days in detention. Detainees' individual needs are identified and addressed, and they feel supported on their first night. During a detainee's induction he/she is made aware of the centre routines, how to access available services and how to cope with detention.

Expectations

4. Detainees feel and are safe on their reception into the centre and for the first few days in detention.

Indicators	References
<ul style="list-style-type: none">• Escort staff pass on all information/official documentation arriving with a detainee to reception staff. This information is used to inform initial reception assessments of the detainee. Sensitive information is dealt with appropriately.• Suitable arrangements to protect vulnerable detainees are applied, which include directions to custody staff concerning reception and first night procedures.• Risk assessments are in place to ensure the safety of young detainees from any other detainees.• Detainees experience a safe, clean and welcoming reception environment which is fit for purpose.• Detainees are always asked if it is their first time in detention and treated accordingly.• Detainees are held in reception for as short a period of time as possible.• Dormitory sharing risk assessments are carried out for all new detainees.• Detainees receive essential reception and first night procedures, regardless of their arrival time at the centre. Efforts are made by sending units to ensure detainees arrive during the centre's reception hours.	BOP 5(2), 6; ECHR 3; EPR 1, 12.2, 15, 16, 18.1, 18.6, 19, 52; RTWP 2(1); SMR 9(2), 10–14, 67, 69

5. Detainees are treated with respect on arrival at the centre.

Indicators	References
<ul style="list-style-type: none"> • Detainees are treated courteously by staff on reception. 	BOP 6;
<ul style="list-style-type: none"> • The gender ratio in reception is appropriate to the detainees received. 	BPTP 1; ECHR 3, 8;
<ul style="list-style-type: none"> • Detainees entering the centre are searched thoroughly but sensitively by a member of the same sex. Religious/cultural needs are taken into account. 	EPR 1, 22.4–5, 34.1, 54, 75, 85;
<ul style="list-style-type: none"> • Detainees are offered drinks and hot food on their arrival at the centre. 	ICCPR 7, 17; RTWP 19–21, 33;
<ul style="list-style-type: none"> • Detainees arriving out of hours (where reception facilities are unavailable) are interviewed in appropriate facilities which are suitable for searching and conducting assessment interviews. 	SMR 6(2), 20, 48, 53(3); UDHR 5

6. Detainees know what will happen next and the sources of help that are available.

Indicators	References
<ul style="list-style-type: none"> • Detainees receive written and/or verbal information about the routines, rules and services of the centre in a format and language they can understand. 	BOP 13, 16; CRPD 9, 21; EPR 7, 24, 30, 38.3, 70;
<ul style="list-style-type: none"> • Detainees understand their entitlements to letters, telephone calls and visits. They understand that mail may be monitored. 	RTWP 2(1); SMR 35, 51(2)
<ul style="list-style-type: none"> • Detainees are able to make one free telephone call in private on reception or their first night unit. This opportunity is documented. 	
<ul style="list-style-type: none"> • Detainees are provided with information on what to expect at the MCTC and are given information about sources of help available, including the chaplaincy team, welfare department, Samaritans or a 'befriender', in appropriate formats and languages. 	
<ul style="list-style-type: none"> • All detainees are explicitly offered the chance to speak to a member of the chaplaincy team or welfare department, the Samaritans or a 'befriender' on their first night and/or the following morning. 	
<ul style="list-style-type: none"> • Detainees are given a 'Get you in' pack, along with information on the reimbursement allowance received while at the centre, either on their first night or the following day. 	

Cross reference with: equality and diversity.

7. Detainees are fully supported on arrival and during their early days in the centre. Officers ensure that individuals' needs or immediate anxieties are addressed before they are secured for the night.

Indicators	References
<ul style="list-style-type: none"> • On arrival, detainees' details are confirmed and their individual needs are identified before first night lock up during a private meeting with a custody officer. • Detainees' individual circumstances and specific needs are documented and dealt with sensitively, and information is shared appropriately. Particular attention is given to: <ul style="list-style-type: none"> - gender - young detainees (under 18) - religion, ethnicity and nationality - disabilities and health conditions, including formal assessments for learning disabilities/difficulties - family circumstances/contact with relatives and dependants - pregnant women - previous history of abuse - substance-related needs and information about the services available – those with acute substance-related needs are given symptomatic relief - those undergoing trial - residence after custody, for example, returning to Service or discharge - the parent Service (Royal Navy, Royal Marines, Army, Royal Air Force, civilian (ex-Services), civilian (Service dependant), civilian (neither ex-Services nor dependant)). • Appropriate action is taken to identify children or other dependents who may be at risk as a result of the carer's detention and to ensure their safety where necessary. • Detainees are seen and assessed by health services staff in private on arrival and their physical, mental and substance misuse needs are met. • All information and documentation of assessments undertaken in reception are drawn together into a single detainee assessment record (DAR) and passed to first night/company lines staff. 	<p>BOP 5(2), 24; CRC 3; ECHR 8; EPR 12.2, 14, 15, 16(a, d), 18.6, 19, 25.4, 34, 35, 37, 39, 42.1, 42.3, 47.2, 52.1, 52.4, 74, 75; ICCP 17; ICESCR 10(2), 12; RTWP 2, 3, 5, 6; SMR 7, 9(2), 12–15, 24, 38, 48, 69, 79; UDHR 12</p>

- Information about detainees' needs is communicated between staff with discretion.
- Detainees are not allocated to a dormitory until a room sharing risk assessment has been carried out.
- Detainees' hygiene needs are catered for in reception and they are able to shower on their first night within their accommodation unit.
- Detainees' first night accommodation is prepared, clean and provides a comfortable environment.
- Detainees who have been identified as vulnerable – for example they may self-harm or be bullied, or have mental health needs or learning disabilities/difficulties – have a support plan which ensures they receive special help and support to cope with detention.
- Staff introduce themselves to new detainees within their company lines and wear identification that clearly displays their name and status.
- Night staff speak to any new detainees within their company lines and are aware of any specific needs they might have.

Cross reference with: equality and diversity; company lines.

8. Induction takes place promptly and on its completion all detainees understand the centre's routines and how to access available services and how to cope with detention.

Indicators

- Induction starts on the first full working day following reception.
- Induction is comprehensive, structured and multidisciplinary and following induction detainees understand:
 - how to make routine applications and formal complaints
 - the staging system
 - earned remission (for sentences over 90 days)
 - centre rules
 - health services/health and safety
 - health promotion and gym induction
 - visits, mail and pay
 - daily routine
 - welfare support.

References

CRPD 9, 21;
 EPR 6, 8, 16,
 30, 33.3,
 38.3, 52.1,
 70, 76, 81,
 103, 107;
 SMR 35,
 36, 47(2, 3),
 51(2), 59,
 60(2), 66,
 69, 80

- Detainees know what training regimes they may be involved in at the centre and the education and employment opportunities available and how to access them, specifically:
 - A company – progressive training regime for those returning to Service
 - D company – vocational and education training for those being discharged from the Service.
- Detainees arriving at the centre at the weekend will still receive essential induction information and advice about how to access support, before formal induction starts on the next working day.
- Induction information is provided in a range of accessible formats and languages. In particular, formats are available to assist detainees with literacy and numeracy difficulties and learning disabilities/difficulties.
- Induction is carried out by trained staff and in areas that are quiet and free from interruption.
- During the induction programme, detainees have the opportunity for an individual interview, which is recorded in their individual files. Detainees' feelings about detention and subsequent return to Service or discharge are addressed and they are asked about any feelings of anxiety, self-harm or suicidal thoughts.
- Detainees' resettlement needs are assessed and identified during induction. Referrals to relevant agencies are made at this time.

Cross reference with: learning and skills and work activities; resettlement.

Bullying and violence reduction

Everyone feels and is safe from bullying and victimisation (which includes verbal and racial abuse, theft, threats of violence and assault). Detainees at risk/subject to victimisation are protected through active and fair systems known to staff, detainees and visitors, and which inform all aspects of the regime.

Expectations

9. Detainees feel and are safe from bullying and victimisation from other detainees and staff (which includes verbal and racial abuse, threats of violence and assault), through a clear and coordinated multidisciplinary approach.

Indicators	References
<ul style="list-style-type: none">• The centre has an effective evidence-based bullying and violence reduction strategy in place, which is supported by a multidisciplinary team and regularly reviewed.• Incidents and indicators of violence and bullying are comprehensively monitored and regularly reviewed, and any patterns identified inform the strategy. Monitoring covers all protected characteristics as well as incident type (both verbal and physical), number of incidents, location and any action taken.• The violence reduction strategy is explained to detainees during induction and they know where they can get help to report bullying, victimisation and violence.• Detainees are protected by comprehensive and effectively monitored dormitory sharing risk assessments.• Particular attention is given to identifying and protecting vulnerable detainees who may be victimised due to the nature of their charge or personal circumstances.• Staff-detainee relationships help to foster a safe environment with open and confidential lines of communication.• Staff supervise detainees, confront unacceptable behaviour and are consistent in challenging these behaviours. Staff are aware of both direct and indirect forms of bullying and violence.• Staff understand the link between bullying and aggressive/violent behaviour and disruptive behaviour generally.	BOP 6; CAT 11, 16; CERD 2; ECHR 3; EPR 1, 16, 18.6, 30.1, 49, 50, 52, 72.1, 75; SMR 9(2), 27, 35, 48

Cross reference with: other inspectors; staff-detainee relationships.

10. Detainees at risk or who have been subject to victimisation or bullying are protected from any further victimisation through active and fair systems, which are known and used by all staff.

Indicators	References
<ul style="list-style-type: none"> Allegations of bullying behaviour are treated consistently and fairly. Systems differentiate between the type of allegations, for example fights, assaults, matters dealt through violence reduction measures and/or disciplinary procedures. 	BOP 6, 7; CAT 12, 16; DPT 9;
<ul style="list-style-type: none"> Allegations are investigated thoroughly and actions to protect victims taken promptly. Outcomes of investigations are recorded. 	ECHR 2, 3; EPR 55, 56.1–2, 58, 59, 70.1–70.5;
<ul style="list-style-type: none"> Detainees know how to contact the Service Complaints Commissioner and can do so in confidence. 	ICCPR 6, 7;
<ul style="list-style-type: none"> Appropriate interventions are in place to deal with the different types of allegations, respond to bullying and violence and support the victim. 	PEIDT 2; RTWP 25(1);
<ul style="list-style-type: none"> Interventions are aimed at achieving sustained and agreed changes in behaviour and include mediation and conflict resolution. 	SMR 36(1, 3, 4)
<ul style="list-style-type: none"> Detainees' families and friends are encouraged to make suggestions about how the centre could better protect detainees from victimisation and to provide information to help identify those detainees likely to be at risk. A visitors' survey asks about safety. 	

Cross reference with: children, families and contact with the outside world; equality and diversity.

11. Detainees are consulted and involved in determining how bullying, victimisation and violence are confronted, how conflicts can be resolved and how their lives in the centre can be made safer.

Indicators	References
<ul style="list-style-type: none"> Effective detainee surveys establish detainee perceptions of safety and the findings are used to inform regular reviews of the strategy and the nature and seriousness of incidents. 	EPR 30.1, 50; SMR 35, 65
<ul style="list-style-type: none"> Detainees are consulted regularly as part of the strategy and safety is given a high profile at detainee forums to strengthen the whole centre approach. 	

- Detainees understand the consequences of bullying/ using violence and that inappropriate behaviour will be consistently challenged.
- The violence reduction policy and strategy is well publicised throughout the centre.

Cross reference with: company lines; early days in detention.

Self-harm and suicide prevention

The centre provides a safe and secure environment which reduces the risk of self-harm and suicide. Detainees are identified at an early stage and given the necessary support. All staff are aware of and alert to vulnerability issues, are appropriately trained and have access to proper equipment and support.

Expectations

12. The centre provides a safe and secure environment which reduces the risk of self-harm and suicide. The specific needs of different detainee groups and the levels of risk across the centre are recognised and acted on.

Indicators	References
<ul style="list-style-type: none">• A safer custody strategy is in place that recognises the specific risks to individual or groups of detainees, particularly in the early days of detention, and sets out procedures to help reduce the risks of self-harm. In particular the strategy makes reference to the specific needs of the population held, including, where appropriate:<ul style="list-style-type: none">- vulnerable detainees, including those with mental health problems- women- those under 18- those with substance misuse problems- those with previous history of abuse- serious/violent charges.• Incidents of self-harm are closely monitored and analysed at regular intervals to help identify trends and to implement preventative measures.• The use of non-standard accommodation and anti-ligature clothing is monitored.• There is a multidisciplinary committee/team which effectively monitors and quality assures the centre's self-harm and suicide prevention policy and procedures. The committee is chaired by a senior custody officer responsible for the policy.• The committee meet frequently and is well attended by a range of multidisciplinary staff, including detainees.• All staff, including night staff, are appropriately trained in suicide prevention and are clear about what to do in an emergency. A programme of refresher training is in place.	BOP 34; ECHR 2; EPR 8, 24.9, 39, 43.1, 47.2, 52.1, 81, 87.1; ICCP 6; RTWP 6(b), 13, 16, 35; SMR 24, 47(2, 3)

- Company line staff know where first night detainees and those at risk are located and offer assurance whenever required.
- Serious incidents are thoroughly investigated to establish what lessons can be learned to promote good practice. Where appropriate family or friends are informed about an incident through a family liaison officer and are invited to contribute to the detainee's care.
- An action plan is devised and acted on promptly as a result of an investigation into an apparent self-inflicted death. This is reviewed following the subsequent findings of an inquest jury and/or external investigation.
- Detainees' families, friends, legal representatives and external agencies are encouraged, through local arrangements, to provide sources of information which may help to identify and support those detainees likely to be bullied or who have a history of self-harming behaviour.

Cross reference with: misuse, bullying and violence reduction; resettlement.

13. Detainees at risk of self-harm or suicide receive personal and consistent care and support to address their individual needs and have unhindered access to help.

Indicators	References
<ul style="list-style-type: none"> • A detailed care and support plan is prepared with input from the detainee, which identifies needs as well as the individual custody officers responsible for supporting the detainee, including a named officer/support worker. 	EPR 18.10, 42.3(j), 43.1, 47.2, 107.4;
<ul style="list-style-type: none"> • Care plans include regular and good quality entries which evidence interaction and engagement with detainees. Reviews take place involving relevant staff and reviews of the detainee's care are recorded and their quality monitored. 	RTWP 13, 16, 35
<ul style="list-style-type: none"> • Personal factors or significant events which may be a trigger to self-harm have been identified and included in the detainee's care plan. 	
<ul style="list-style-type: none"> • Detainees are encouraged to express any thoughts of suicide and/or self-harm and are given the opportunity and assistance to make a written contribution to their review identifying their own support needs. 	
<ul style="list-style-type: none"> • Detainees have access to counsellors, the chaplaincy team, welfare department, 'befrienders', the Samaritans and the consistent support of their named officer/support worker. 	

- There is a support/'befriending' scheme in place to support detainees new to detention.
- Appropriate liaison arrangements are in place to support detainees on release back into the Armed Services and the community. Information is shared subject to the detainee's consent.
- Detainees are encouraged to take part in all activities as part of their support plan.
- Arrangements are in place for following up after a care and support plan has been closed.

Child protection and child welfare

The centre promotes the welfare of detainees under the age of 18 and protects them from all kinds of harm and neglect, including maltreatment by adults and others in a position of authority.

Expectations

14. Detainees under the age of 18 are provided with a safe and secure environment which protects them from harm and neglect. They receive services to ensure safe and effective care and support.

Indicators	References
<ul style="list-style-type: none">• There is a comprehensive child protection policy and guidance in place which have been agreed by the Local Safeguarding Children Board (LSCB). The policy recognises the risks to children under the age of 18 and sets out procedures which reduce and prevent harm or abuse from occurring.• The policy includes agreed referral procedures and arrangements for investigation by relevant child protection agencies.• The policy details how the LSCB will monitor its implementation and, in particular, how ongoing independent oversight of child protection referrals will be carried out.• There is a clear process for regular review and revision of the policy in conjunction with the LSCB.• A management committee has oversight of the child protection policy and other related areas such as public protection, staff recruitment, vetting training and information sharing.• Up to date government and local child protection legislation and related guidance is accessible and child protection procedures are known, understood and used by all staff, including how to make referrals.• When abuse is alleged or suspected to have occurred, prompt and appropriate action is taken.• The centre has access to therapeutic, counselling and advice services, either directly or through external providers, for detainees who disclose that they have suffered abuse.	<p>CRC 3, 19, 37, 39; EPR 7, 11, 35, 76, 81; RPJDL 1, 12, 81–87; RTWP 36, 38; SMR 47(2, 3)</p>

- The centre has a code of conduct informing staff of their duty to raise legitimate concerns about the conduct of an individual in relation to the treatment and management of detainees under 18, and this is included in the child protection policy.
- Staff are aware of their personal and professional responsibility to protect children at risk and undergo appropriate training. Staff feel confident and safe to raise concerns.
- Staff are subject to recruitment and vetting procedures which comply with the necessary legislation.
- An individual care plan is in place to address the young detainee's assessed needs. Contents of plans should always be properly linked to any other existing plan involving the detainee.
- Care plans include regular and good quality entries that evidence interaction and engagement with young detainees. Reviews take place involving relevant staff which are recorded and their quality monitored.
- Visitors and families/carers are informed of the centre's child protection procedures and know how to make a referral directly to the local authority.

Security

Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence as well as positive staff-detainee relationships. Detainees are safe from exposure to substance misuse while detained.

Expectations

15. Detainees are able to reside in a safe environment where security is proportionate.

Indicators

- There are no obvious weaknesses or anomalies in the physical and procedural security of the centre.
- Detainees' access to regime activities is not impeded by an unnecessarily restrictive approach to security.
- Staff interact with detainees on association and there are enough staff to supervise association areas.
- There are effective liaison arrangements in place with the local police.

References

ECHR 3, 8;
EPR 16,
51–53, 74,
75;
RTWP 41(a);
SMR 27, 48,
57, 63(2)

Cross reference with: bullying and violence reduction; complaints; staff-detainee relationships.

16. Detainees' wellbeing is safeguarded by effective security intelligence. Detainees are subject to searching measures which are appropriately assessed and proportionate.

Indicators

- The elements of 'dynamic security' are in place to maintain security and good order which include:
 - staff-detainee relationships which are positive and professional
 - constructive activity to occupy detainees
 - established and effective procedures in place for resolving complaints, grievances and conflicts.
- Effective intelligence and security measures are in place to guard against the trafficking/manufacturing of drugs or alcohol.

References

BOP 1, 19,
33;
BPTP 1, 3, 6;
CAT 13, 16;
ECHR 3, 8;
EPR 24.2,
25.1, 31,
51–54;
60.4, 72.4,
73, 75;

- A supply and reduction strategy is in place and where problems have been identified remedial action is taken promptly, documented and evaluated. ICCPR 10(1); RTWP 19–21, 42(1);
- Required outcomes from intelligence sources, such as targeted searches and reasonable suspicion compulsory drug testing (CDT), are routinely completed. SMR 6, 21, 27, 36, 46–48, 53(3)
- CDT is conducted consistently in line with protocols which ensure fairness and validity of procedures, and takes place in a suitable environment. Target testing is based on evidence and conducted within a suitable timeframe. Detainees testing positive are referred to the necessary services.
- Strip and squat searching of detainees is intelligence-led and only carried out when deemed necessary. Authorisation is clearly recorded alongside sound reasoning.
- Detainees are strip or squat searched only when in the presence of more than one member of staff of their own gender.
- Detainees are informed that their rooms or personal property are being searched and rooms/property are left in the same condition in which they were found.
- The criteria to ban or otherwise restrict visitors are visible and unambiguous. Those visitors subject to bans or restriction are reviewed every month.
- Effective processes are in place to protect detainees from misconduct or illegal conduct by staff.

Cross reference with: substance misuse; bullying and violence reduction; children, families and contact with the outside world.

Staging system

Detainees understand the purpose of the staging system and how to progress through it. The staging system provides detainees with incentives and rewards for effort and performance. The system is applied fairly, transparently and consistently.

Expectations

17. Detainees understand the purpose of the staging system and how they can progress within it. Detainees and staff are clear about the criteria for promotion and demotion.

Indicators

- Detainees are informed of the staging system, in a format and language they can understand.
- The staging system is well publicised around the centre for both detainees and staff.
- Detainees are upgraded or downgraded on the basis of their behaviour over a period of time. Where appropriate, a detainee's grading can change as a consequence of a serious individual act.
- Detainees who are likely to be downgraded are warned in writing beforehand. There is a system of written warnings which detainees are asked to sign and they are informed of the reasons for a change in grading.
- Detainees are informed by staff of a review and are able to participate in any review, either in person or in writing.
- Detainees can appeal against a grading decision and are helped to do so.

References

BOP 33(1);
CRPD 9, 21;
EPR 30.1, 38,
70.1;
SMR 30(2),
35, 51(2), 70

Cross reference with: early days in detention.

18. The staging system is proportionate and applied fairly, transparently and consistently.

Indicators

- There is sufficient difference between the staging levels to encourage progressive training and reward performance and conduct.
- Detainees transferring from one company to another are able to retain their current stage and recommendations previously gained.

References

BOP 5;
BPTP 2;
CRPD 3(b),
4(1);
EPR 13,
102.1;

- Detainees are not disadvantaged directly or indirectly by the staging system. Detainees are not penalised if they are unable to meet staging level standards because of a disability, age or health limitations.
- The regime for detainees on the lowest stage provides sufficient opportunity and support for them to demonstrate improvement in their behaviour. Regular reviews take place during the initial period.
- The availability of accommodation does not restrict a detainee's progress or access to privileges under the staging system.
- The staging system is monitored and reviewed at least quarterly to check for fairness and encourage responsible behaviour. Consultation with detainees is conducted at least annually.

SMR 6(1), 70

Cross reference with: equality and diversity; company lines; substance misuse; learning and skills and work activities.

Disciplinary procedures

Disciplinary procedures are applied fairly and for good reason. Detainees understand why they are being disciplined and can appeal against any sanctions imposed on them.

Expectations

19. Detainees are subject to reasonable disciplinary procedures, which are applied fairly and for good reason.

Indicators	References
<ul style="list-style-type: none">• There are clear policies describing procedures, including differences between types of charges. Policies are reasonable and fair and encourage staff to use disciplinary procedures only when necessary.• No unofficial or collective punishments are used, either individually or systematically.• Charge hearings, whether conducted by the Company Commander, Commandant or an adjudicator, are conducted in non-intimidating surroundings in a clear and fair manner.• Charge hearings are always properly written out and recorded.• Findings and punishments are made fairly and consistently based on the evidence available. Mitigating circumstances are considered.• Disciplinary procedures and data on charges are monitored routinely and there are quality control measures in place. Monitoring includes all protected characteristics and any emerging trends are identified and acted on if necessary. Data on charges is also monitored by the Independent Monitoring Board.	BOP 30; EPR 9, 56–60; SMR 27, 29, 30, 35

20. Detainees subject to disciplinary procedures understand the charges and procedures they face.

Indicators	References
<ul style="list-style-type: none">• All detainees facing serious charges are seen by the Commandant, Company Commander or an independent adjudicator within the relevant timeframe, dependent on the type of charge.	BOP 30; CRPD 9, 21; EPR 30.1, 38, 59, 61;

- All detainees facing disciplinary charges are given time to prepare their case and can access legal advice/representation, where applicable. SMR 30(2, 3), 51(2)
- Information on the different disciplinary procedures is available to detainees in a format and language they can understand.
- During charge hearings detainees are provided with materials to make notes.
- Detainees play an active role during charge hearings.
- Findings and punishments are explained fully to the detainee.
- Detainees are made aware of the appeals procedure during their charge hearing.

Cross reference with: the staging system; equality and diversity.

Expectations – The use of force

21. Detainees will only be subject to force which is legitimate, used as a last resort and subject to rigorous governance.

Indicators	References
<ul style="list-style-type: none"> • All staff are trained in and promote de-escalation techniques. • Any incidents of force are properly authorised and correctly and comprehensively recorded. • Use of force is monitored by the centre and any emerging patterns are identified and acted on. Monitoring includes all protected characteristics, as well as the location and the range of detainees and staff involved. • Handcuffs are only used when there is evidence to support their use and with the proper authority. • Video cameras are used to record planned interventions and recordings are promptly reviewed. • The authorisation for staff wearing personal protective equipment (PPE) to manage detainees is made on an individual basis each day by a senior manager. The use of PPE is monitored. 	BOP 6; BPUF 1, 4, 5, 15, 20; CAT 11, 16; CCLEO 3; DPT 6; ECHR 3, 8; EPR 49, 64–66, 68.2; SMR 27, 33, 54(1, 2)

22. When detainees are physically restrained, it is for the minimum amount of time necessary, by trained staff using approved techniques. Following restraint, detainees are appropriately monitored and supported.

Indicators

- An appropriately qualified health service professional attends all planned control and restraint (C&R) removals occurring within normal hours.
- Detainees subject to spontaneous C&R procedures or those outside normal hours are seen by an appropriately qualified health service professional as soon as possible after force is removed.
- Use of force documentation is routinely scrutinised by a senior custody officer to ensure force is a last resort measure and lawful.

References

BOP 6;
 BPUF 1, 5,
 15, 18–20;
 CAT 10, 16;
 CCLEO 3;
 ECHR 3, 8;
 EPR 43, 49,
 64–66, 68.3;
 SMR 27, 33,
 34, 47(2, 3),
 54(1, 2)

23. Detainees are located in special or unfurnished accommodation, or placed in mechanical restraints or anti-ligature clothing, only as a last resort and are subject to measures which protect their human dignity.

Indicators

- The use of special accommodation and mechanical restraints is properly authorised, as a last resort, and only until the detainee is no longer violent and refractory.
- Initial authorisation is for a period not exceeding two hours, and any period thereafter is authorised by the Commandant.
- Detainees are always released as soon as it is no longer justified and are seen by a health service professional.
- The use of any accommodation from which normal furniture has been removed or in which a person is held in anti-ligature clothing, is authorised and recorded as use of special accommodation.
- Detainees are not automatically strip searched or deprived of their normal clothing on placement into special or unfurnished accommodation. In circumstances where such actions prove necessary, reasons are recorded and normal clothing is returned at the earliest opportunity.

References

BOP 1, 6;
 BPTP 1;
 BPUF 5;
 ECHR 3, 8;
 EPR 1, 39,
 43, 47.2, 49,
 51, 53, 68;
 ICCPR 10(1);
 RTWP 19–21;
 SMR 27, 33,
 34

- Suicidal or self-harming detainees are only held in unfurnished accommodation in exceptional circumstances, and after all other methods, including continuous engagement, have failed.
- Monitoring of detainees in special or unfurnished accommodation is carried out at frequent and irregular intervals at a minimum of every 15 minutes unless more frequent checks are authorised. A full record of monitoring checks is maintained.

Cross reference with: suicide and self-harm.

Expectations – Service Custody Platoon

24. Detainees are kept safe at all times while held in the Service Custody Platoon (SCP) and individual needs are recognised and given proper attention.

Indicators	References
<ul style="list-style-type: none"> • The design and build of the SCP is suitable for its purpose and offers well maintained and clean facilities. 	BOP 1; BPTP 1, 7;
<ul style="list-style-type: none"> • Detainees are received into the SCP with the proper authorisation and are located there for appropriate reasons. A safety risk assessment is completed by a member of health care staff within two hours of segregation. 	CAT 11, 16; DPT 6; EPR 1, 3, 18.1–2, 18.10, 19.1,
<ul style="list-style-type: none"> • Detainees in the SCP are searched thoroughly and respectfully. Strip searches are only conducted where the need has been identified through risk assessment. 	43.2–3, 49, 51.1–2, 53.1–2, 53.4, 54;
<ul style="list-style-type: none"> • There are effective governance and monitoring arrangements for segregation and the temporary separation of detainees, including the use of ‘calm down rooms’, to ensure proper oversight of the use and length of temporary separation. 	ICCP 10(1); RTWP 19–21;
<ul style="list-style-type: none"> • The centre and staff culture support the aim of individual management and care for segregated detainees and staff are aware of the policy and governance arrangements relating to the temporary separation of detainees. 	SMR 10–14, 57

25. Detainees are held safely and decently in the SCP for the shortest possible period and helped to return to normal location at the earliest opportunity.

Indicators

References

- | | |
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| <ul style="list-style-type: none"> • A detainee’s segregation status is reviewed within 72 hours and then at least weekly by a multidisciplinary review group, chaired by the Commandant. Review timings are determined at the initial review and take account of individual circumstances. • Segregated detainees are actively involved in the review process. • Staff attending review boards offer individual contact with the detainee between reviews and are aware of the detainee’s individual needs. • Detainees placed in close confinement are able to speak to the Commandant out of the hearing of staff. • Detainees have daily access to a senior custody officer, padre and a health services professional, in private if requested, and a record of these visits is maintained. A member of the Independent Monitoring Board team visits at least once a week. • All disciplines of staff having contact with a detainee in the SCP record relevant details of their contact in individual and company detainee files/detainee assessment records. • Segregated detainees who have been assessed as meeting the criteria for transfer to a secure psychiatric facility under the Mental Health Act do not wait more than 14 days for such a move. In the meantime they are supported by mental health services staff. • All detainees in segregation under Rule 59 of Service Custody and the Service of Relevant Sentences Rules 2009 are allocated a named custody officer within 24 hours of arrival who acts as a caseworker and makes daily records of the detainee’s behaviour on individual record sheets and/ or monitoring forms. Custody staff from the detainee’s company line maintain regular contact to facilitate their return. • Staff are aware of the policy relating to segregation and temporary separation of detainees and related governance arrangements. | <p>BOP 24;
EPR 9, 12,
39, 43.2–3,
46.1, 47, 49,
51.1, 51.4–5,
52.2, 53,
60.5, 74,
93.1;
SMR 27,
36(1), 41(2,
3), 57, 82</p> |
|--|---|

Cross reference with: health services; equality and diversity.

26. Detainees held in the SCP understand why they are there, the rules and routines of the SCP and how to access services.

Indicators	References
<ul style="list-style-type: none"> • Detainees are informed of the reasons for their segregation in writing, in a format and language they can understand. • Detainees are provided with details of the regime and routines that operate in the SCP in a format and language they can understand. • Detainees are told what is expected of them while they are held in the SCP and what they need to do in order to return to their company lines. This is translated into specific, measurable, achievable, realistic and time-bounded targets of which detainees are aware. 	<p>EPR 30.1–2, 38.1, 38.3, 59(a); SMR 30(2, 3)</p>

27. Detainees are encouraged and enabled to access a range of purposeful activities during their time in the SCP. Detainees within the SCP have access to the same range of activities, facilities and services as detainees on company lines.

Indicators	References
<ul style="list-style-type: none"> • Equal access to activities, facilities and services include: <ul style="list-style-type: none"> - telephone and visits - showers and outside exercise - canteen and approved property (unless temporarily applied as a disciplinary charge punishment) - the staging system (for detainees under sentence only) - earned remission (for detainees under sentence only and only for sentences over 90 days) - meals. • Detainees are provided with appropriate activities to occupy and stimulate them in their rooms. Detainees located in the SCP long-term have a care plan put in place to prevent psychological deterioration. • Within constraints of security and good order, detainees have reasonable access to activities, which include: <ul style="list-style-type: none"> - the library - education - vocational training 	<p>BPTP 6, 8; EPR 19.4, 22, 24.1–2, 25.1–3, 26.2, 26.11, 27, 28.1, 28.5, 29.2, 43.2, 49, 51.1; RTWP 23, 26; SMR 6(2), 13, 20, 21, 37, 40, 42</p>

- work, education and/or military training
- religious services
- offending behaviour programmes (for DUS).
- Detainees are granted access to mainstream activities where a risk assessment allows, and phased returns are introduced at the earliest opportunity to encourage detainees to return to company lines.
- Detainees have access to outside exercise together, subject to appropriate risk assessment.

Substance misuse

Detainees with drugs and/or alcohol problems are identified at reception and receive effective treatment and support throughout their detention.

Expectations

28. Detainees dependent on drugs and/or alcohol receive clinical treatment which is safe, effective and meets individual needs.

Indicators	References
<ul style="list-style-type: none">• Drug and/or alcohol dependent detainees are provided with first night treatment following screening and testing by an appropriately trained individual. Subject to confirmation, existing prescribing regimes are continued or equivalents provided.• Specialist staff complete a comprehensive assessment the day after a detainee's arrival to determine a suitable stabilisation or detoxification programme.• Prescribing regimes are flexible, conform to national clinical guidelines, adequately meet the needs of drug or alcohol dependent detainees, and are provided by specialist staff in a safe environment.• Detainees are actively involved in the care planning and review process.• Specialist dual diagnosis services are provided for detainees who experience both mental health and substance-related problems.• A range of effective alcohol, drug and tobacco avoidance strategies are in operation.	EPR 40.1, 40.5, 42.1, 42.3(d, j); 47.2; ICESCR 12; RTWP 15; SMR 24, 49(1), 69

Cross reference with: health services.

29. Detainees have prompt access to a range of psychosocial interventions and services, which are consistent with the assessed needs of the population.

Indicators	References
<ul style="list-style-type: none">• An effective drug and alcohol strategy is in place which shapes service provision. The drug and alcohol strategy is accompanied by a detailed action plan and informed by the needs analysis, which includes specific outcome-focused targets and clear accountabilities.	EPR 40.1–2, 40.5; RTWP 15

- A multi-agency drug and alcohol committee feeds into, implements and monitors the strategy and ensures joint working between service providers.
- Detainees are informed of drug and alcohol services at the beginning of and throughout their time detained and are encouraged by all staff to seek help according to their needs.
- Detainees, including those with alcohol problems, have prompt access to a range of psychosocial interventions which meet their identified need.
- Psychosocial interventions are integrated with clinical treatment.
- Drug and alcohol programmes are appropriate to the requirements of the particular population, taking account of drug/alcohol use, length of time in detention and all protected characteristics.
- Detainees can gain additional support through peer mentoring schemes and self-help groups.
- Detainees are able to participate in compact-based drug testing programmes where available, and those who choose not to be are not discriminated against. Appropriate testing arrangements are in place.

Cross reference with: sentence management and planning; reintegration planning.

HM Inspectorate of Prisons
EXPECTATIONS

Section 2: **respect**

Detainees are treated with respect for their human dignity.

- Company lines
- Staff-detainee relationships
- Equality and diversity
- Faith and religious activity
- Complaints
- Legal rights
- Health services
- Catering
- Purchases

Company lines

Detainees live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions. Detainees are aware of the rules and routines of the centre which encourage responsible behaviour.

Expectations

1. Detainees live in a safe, clean and decent environment which is in a good state of repair and fit for purpose.

Indicators	References
<ul style="list-style-type: none">• Dormitories/rooms and communal areas are light, well decorated and are fit for purpose. Accommodation is properly certified. Detainees have their own bed, chair and lockable cupboard and provision for the storage of personal belongings is adequate. All toilets have lids and are screened, and in shared dormitories toilets/washing facilities are screened. Dormitories/rooms and communal areas:<ul style="list-style-type: none">- are free of ligature points where possible, or managed dynamically- look and smell clean- free from graffiti and offensive displays- are in good decorative order- are of a suitable temperature with heating facilities- are well ventilated, either naturally or by a system that is not oppressively noisy- are well lit, including adequate provisions of natural daylight. Night time light is at a level that allows detainees to sleep while ensuring safety.• Detainees have access to drinking water, a toilet and washing facilities at all times.• Company lines are as calm and quiet as possible at night to enable rest and sleep.• There are sufficient telephones and access is managed so that all detainees can use the telephones once a day.• Telephones are located in quiet areas with effective privacy hoods.• Notices are displayed in accessible and suitable ways for the detainee population.	<p>BOP 1, 6; BPTP 1; ECHR 3, 8; EPR 1, 18.1–2, 19.1–3, 21, 22.5, 24.1; ICCP 10(1), 17; RTWP 26; SMR 10–12, 14, 19, 20(2), 37; UDHR 12</p>

Cross reference with: equality and diversity.

2. Detainees feel safe in their company lines, both dormitories and communal areas.

Indicators

- Female detainees resident in company lines are held in separate accommodation units to men and effective safeguards are in place to ensure all detainees are kept and feel safe.
- Female detainees have the opportunity to engage in appropriate activities with the general detainee population under staff supervision, subject to robust risk assessment and management.
- A formal, recorded risk assessment process for dormitory sharing is in place to ensure the safety of detainees, and that their individual needs are met. Risk assessments are monitored and reviewed accordingly.
- Detainees' communal areas meet the needs of the detainee population and are effectively supervised by staff.
- All detainees have access to an in-room emergency call bell that works and is responded to within five minutes.

References

BOP 1;
BPTP 1;
EPR 16(c),
18.5–8,
18.10;
SMR 8, 9(2),
67

Cross reference with: bullying and violence reduction; equality and diversity.

3. Detainees are encouraged, enabled and expected to keep themselves, their dormitories/rooms and communal areas clean.

Indicators

- Detainees have access to communal baths and showers and communal and dormitory/room toilets, in private.
- Detainees have access to necessary supplies of their own personal hygiene items and sanitary products.
- Detainees are able to shower or bath daily, and immediately following physical exercise or work, and before visits.
- Freshly laundered bedding is provided for each new detainee on arrival and then on at least a weekly basis.

References

BOP 6;
ECHR 3, 8;
EPR 19.4–7;
ICCPR 17;
RTWP 5;
SMR 12, 13,
15, 16, 19;
UDHR 12

Cross reference with: escorts and transfers; equality and diversity.

4. Detainees understand how to apply for available services, and are able to do so easily.

Indicators

- Staff and detainees are encouraged to resolve applications informally, wherever possible, before making a formal, written application.
- Information on accessing services is provided in a format and language that detainees can understand and is publicised prominently across the centre.
- Detainees can easily and confidentially access and submit an application form.
- All applications, whether formal or informal, are dealt with fairly and responded to promptly, with either a resolution or a comprehensive explanation of future action. Applications to the Service Visiting Officer (SVO) and Independent Monitoring Board are heard once a week.
- Detainees receive responses to their applications that are respectful, easy to understand and address the issues raised.
- Formal application responses are signed and dated by the respondent.
- There are effective and thorough quality assurance arrangements in place.

References

EPR 30.1,
56.2, 70.1–3;
SMR 35, 36

5. Detainees are fully aware of and understand the rules and routines of the centre which, when applied, encourage responsible behaviour.

Indicators

- Local rules and routines are publicised prominently throughout all company lines.
- Information is easily accessible, on arrival to the centre, via induction and throughout the duration of a detainee's detention. Rules and routines are provided in a format and language they can understand.
- Rules and routines are applied openly, fairly and consistently, with no discrimination.
- Rules and routines are reviewed and quality assured regularly.
- Staff use only the level of authority necessary to ensure a detainee's compliance with the rules. When rules are breached, staff take time to explain how and why to the detainee concerned.

References

BOP 5;
BTPP 2;
CRPD 9, 21;
EPR 13, 30.1,
38.1, 38.3,
102.1;
RTWP 2;
SMR 6(1), 35,
51(2)

- When decisions are conveyed to detainees, appeal arrangements are explained and made available.

Cross reference with: early days in detention; complaints; the staging system; disciplinary procedures; equality and diversity.

6. Detainees can maintain contact with the outside world through regular and easy access to mail, telephones and other communications.

Indicators

References

- | | |
|--|---|
| <ul style="list-style-type: none"> • Detainees can send up to one letter a week at public expense and as many letters as they can afford. No restrictions are placed on the number of letters that can be received. • Detainees' outgoing mail is posted within 24 hours (48 hours when received on Saturday) and incoming mail is received by detainees within 24 hours of arrival at the centre, including registered and recorded mail. • Detainees' mail is only opened to check for unauthorised enclosures or to carry out legitimate or targeted censorship. • Legally privileged correspondence is not opened by staff, with the exception of the Commandant in specified circumstances (Service Custody and Service of Relevant Sentence Rules 2009, rule 19). • Detainees have daily access to telephones and calls are charged at the cheapest possible national and international rates. • Detainees can conduct their telephone calls in private. • Detainees on stage 1B are entitled to one free 10 minute telephone call a week. Detainees on all other stages are entitled to a total of 30 free minutes a week. • Detainees are provided with electronic mail, where applicable. | <p>BOP 18;
ECHR 8;
EPR 24.1–2,
24.5;
ICCPR 17;
RTWP 26;
SMR 37;
UDHR 12</p> |
|--|---|

Cross reference with: equality and diversity.

7. Detainees have enough clean clothing of the right kind, size, quality and design to meet individual needs.

Indicators

References

- | | |
|--|--------------------------------|
| <ul style="list-style-type: none"> • Detainees have the correct scales of clothing. • Civilian detainees are provided with land combat clothing. | <p>EPR 20.3;
SMR 17(2)</p> |
|--|--------------------------------|

- Detainees have at least weekly access to laundry facilities to wash and iron their clothes.
- Detainees have access to clean clothes in between laundry times if any clothing they are wearing becomes soiled or dirty.

8. Detainees' property held in storage is secure, and detainees can access their stored property on request.

Indicators	References
<ul style="list-style-type: none"> • The amount of property in possession and storage that detainees are allowed takes account of individual needs. • Detainees can receive parcels and any unauthorised articles received are held in secure storage and returned to the detainee on release. • Detainees are able to access their stored property by application on reaching stage 3 of the staging system and on release. • Detainees are fairly compensated for clothing and possessions lost in storage. 	<p>ECHR Protocol 1(1); EPR 31.1–4, 31.7; SMR 43; UDHR 17</p>

Staff-detainee relationships

Detainees are treated with respect by staff throughout the duration of their detention, and are encouraged to take responsibility for their own actions and decisions.

Expectations

9. Detainees are treated with humanity and respect for their human dignity at all times. Relationships between detainees and staff are positive and courteous.

Indicators

- Staff and detainees are always fair and courteous in their day to day dealings with one another.
- Staff set a personal example in the way they carry out their duties at all times.
- Staff are sensitive to the hierarchical boundaries which may hinder communication between staff and detainees and support detainees who find it difficult to talk to staff of a higher rank.
- Staff positively engage with detainees at all times and positive interaction between staff and detainees is encouraged by the senior custodial team. Senior custodial staff lead by example and regularly engage with detainees on company lines.
- When staff need to relay sensitive or unwelcome news to detainees, this is done in private and with compassion.
- Staff treat detainees' rooms and possessions with respect, subject to constraints and the smooth running of the centre.
- Staff address detainees using their DB number, surname or title and never use insulting nicknames or derogatory or impersonal terms.

References

BOP 1, 5, 6;
BPTP 1, 2;
CCLEO 2;
ECHR 3, 8;
EPR 1, 13,
49, 72, 74,
75;
ICCP 7,
10(1), 17;
SMR 6,
46(1), 48;
UDHR 5

10. Detainees are encouraged and supported to take responsibility for their actions and decisions.

Indicators

- Detainees are enabled and encouraged to take responsibility for their own needs and activities.
- Detainees are encouraged by staff to engage in all activities and routines, supporting punctuality, attendance and responsible behaviour.

References

EPR 5, 27.6,
50, 87.1,
102.1;
SMR 48,
60(1), 65

- Detainees are effectively consulted about the routines and facilities of company lines. Detainees are informed of the outcome of the consultation and provided with justifiable reasons for any decisions made.
- Inappropriate conduct by detainees is challenged.
- Detainees can challenge decisions appropriately and are confident that their views are taken seriously.

11. Detainees have identified company line staff they can turn to for support who are aware of their individual needs. Company line staff work collectively to inform decisions about detainees and to develop a comprehensive view of individual circumstances to help with effective resettlement.

Indicators

References

- Detainees have nominated company line staff they can turn to as an initial point of contact for support or to resolve problems in the centre.
- Day to day work with individual detainees is informed by a detailed and comprehensive knowledge of that detainee's circumstances, behaviour and resettlement needs.
- Company line staff know the personal circumstances of detainees and are open to contact with detainees' families and encourage appropriate links with them.
- Staff, including senior custodial staff, provide input and advice on all matters relating to detainees.
- External and internal service providers are used effectively to help meet the specific needs of individual detainees.
- There is a consistent, accurate and regular chronological record of contact with detainees, identifying any significant events affecting them.
- Entries are balanced and detailed and indicate interaction.
- Staff can easily access information relating to individual detainees which is based on comprehensive and up to date information about the detainee's needs.
- Where necessary, vulnerable/self-harming detainees have care plans which feed into weekly reports and are regularly monitored.

EPR 7, 50,
51.2, 74, 75,
83(b), 87;
SMR 48, 80,
81

Cross reference with: the staging system; sentence management and planning.

Equality and diversity

The centre demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no detainee is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality.

Expectations – Strategic management

12. The centre demonstrates strong leadership in delivering a coordinated approach to eliminating all forms of discrimination and ensures that no detainee or group is unfairly disadvantaged.

Indicators	References
<ul style="list-style-type: none">• The centre actively identifies detainees from minority groups. Particular attention is given to:<ul style="list-style-type: none">- the parent service- female detainees- young detainees (under 18).• The centre has an equality and diversity policy in place that outlines how the needs of all groups within the centre will be recognised and addressed.• The Commandant leads by example in promoting equality and diversity and the commitment from staff that is necessary to tackle all forms of discrimination.• Staff identify and take appropriate action to minimise all forms of discrimination or disadvantage. This includes an awareness of multiple inequalities and dual discrimination.• There is regular and effective input by external community representatives.• Detainees know how to report an incident and are supported to do so. Detainees have confidence in the incident reporting system and are safe from any repercussions.• Responses to complaints are timely and deal directly with the detainee's concerns, while protecting the complainant's anonymity as far as possible.• Discriminatory language and conduct is challenged.	<p>BOP 1, 5, 7, 33; BPTP 1, 2, 3; CAT 11–13, 16; CEDAW 2; CERD 2; CRC 2, 3; CRPD 5; DEDRB 2; DPT 6, 8, 9; EPR 1, 8, 13, 34.1, 38, 70, 72, 75, 81; ICCPR 2(1); PEIDT 2; RTWP 25(1), 54; SMR 6, 27, 35, 36, 46(1), 47(2, 3), 48, 50(1)</p>

- Allegations and incidents are treated consistently and investigated thoroughly, with external validation of the quality and integrity of the process. Incidents are routinely reported and patterns/trends are identified, discussed in a multidisciplinary forum involving senior custodial staff and detainees, and lead to actions which are monitored for success.
- There are effective interventions in place to deal with both the victim and the perpetrator (cross reference with violence reduction).
- The centre is meeting its legal obligation under the Equality Act 2010.

13. Detainees are aware of how the centre fosters good relationships, promotes equality and diversity, and how to obtain support.

Indicators	References
<ul style="list-style-type: none"> • Detainees know the identity of relevant equality diversity representatives covering each protected characteristic, where necessary, and are able to contact them easily. • Information concerning access to services is provided in a language and format that detainees understand. • Displays and other materials are used throughout all areas of the centre to portray images that reflect the diversity of the population and the Armed Services/wider community. • Detainees are made aware of behaviour and language that is unacceptable through a well publicised policy. • Where there are small numbers of individuals from a parent service or minority groups, one to one support is easily accessible. • External support groups and networks are effectively promoted and detainees are helped to make contact with them. 	<p>CRPD 8; EPR 7, 30.1, 38.1, 38.3; SMR 35, 51(2), 80, 81</p>

14. Staff promote a respectful and safe environment, in which each of the distinct diversity characteristics of detainees is recognised and addressed with respect and dignity.

Indicators	References
<ul style="list-style-type: none"> • Staff are effectively trained in promoting and modelling awareness of equality, enabling them to anticipate and address the needs of a diverse population. 	<p>BOP 1, 5; BPTP 1–3;</p>

- | | |
|--|---|
| <ul style="list-style-type: none"> • All staff demonstrate awareness and commitment to the centre's equality and diversity objectives and are able to show how they incorporate these into their day to day working. • A named person has overall responsibility for equality and diversity. • Staff lead by example, promoting equality and diversity by active engagement with all detainees. | EPR 1, 13, 75, 76, 81;
ICCPR 10(1);
SMR 6, 47(2, 3), 48 |
|--|---|

15. Detainees play an active role in eliminating all forms of discrimination and are consulted frequently to strengthen and support the elimination of discrimination.

Indicators

References

- | | |
|---|--------------------------------|
| <ul style="list-style-type: none"> • Through regular consultation meetings and surveys, detainees are able to raise issues on any aspect of equality. • Equality representatives are able to develop their roles to support other detainees, where necessary. • Where possible, detainees have access to staff and outside agencies to answer queries and seek advice. • Where possible, a recognised peer support scheme is place for detainees with a range of diverse needs. | EPR 50, 87.1, 102.1;
SMR 65 |
|---|--------------------------------|

Faith and religious activity

All detainees are able to practise their religion fully and in safety. The chaplaincy plays a full part in centre life and contributes to detainees' overall care, support and resettlement.

Expectations

16. Detainees are enabled and encouraged to practise their religion fully and in safety. Different religious faiths are recognised and respected.

Indicators	References
<ul style="list-style-type: none">• All detainees have access to corporate worship/faith meetings each week and access to chaplains of their faith in private, when requested.• Detainees know the timings of religious services and these are well advertised. Timings are appropriate to the different religions.• Regime activities are arranged so that detainees are able to attend corporate worship.• Chapels, multi-faith rooms and worship areas are equipped with facilities and resources for all faiths and are accessible for all detainees to allow contemplation, reflection and prayer.• Detainees are able to attend classes and groups in addition to corporate worship for the purposes of nurturing faith.• Alternative or additional provisions are made where it is deemed unsuitable for detainees to attend religious services.• Detainees are able to obtain, keep and use artefacts that have religious significance, provided they do not pose a risk to safety or security.• Searches of staff, visitors, detainees and their property are conducted in a religiously and culturally sensitive manner.• Detainees are able to celebrate all major religious festivals and these are actively promoted to all detainees.• Monitoring of the different religions in the detainee population is comprehensive, accurate and reviewed regularly to shape service provision.	<p>BPTP 3; DEDRB 1, 6; DRM 2–4; ECHR 9; EPR 29, 54; ICCP 18, 27; RTWP 19–21; SMR 6(2), 41, 42, 78; UDHR 18</p>

Cross reference with: equality and diversity; children, families and contact with the outside world.

17. Detainees are fully supported by the chaplaincy, which contributes to detainees' overall care, support and resettlement.

Indicators	References
<ul style="list-style-type: none"> • Chaplains are able to provide support and access to appropriate services for detainees who have experienced bereavement or loss. • Chaplains demonstrate religious tolerance and cooperation with one another. • Chaplains work closely with other staff in the centre for the benefit of detainees. • Chaplains establish and maintain links with faith communities outside the centre according to detainees' individual needs. • Chaplains are consulted about detainees they are involved with, at appropriate times, for example when sentence plans are reviewed. 	<p>EPR 7, 87.1, 107.4; SMR 41, 80</p>

Cross reference with: bullying and violence reduction; equality and diversity; reintegration planning.

Complaints

Effective complaints procedures are in place for detainees, which are easy to access and use and provide timely responses. Detainees feel safe from repercussions when using these procedures and are aware of an appeal procedure.

Expectations

18. Detainees have confidence in complaints procedures, which are effective, timely and well understood.

Indicators	References
<ul style="list-style-type: none">• Detainees are encouraged, where appropriate, to solve areas of dispute informally, before making official complaints.	BOP 7, 29(2), 33;
<ul style="list-style-type: none">• All complaints, whether formal or informal, are dealt with fairly and responded to promptly, with either a resolution or a comprehensive explanation of future action.	CAT 11, 13, 16; DPT 6, 8;
<ul style="list-style-type: none">• Detainees receive responses to their complaints that are respectful, easy to understand and address the issues raised. Complaints are signed and dated by the respondent.	EPR 30.1, 56.2, 70, 87.1;
<ul style="list-style-type: none">• Responses are evidence-based, factual and fair.	OPCAT
<ul style="list-style-type: none">• Detainees feel and are able to ask for help in completing their complaint and in copying relevant documentation.	20(d); PEIDT 2, 5(b);
<ul style="list-style-type: none">• Complaints deemed urgent by detainees are fully assessed and responded to.	SMR 35(1), 36
<ul style="list-style-type: none">• An effective monitoring system is in place to analyse complaints (both upheld and refused) each month, by all the protected characteristics and more widely to identify patterns and make any appropriate changes.	
<ul style="list-style-type: none">• Detainees are consulted regularly concerning the internal complaints system to monitor and maintain confidence in the system.	
<ul style="list-style-type: none">• Information about complaints, including how to access the Independent Monitoring Board (IMB) and the Service Complaints Commissioner, is reinforced through notices and posters displayed prominently across the centre in a range of formats (cross reference with: bullying and violence reduction).	
<ul style="list-style-type: none">• All detainees know how to contact members of the IMB and the Service Visiting Officer (SVO) and can do so in confidence.	

- There is an effective and thorough quality assurance system in place.

Cross reference with: equality and diversity; staff-detainee relationships.

19. Detainees feel safe from repercussions when using complaints procedures and are aware of the appeal procedure.

Indicators

References

- | Indicators | References |
|---|--|
| <ul style="list-style-type: none"> • Detainees are not pressurised to withdraw any complaints. | BOP 7, 33; |
| <ul style="list-style-type: none"> • Detainees who make complaints against staff and/or other detainees are protected from possible recrimination. Protection measures are in place and put into practise. | CAT 13, 16;
EPR 70; |
| <ul style="list-style-type: none"> • Complaints against staff are taken seriously and restrictions on involvement from staff who are the subject of the complaint are implemented where necessary. | PEIDT 2, 3(b);
RTWP 7(3),
25(1); |
| <ul style="list-style-type: none"> • Complaints are investigated by staff at an appropriate level. | SMR 36(3) |
| <ul style="list-style-type: none"> • Detainees know how to appeal against decisions. Appeals are dealt with fairly and responded to within seven days. | |
| <ul style="list-style-type: none"> • Detainees receive help to pursue complaints and grievances with the centre management, independent Service Visiting Officer (SVO) and Service Complaints Commissioner, if they need to. | |

Legal rights

Detainees are fully aware of and understand their sentence or detention, following their arrival to the centre and on release. Detainees are supported by the centre staff to freely exercise their legal rights.

Expectations

20. Detainees are informed of and understand their sentence or detention, including the opportunities and terms of release back into the Services or the community.

Indicators	References
<ul style="list-style-type: none">• All detainees can readily access effective advice from trained legal services staff and are referred to specialist practitioners if necessary. Available advice or referral schemes include, but are not limited to:<ul style="list-style-type: none">- financial advice, including the immediate and long-term consequences of detention and possible imprisonment- implications of detention for other service-related benefits- detainees not under sentence- Armed Services law, including disciplinary proceedings, detention and discharge.• Detainees understand their sentence, including the opportunities for and terms of automatic and earned remission.• Detainees who will be discharged from Armed Services at the end of their sentence understand the terms of their discharge.• Detainees are provided with verbal and written information about childcare proceedings and how to access advice services in relation to their parental rights and children's welfare.	BOP 11, 13, 17, 18; BPRL 5; CRC 5, 9(3); ECHR 5(4); EPR 23, 24.5, 30.3, 98

Cross reference with: learning and skills and work activities; reintegration planning; equality and diversity.

21. Detainees are supported by the centre staff to freely exercise their legal rights.

Indicators	References
<ul style="list-style-type: none"> • Staff are proactive in enabling detainees to pursue their legal rights, and no formal or informal sanctions operate to deter detainees from doing so. • Legal services staff have ready access to telephones, faxes, printers and computers with internet access. Staff use the community legal advice website. • Detainees can telephone the community legal advice helpline, free of charge. • Detainees can freely and confidentially communicate with their lawyers by telephone, fax and letter. • Letters from lawyers to detainees remain confidential and are not opened by centre staff. • Detainees requiring help with reading/writing legal correspondence are offered help. • Private legal visits are permitted, and suitable facilities are provided to accommodate them. • Detainees who are eligible to vote are registered on the electoral register. Eligible detainees not on the electoral register are given help to register. Eligible detainees can receive campaigning material and political manifestos in advance of election day. Arrangements are made to ensure all eligible detainees can freely exercise their right to vote. • The importance of civic responsibility is effectively promoted to, and understood by, all detainees. 	<p>BOP 13, 17, 18; BPRL 5, 8; ECHR Protocol 1(3); EPR 23, 24.11, 59(c), 70.7, 98; ICCPR 25; SMR 35, 93; UDHR 21</p>

Cross reference with: learning and skills and work activities.

Health services

Detainees are cared for by a health service that assesses and meets their health needs while in the centre and which promotes continuity of health and social care on release. The standard of health service provided is equivalent to that which detainees could expect to receive elsewhere in the Armed Services/community.

Expectations – Governance arrangements

22. Detainees are cared for by a health service that accurately assesses and meets their health needs while in the centre and which promotes continuity of health and social care on release.

Indicators	References
<ul style="list-style-type: none">• Health services are informed by the assessed needs of the detainee population and are planned, provided and quality assured through integrated working between the MCTC and the Army primary health care services (APHCS).• The commissioning arrangements adhere to Department of Health quality and regulatory frameworks.• Serious and untoward incidents are reported and monitored.• Services promote wellbeing and meet the health and social care needs of the population.• There is a partnership board that includes representatives of all health care providers.• There is a patient forum that is representative of the current centre population.• Clinical governance arrangements are in place, which include the management and accountability of staff.• Staffing levels and skills mix, throughout the 24-hour period, include appropriately trained medical, nursing, administrative, and other allied health professionals or specialist staff to reflect detainees' needs.• Detainees are treated by staff who receive ongoing training, supervision and support to maintain their professional registration, where appropriate, and continue their professional development. Staff credentials are regularly checked (registration, Criminal Records Bureau, etc).• There is evidence of treatment plans for patients which reflect national clinical guidance. Such treatment plans are evidence-based and subject to clinical audit.	<p>BOP 24; CAT 11, 16; DPT 6; EPR 16(a), 39–43, 46, 50, 81, 87.1, 89.1; ICESCR 12; RTWP 6, 8, 14, 17; SMR 22, 24, 25, 47(3)</p>

- Systems are in place for prevention of communicable diseases. In the event of an outbreak of a communicable disease, the response is prompt and effective, in liaison with local NHS services, including the identification and tracing of contacts.
- Information sharing protocols exist with appropriate agencies to ensure efficient sharing of relevant health and social care information. The Care Quality Commission have registered all health care providers.

23. Detainees benefit from health services which are safe and accessible and which maintain decency, privacy and dignity and promote their wellbeing.

Indicators	References
<ul style="list-style-type: none"> • All detainees have equity of access to health services. • All rooms used for health services are fit for purpose and have appropriate infection control measures. Monitoring arrangements are in place. • Patients receive health services that are not unnecessarily restricted by security/regimental procedures. • There are arrangements in place to ensure detainees have rapid access to emergency services. • Patient safety during clinical activity requiring specialist equipment meets standards laid down by regulatory bodies. All equipment (including the resuscitation kit) is regularly checked and maintained and staff understand how to access and use it effectively. • There are effective arrangements in place to gain and review detainees' consent and act on it, while ensuring the detainee's capacity to understand. 	<p>BOP 1, 5, 6; BPTP 1–3, 9; ECHR 3, 8; EPR 1, 3, 5, 13, 18.1, 19.1, 39–41, 43, 72.1, 102.2; ICCPR 10(1), 17; ICESCR 12; PME 1; PPPMI 1(2), 11, 20; RTWP 10, 18; SMR 6, 10, 24, 27</p>
Cross reference with: security.	

24. Patients are treated with respect in a professional and caring manner which is sensitive to their diverse needs, by appropriately trained staff.

Indicators	References
<ul style="list-style-type: none"> • Health care staff introduce themselves to new detainees on company lines and wear identification that clearly displays their name and status. • There are formal arrangements between the centre and health services for the identification and safeguarding of children at risk. 	<p>BOP 5(2); CRC 3, 19; EPR 7, 8, 41, 81.3; RTWP 10</p>

- Specific training is undertaken by all health services staff who work with Service personnel, including how to recognise the signs of mental health problems and how to identify social care needs. This includes training for learning disabilities, depression and post-traumatic stress disorder.
- Detainees are informed of and can see a doctor or practitioner of their own gender and are aware that they can request this service.
- There are formal arrangements with local health and social care agencies for the loan of occupational therapy equipment and specialist advice to ensure patients and detainees are able to access mobility and health aids, where required.

Cross reference with: equality and diversity; children protection and child welfare; company lines.

25. Detainees are aware of the centre health services available and how to access them.

Indicators	References
<ul style="list-style-type: none"> • Detainees are given information about centre health services, in a format and language they can understand, which explains how to access services (cross reference with: early days in detention). • Detainees know how to comment/complain about their care and treatment and are supported to do so when necessary. • Detainees who make complaints against staff and/or other detainees are not discriminated against and are protected from possible recrimination. • Responses to complaints are timely, easy to understand, are dealt with by a health professional and deal directly with the detainee's concerns. 	<p>BOP 7, 33; CAT 13; 16; CRPD 9, 21; DPT 8; EPR 30.1, 38.1, 38.3, 70; PEIDT 3(b); PPPMI 21; RTWP 7(3); SMR 35, 36</p>
Cross reference with: complaints.	

26. All detainees receive information about health promotion and the control of communicable diseases.

Indicators	References
<ul style="list-style-type: none"> • Detainees have access to disease prevention programmes and screening programmes that mirror Service requirements/ national and local campaigns. 	<p>ICESCR 12; RTWP 14, 17;</p>

- Health promotion includes information on optimising physical health including oral health and mental health/wellbeing. SMR 15, 17(2), 78
- Detainees are informed about blood-borne viruses and other problems that may arise from substance use, and are given access to specialist services.
- Detainees have access to age-appropriate screening programmes, and immunisation and vaccination programmes.
- Barrier protection is freely available to all detainees who should receive specific health advice.

Expectations – Delivery of care (physical health)

27. Detainees' immediate health and social care needs are recognised on reception and responded to promptly and effectively.

Indicators	References
<ul style="list-style-type: none"> • A reception screening tool is used to identify and document particular needs, including: <ul style="list-style-type: none"> - detainees' capacity to understand and consent (Mental Health Act 2005) - stabilisation or detoxification of those with substance misuse/withdrawal needs - mental health problems - learning difficulties/disabilities - sensory impairments - nutritional needs - any ongoing treatment or care identified. • Following reception screening, a comprehensive health assessment is carried out and recorded by trained staff no later than 72 hours after the detainee's arrival into the centre. • Detainees arriving outside the centre reception hours still receive essential health care services and support. • The detainee's unit medical centre/community GP is contacted at the beginning of detention, with the detainee's consent, to provide relevant information to ensure continuity of care. 	BOP 24; EPR 16(a), 31.6, 39, 40.4, 42, 43; ICESCR 12; RTWP 6; SMR 24

Cross reference with: early days in detention; substance misuse.

28. Detainees' individual health care needs throughout their duration at the centre are addressed through a range of care services.

Indicators	References
<ul style="list-style-type: none"> Patients are involved and consulted when planning their own care and treatment. Effective systems, including regular review, in line with good practice, are in place for the management of detainees with long-term conditions. Out of hours and emergency medical cover is well organised, responsive and effective. An effective appointment system is in operation, which ensures consultations take place at times that allow enough patient contact time. Primary services include GP surgeries, practice nurse appointments, nurse-led life-long conditions clinics and allied health professionals such as dentists, dieticians, opticians, pharmacists, physiotherapists, podiatrists and triage. Health services staff provide a community-based service on the company lines, when required. Every detainee has accurate personalised care, treatment and support records which are held securely and maintain dignity and confidentiality. Protocols exist to ensure secure information sharing. The delivery of detainees' care is appropriately delegated to suitably qualified, competent and supervised staff. 	<p>BOP 24, 26; ECHR 8; EPR 39–41, 42.3(a), 72.3, 77, 81, 89.1; ICESCR 12; PPPMI 6; RTWP 8; SMR 24, 25</p>

29. Detainees assessed as requiring secondary care services are able to access them without undue restrictions to ensure continuity of care.

Indicators	References
<ul style="list-style-type: none"> Detainees continuing secondary care, diagnostics and treatment are not moved inappropriately. Detainees are not unnecessarily restricted by security/regimental procedures to attend arranged appointments. Security measures are appropriately risk-assessed and proportionate. Detainees are referred promptly and are not subject to undue waiting times. 	<p>EPR 3, 40.3, 46.1, 102.2; SMR 22(2); 24, 27</p>

Cross reference with: security.

Expectations – Pharmacy

30. Detainees are cared for by a pharmacy service which assesses and meets their needs and is equivalent to that in the Armed Services/community.

Indicators	References
<ul style="list-style-type: none"> • Detainees have direct access to advice from pharmacy staff who have the appropriate skills, training and level of competence. • Detainees are given information about the benefits and risks of medications, and the self administration of medication in a format they are able to understand. • There is suitable risk assessment of the medication and the patient before self-administration of medication is considered. • All clinically necessary medications are prescribed and administered at times that provide best therapeutic effect for patient care. • Systems are in place to ensure that all medicines are handled safely and securely with safe pharmaceutical stock management and use. • Detainees receive medicines that are prescribed safely and in line with evidence-based practice and agreed protocols, including disease management guidelines, 'special sick' policies and a Ministry of Defence formulary. • All supervised medicines are administered safely and in line with professional accountabilities. Self-administered medicines are dispensed appropriately and facilities are available for secure storage by detainees. • Drug interactions are monitored and any interactions identified are responded to promptly. • Systems are in place for the governance of medicines management and monitoring of prescribing trends. 	<p>BPTP 9; EPR 39, 40</p>

Expectations – Dentistry

31. Detainees are cared for by a dental health service that assesses and meets their needs and is equivalent to the standard and range in the Armed Services.

Indicators	References
<ul style="list-style-type: none"> • Detainees have timely access to dental checks and treatment, regardless of their sentence. • Detainees are given advice and information on oral health. • Emergency dental cover is well organised, responsive and effective. • Detainees' dental health services, including the safety of the practising environment and quality of care, are assured by independent inspection and monitoring under the same arrangements used by the Defence Medical Services for other dentists in primary dental care. 	BPTP 9; EPR 39, 41.5; SMR 22(3)

Expectations – Delivery of care (mental health)

32. Detainees with common mental health problems are recognised and supported by health staff and specialist services at the centre, and have unhindered access to help in pursuing recovery.

Indicators	References
<ul style="list-style-type: none"> • Custody staff have the appropriate training to recognise and take appropriate action when detainees may have mental health problems. • Custody staff work effectively with health staff to ensure a detainee's care. • Where possible, training covers learning disabilities, personality disorders and post-traumatic stress disorders. • Multi-professional primary mental health services are available from staff with appropriate skills. • Primary mental health services include talking and other appropriate therapies and guided self-help for people with mild to moderate mental health problems. • Services are available to detainees who need additional therapeutic/meaningful support for emotional, behavioural and common mental health problems. • Detainees are encouraged to take an active part in their own recovery and in care planning. 	BOP 24; EPR 12, 16(a), 40.4, 42.1, 42.3(b); 43, 47.2, 81, 89.1; ICESCR 12; PPPMI 1(1), 20(2); RTWP 12, 16; SMR 22(1), 24, 25, 47(2, 3)

- Where it is identified that a detainee has had previous contact with mental health services in the community or the Armed Services, a referral to the mental health in-reach team (MHIRT) or stepped care services (one and two) is always made, and information about previous history actively sought and subsequently used.

Cross reference with: learning and skills and work activities; company lines; substance misuse; resettlement.

33. Detainees' severe and enduring mental health needs are recognised and supported by health staff and specialist services at the centre, and they have unhindered access to help.

Indicators

References

- | | |
|---|--|
| • Multi-professional, secondary and tertiary mental health services (stepped care services three and four) are available from staff with appropriate skills. | BOP 24;
EPR 12, 39,
42.3(b), 43,
46.1, 47.2,
89.1; |
| • Detainees with severe and enduring mental health problems receive a comprehensive assessment that includes their mental and physical health, drug and alcohol misuse, social, custodial, resettlement and advocacy needs. They receive multidisciplinary input to address identified needs, which is coordinated under the Care Programme Approach. | ICESCR 12;
PPPMI 1(1),
20(2);
RTWP 12; |
| • Detainees with serious and enduring mental health problems are transferred under the Mental Health Act to specialist secondary and tertiary care if clinically indicated. | SMR 22(2),
24, 25, 82 |
| • Detainees needing assessment by specialist mental health services are seen and transferred expeditiously, within the current relevant government department's target for transfer, to secondary and tertiary care as clinically indicated. | |

Cross reference with: company lines; substance misuse; resettlement.

Catering

Detainees are offered varied meals to meet their individual requirements and food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations.

Expectations

34. Detainees have a varied, healthy and balanced diet which meets their individual needs, including religious, cultural or other special dietary requirements.

Indicators	References
<ul style="list-style-type: none">• Detainees have a choice of meals including an option for vegetarian, vegan, religious, cultural and medical diets. All menu choices are provided to the same standard. Menu options take account of:<ul style="list-style-type: none">- specific religions- foreign nationals- detainees with medical requirements- pregnant women.• Daily menu options are advertised and available to meet the needs of minorities.• Detainees' meals are healthy and nutritional and always include one substantial hot meal each day. Portion sizes are appropriate to meet the needs of an active detainee population.• Detainees have access to drinking water (including at night time) and the means of making a hot drink in the evening.• Detainees are consulted about the menu and can make comments about the food. The variety of options is broadly representative of the population.• Lunch and dinner are served at normal meal times.	<p>BPTP 3; DEDRB 1; DRM 2; ECHR 9; EPR 22, 29, 34.1, 38.2, 70, 87.1; ICCP 18, 27; ICESCR 10(2), 11(1); RTWP 1, 48, 54; SMR 6(2), 20, 35(1), 36; UDHR 18</p>

35. Detainees' food and meals are stored, prepared and served in line with religious, cultural and other special dietary requirements and prevailing safety and hygiene regulations.

Indicators	References
<ul style="list-style-type: none">• All areas where food is stored, prepared or served conform to the relevant food and safety hygiene regulations.	<p>BPTP 3; DEDRB 1;</p>

- All areas where food is stored, prepared or served are properly equipped and well managed. DRM 2; ECHR 9;
 - Religious, cultural or other special dietary requirements relating to all aspects of food preparation and storage are fully observed and communicated to detainees. EPR 19.1, 22, 29, 38.2, 39, 81;
 - Detainees and staff who work with food are health screened and trained, and wear proper clothing. Wherever possible, detainees are able to gain relevant qualifications. ICCPR 18, 27; SMR 6(2);
 - Staff supervise the serving of food in order to prevent tampering with food and other forms of bullying. 14, 20, 27, 47(2, 3), 74(1); UDHR 18
- Cross reference with:** equality and diversity; faith and religious activity; health services.

Purchases

Detainees can purchase a suitable range of goods at reasonable prices to meet their diverse needs, and can do so safely.

Expectations

36. Detainees can purchase a suitable range of goods at reasonable prices to meet their diverse needs, and can do so safely.

Indicators	References
<ul style="list-style-type: none">• Detainees have access to a wide range of all products on offer and the range and cost of items are comparable to that of a local supermarket.• The list of goods available to detainees is publicised prominently within the company lines, in a range of formats and that are easy to understand.• Any price changes during the last six months can be justified by changes in prices outside the centre and any restrictions on products are based on proportionate risk assessments.• Detainees can place orders at least once a week. All detainees are provided with a 'Get you in' pack on arrival at the centre.• Detainees can access a newspaper every day if they wish to, and can receive magazines and hobby materials, subject to approval, sent in by family/friends.• Staff systematically consult with detainees' representatives at least every three months about what items they would like to see on the purchases list or available through alternative means.	BOP 28; BPTP 3; EPR 3, 5, 24.10, 27.6, 30.1, 31.5, 38, 50, 87.1; SMR 6, 35, 39, 60(1)

Cross reference with: equality and diversity; faith; health services; early days in detention.

HM Inspectorate of Prisons
EXPECTATIONS

Section 3: **purposeful activity**

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

Time out of room

Learning and skills and work activities

Physical education and healthy living

Time out of room

All detainees are actively encouraged to engage in activities available during unlock and the centre offers a timetable of regular and varied activities.¹

Expectations

1. Detainees have regular and equitable access to a range of out of room activities.

Indicators	References
<ul style="list-style-type: none">• Detainees have at least 10 hours out of their room on weekdays, other than in exceptional circumstances.• Daily routines for detainees, including association and exercise, are publicised on company lines, and adhered to consistently.• Out of room activities, including association and exercise, are not cancelled unnecessarily. Reasons for cancellation are explained to detainees.• Detainees with a disability (physical or mental impairment) and/or learning disabilities have the opportunity to participate in activities that meet their needs.• Other than for disciplinary reasons, detainees unable to attend learning or work activities are provided with suitable company line activities during activity periods.• Detainees are given the opportunity of at least one hour of association every day, except when in temporary segregation.• Detainees, including those in the Service Custody Platoon are given the opportunity for at least one hour of exercise in the open air every day.	BOP 5; BPTP 2; CRPD 14(2); 30; EPR 4, 13, 25.1–2, 27, 30.1; RTWP 42; SMR 6, 21, 35(1), 78
<p>Cross reference with: equality and diversity; disciplinary procedures; health services.</p>	

¹ Time out of room, in addition to formal 'purposeful activity', includes any time detainees are out of their rooms to associate or use communal facilities.

2. Detainees are actively encouraged to engage in out of room activities and feel safe to do so.

Indicators	References
<ul style="list-style-type: none"> • Detainees are unlocked on time to attend any out of room activities. • Timetabling arrangements maximise the use of resources and staff time and allow work, training and education activities to take place with minimal interruptions. • Out of room activities, including association and exercise, are supervised effectively by staff, and detainees feel safe, especially those who may be at risk of self-harm or bullying. Staff are aware of detainees' non-participation in out of room activities and respond appropriately, based on the reasons for non-participation. • Staff actively engage with detainees during association and exercise time, and contribute to the quality of detainees' free time. • Detainees are encouraged to take part in recreational activities. • All detainees have the use of properly equipped areas for association and exercise. 	<p>EPR 4, 27, 49, 52.2, 72, 74, 75; RTWP 29, 42; SMR 27, 48, 78</p>

Cross-reference with: learning and skills and work activities; bullying and violence reduction; equality and diversity; company lines.

Learning and skills and work activities

All detainees can engage in activities that are purposeful, benefit them and increase their employability, whether military or civilian. Detainees are encouraged and enabled to learn both during and after their sentence. The learning and skills and work provision is of a good standard and effective in meeting the needs of all detainees.

Expectations

3. Outcomes for detainees are improved by effective management of learning and skills and work. Strategic planning is clear, realistic and promotes high standards. Provision is well coordinated and efficient.

Indicators	References
<ul style="list-style-type: none">• Data collected on outcomes and skills needs are accurate and sufficient and are used effectively in setting and meeting demanding targets and in evaluating the provision to improve outcomes for detainees.• The learning and skills and work provision is based on an effective analysis of the needs of the centre population and relevant Armed Services and national labour need.• Partnerships in providing learning and skills and work provision are well coordinated and lead to demonstrable benefits for detainees.• The centre has productive links with suitable employers.• Staff have appropriate qualifications and expertise.• Arrangements to assure and improve the quality of learning and skills and work are sound and have demonstrable and sustained impact.• Management and staff structures for learning and skills and work are sufficient to progress plans for improvement.• Ambitious and relevant targets successfully improve outcomes for detainees over time.• Staff, at all levels, contribute to securing sustained improvements for detainees.• Self assessment of learning and skills and work is timely and accurate, and reports are suitably inclusive of the views of detainees, staff, partners and stakeholders.• Clear and realistic action and development plans ensure tangible improvement to the outcomes for detainees.	<p>EPR 6, 7, 25, 81, 89.1, 103, 106; RTWP 42; SMR 47(2, 3), 49(1), 71(4), 72</p>

4. All detainees are occupied purposefully during the core day.

Indicators	References
<ul style="list-style-type: none"> Individual needs are promptly and accurately identified and plans to meet those needs are effectively recorded. 	BPTP 2, 6, 8, 10;
<ul style="list-style-type: none"> A sufficient quantity of purposeful activity places is accessible to the detainee population. 	EPR 4, 6, 13, 25, 26, 28, 103, 105, 106;
<ul style="list-style-type: none"> Detainees are occupied in activities that benefit them, enhance their self-esteem and improve their wellbeing and chances of successful resettlement back into the Services or civilian life. 	RTWP 42;
<ul style="list-style-type: none"> Allocation to activity places is timely, equitable, transparent and appropriate. 	SMR 6, 58, 59, 65, 66, 71, 75–77
<ul style="list-style-type: none"> Detainees are not prevented or deterred from participating in activities through disincentives, unofficial punishments, or clashes in their personal schedules. 	
<ul style="list-style-type: none"> Every detainee is able to engage fully with all regime activities offered by the centre. 	

Cross reference with: time out of room; equality and diversity.

5. Detainees benefit from learning and skills and work provision that is of a high standard and meets their needs.

Indicators	References
<ul style="list-style-type: none"> All detainees receive timely and accurate initial assessment, taking account of any records of prior learning and achievement, to provide a clear understanding and record of their learning and skills needs, including literacy, numeracy and language support, employability and vocational training and social and life skills. 	BPTP 6, 8, 10;
<ul style="list-style-type: none"> Detainee participation in learning and skills and work activities is based on identified sentence planning and individual learning needs. 	EPR 6, 25, 26, 28, 52, 89.1, 103, 105, 106, 107.3;
<ul style="list-style-type: none"> Detainees receive a high standard of teaching, training and learning which inspires, challenges and enables them to build on and extend their knowledge skills and understanding. 	ICESCR 7(b); RTWP 42, 45;
<ul style="list-style-type: none"> Facilities and resources meet the diverse needs of detainees, and provide safe and effective support for learning and skills and work. 	SMR 58, 59, 65, 66, 69, 71, 72(1), 75, 77

- Work environments are appropriate, representative of those within the Armed Services and outside of the centre and improve the employability of detainees.
- Detainees are involved in setting achievable and clearly defined individual learning goals which are based on identified needs.
- Detainees receive timely and accurate reviews and records of their progress and achievements.
- The range of learning and skills and work activities is sufficient to meet detainees' needs.
- Detainees are able to combine work/vocational training and study.
- Where appropriate, detainees eligible for temporary release attend work or education placements in the community that increase their employability on release.
- Detainees receive effective and timely information, advice and guidance on learning and skills and work to meet their immediate and longer-term needs.
- Detainees benefit from individual care and support that promotes learning and development and helps them achieve their potential.
- Learning and skills and work promote equality and recognise diversity.

6. Detainees involved in learning and skills and work achieve learning goals that meet their identified needs, and increase their employability, whether military or civilian.

Indicators	References
<ul style="list-style-type: none"> • Detainees, including those in work, achieve challenging learning goals which include suitable qualifications, where possible. In the absence of such qualifications, developed skills are recognised and recorded. 	BOP 5; BTP 2, 6, 8, 10;
<ul style="list-style-type: none"> • Detainees enjoy their learning, make progress and produce work of a standard relative to their prior achievement and potential. 	EPR 6, 13, 25, 26, 28, 52, 103, 105, 106;
<ul style="list-style-type: none"> • Detainees acquire literacy, numeracy and/or language skills to meet their identified needs. 	RTWP 42; SMR 6, 58,
<ul style="list-style-type: none"> • Detainees develop relevant knowledge, skills and understanding which contribute to their personal and professional development and economic and social wellbeing. 	59, 65, 66, 71, 72(1), 74(1), 75, 77

- There are no significant variations in achievement of different groups of detainees (cross reference with: equality and diversity).
- Detainees attend learning and skills and work activities regularly and punctually.
- Detainees use safe working practices and feel safe when involved in learning and skills and work.

7. Detainees benefit from regular access to a suitable library, library materials and additional learning resources that meet their needs.

Indicators	References
<ul style="list-style-type: none"> • All detainees receive a timely and effective library induction. 	BOP 28;
<ul style="list-style-type: none"> • The quantity and quality of library materials is sufficient to meet the detainee population. 	CRPD 9, 21; ECHR 10;
<ul style="list-style-type: none"> • Library materials are reflective of the diverse needs of the detainee population and include a range of formats and languages. 	EPR 23.6, 28.5, 38.1, 38.3, 98.2;
<ul style="list-style-type: none"> • Relevant, comprehensive and up to date legal textbooks/ Armed Services law, the Service Custody and Service of Relevant Sentence Rules 2009 and JSP 837 are readily available to detainees. 	ICCPR 19; SMR 40; UDHR 19
<ul style="list-style-type: none"> • Detainees have suitable time to access materials if they are unable to take them away from the library. 	
<ul style="list-style-type: none"> • Detainees have appropriate access to a range of additional learning resources. 	

Cross reference with: equality and diversity; legal rights.

Physical education and health promotion

All detainees understand the importance of healthy living, and are encouraged and enabled to participate in physical education in safe and decent surroundings.

Expectations

8. Detainees understand the importance of healthy living and personal fitness.

Indicators	References
<ul style="list-style-type: none">• Detainees know how to improve their health and wellbeing.• Healthy living and personal fitness are effectively promoted to detainees.• Healthy living and personal fitness objectives form an explicit part of sentence planning for all detainees.	EPR 27.3, 39, 103

9. Detainees benefit from physical education and fitness provision that meets their needs.

Indicators	References
<ul style="list-style-type: none">• Detainees receive an appropriate and timely induction into physical education and fitness activities.• Detainees engage safely in a range of physical education, fitness and associated activities, based on an effective assessment of their needs.• Physical education, fitness facilities, resources and activities meet the needs of individuals and the population as a whole.• Detainees benefit from structured training programmes which develop their skills and enhance their understanding of physical education.• Physical education and fitness staff have appropriate qualifications and expertise.• All detainees are able to use the physical education facilities daily and are able to shower or bath in safety after each session. Detainees benefit from a range of PE and associated activities.• The physical education and fitness provision is effective at improving and maintaining the physical fitness of detainees.	EPR 19.3–4, 27, 39, 52, 81; SMR 13, 21, 47(2, 3), 49(1), 69

Cross reference with: company lines; equality and diversity.

HM Inspectorate of Prisons
EXPECTATIONS

Section 4: **resettlement**

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

Strategic management of resettlement
Sentence management and planning
Reintegration planning

Strategic management of resettlement

Planning for a detainee's return to Service or civilian life starts on their arrival at the centre. Resettlement underpins the work of the whole centre, supported by strategic partnerships in the Armed Services and the community and informed by assessment of detainee risk and need. Good planning ensures a seamless transition back into the Services or the community.

Expectations

1. The needs of the population are met by effectively coordinated and targeted resettlement services that draw adequately from external statutory and voluntary agencies and the Armed Services.

Indicators	References
<ul style="list-style-type: none">• The comprehensive strategy shapes resettlement services. The strategy is kept up to date by regular analysis of the resettlement needs of the population.• The analysis of resettlement needs is based on an adequate range of sources and sufficient attention is paid to all protected characteristics as well as to specific groups such as long-term sentence detainees.• The services provided across all resettlement areas are consistent with the assessed needs of the population, the strategic approach to resettlement and the aims of detention at the centre.• Release for external placements is a key part of the resettlement strategy and is used to good effect.• There are effective links with external statutory and voluntary agencies that assist with resettlement during and after detention.• Resettlement services and the aims of detention are monitored and their effectiveness measured, and they are reviewed with input from both service providers and detainees.• Wherever possible, resettlement outcomes for detainees following their release from the centre are effectively monitored and feed into the ongoing development and improvement of the centre's resettlement strategy.	BTPP 2, 10; EPR 6, 7, 83, 91, 103, 104.2, 107; RTWP 45, 46; SMR 58–61, 64–66, 80, 81

2. Detainees' needs are met and the likelihood of reoffending reduced by a 'whole centre' approach to resettlement which begins on their arrival.

Indicators	References
• Governance structures are clear and well defined and steer the work of all agencies providing resettlement services.	EPR 6, 72.2–3, 81,
• There are clear strategic links between the public protection strategy, the offender management unit and the resettlement/reintegration work of the centre.	83, 89, 103, 107; SMR 47(2,
• Staff delivering resettlement and sentence management services are adequately trained and supervised.	3), 58, 59, 65, 66
• All staff are clear about their responsibilities to support the resettlement/rehabilitation process.	

Sentence management and planning

All detainees have a sentence plan based on an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in detention. Detainees, together with all relevant staff, are involved in drawing up and reviewing plans.

Expectations

3. Each detainee's risk of harm to others is kept to a minimum and their likelihood of reoffending reduced.

Indicators	References
<ul style="list-style-type: none">• An accurate and timely assessment of the risk of harm to others is undertaken in all cases. Where required there is a full analysis of the risk of harm to others, and a comprehensive plan for its management.• The analysis and plan consider the risk of harm to others during detention and following release.• Where required there is a timely and sufficient assessment of the likelihood of reoffending, including factors relating to a detainee's resettlement.• Sentence plans are based on the assessment of the likelihood of reoffending and the risk of harm to others, and contain outcome-focused objectives identifying relevant interventions that are timed and sequenced appropriately.• Sentence planning is well integrated with other departments, including company line staff.• The risk management plan accurately describes how the work with the detainee will address risk of harm issues and protect actual and potential victims.• The risk management plan is shared with all relevant others. Staff in all departments are aware of public protection and risk management issues and there is prompt and accurate communication regarding individual detainees.• Planned reductions in the risk of harm to others and likelihood of reoffending are evidenced and measurable.• Reviews are undertaken at appropriate intervals and following a significant change/event. Appropriate reviews are undertaken to inform major decisions including external work placements and community/charitable projects. Reviews are informed by feedback from relevant departments and company staff.	BPTP 4, 10; EPR 16, 51.3, 52.1–3, 72.3, 83(b), 102.1, 103, 104.2; SMR 69, 80

- Where appropriate the families of detainees are encouraged to attend sentence planning boards.
- Multi-agency structures for protecting and safeguarding the public are used effectively. Relevant cases are referred in a timely manner to the local multi-agency public protection panel for release planning.
- There is routine management oversight of assessment and sentence planning in all high risk of harm cases or those involving child protection issues.

4. Detainees understand and are motivated to meet sentence plan targets and are supported at the centre in their efforts to achieve them.

Indicators	References
<ul style="list-style-type: none"> • Progression of the sentence plan is driven by the Company Commanders and/or Platoon Commanders and the offender management unit who work with the detainee to ensure key decisions about interventions and activities reflect this plan. 	BPTP 10; EPR 7, 24.2, 72.3, 74, 102.1, 103,
<ul style="list-style-type: none"> • Contact with custodial staff and the offender management unit is proportionate to assessed levels of risk and need. The contact effectively supports the sentence plan and detainees' engagement with it. 	107.4–5; SMR 66(3), 69, 80
<ul style="list-style-type: none"> • Detainees are enabled to participate meaningfully in the sentence planning process. 	
<ul style="list-style-type: none"> • Potentially discriminatory or disadvantaging factors and any other individual needs are fully assessed at an early stage. If identified, actions to minimise their impact are taken and are included in planning documents. 	
<ul style="list-style-type: none"> • Where possible, there is continuity in the delivery of training/ interventions. 	
<ul style="list-style-type: none"> • Individual detainee records/detainee assessment records hold up to date details of contact with the detainee and work done to achieve objectives. Information about detainees is managed and stored with respect for confidentiality. 	
<ul style="list-style-type: none"> • A quality assurance system is in place to monitor assessments and sentence plans and the work of Company and Platoon Commanders in order to ensure an individual's risk of harm to others and needs are effectively assessed. 	

Expectation – Public protection

5. **Detainees subject to public protection measures are identified on arrival at the centre, appropriately assessed and decisions are clearly communicated. Any imposed restrictions or requirements placed on detainees are proportionate to managing their risk and protecting the public.**

Indicators

- Requirements for detainees to participate in activities or interventions, both in detention and the community, and any restrictions placed on them are proportionate to the risk they present, justifiable and subject to appropriate oversight.
- Detainees are informed of the arrangements for managing the risk of harm they pose to others, the implications for them personally and the avenues available to them for challenge.
- Restrictions on access to any activity are fair and clearly communicated to the detainee.
- Detainees identified as suitable for less restrictive conditions through the staging system can access them promptly.
- The risk to previous or potential victims is considered when planning for release.
- The best interests and safety of the child are considered when a detainee's access to his/her children is being assessed.

References

BTPP 4, 10;
 CRC 3, 9(3);
 ECHR 8;
 EPR 3, 24.2,
 30.1, 49–51,
 52.2, 53,
 70.1, 102.2;
 SMR 27, 35

Cross reference with: security.

Reintegration planning

Detainees' resettlement needs are addressed prior to release. An effective multi-agency response is used to meet the specific needs of each individual detainee in order to maximise the likelihood of successful reintegration back into the Armed Services or into the community.

Expectations

6. All detainees, including those on remand or serving short sentences, have a custody plan that includes targets to address identified resettlement needs. These targets are monitored and reviewed until the point of release.

Indicators

- Resettlement needs are assessed during induction and referrals made to relevant agencies to provide support.
- A designated staff member takes responsibility for tracking progress against these targets and reviewing these periodically, acting on new issues as they arise.
- The detainee receives a copy of their sentence plan which outlines the staff member overseeing it, the detainee's responsibilities in taking forward any of the targets and actions to be taken on their behalf.
- The specific resettlement targets for each detainee are checked prior to discharge and in good time for any outstanding issues to be addressed.
- Risk of harm assessments are considered when planning for a detainee's reintegration.

References

BPTP 10;
EPR 33.3, 51,
103, 107;
SMR 60(2),
64, 65, 80,
81

Cross reference with: management and planning.

7. Detainees, at the point of release, receive adequate provision for re-entering the Armed Services/community.

Indicators

- Detainees have an adequate supply of civilian clothing to enable them to return to their Service unit/prison transfer or civilian life, alongside a suitable civilian bag.
- Facilities are available before discharge to launder clothes that have been in storage for long periods.
- On release detainees receive all their property.
- There are services to help newly released detainees access the relevant support in the community.

References

BPTP 10;
ECHR
Protocol 1(1);
EPR 33,
107.4-5;
RTWP 46, 47;
SMR 64, 81;
UDHR 17

Expectation – HARDFACTS: Health

8. Detainees with continuing health and social care needs are prepared and assisted to access services in the Armed Services/community prior to their release.

Indicators	References
<ul style="list-style-type: none"> Timely pre-release assessment and intervention are provided to detainees who are identified as 'at risk' and/or have significant and complex needs. 	EPR 33.6, 40.1–2, 42.2, 42.3(h, j),
<ul style="list-style-type: none"> There are good links with all relevant staff/departments working with a detainee and, where applicable, services contribute to meeting sentence plan targets. 	83(b), 87.1, 107.4–5; RTWP 47;
<ul style="list-style-type: none"> Detainees with life-limiting conditions and/or palliative care needs have access to relevant health services professionals while in the centre and on release. 	SMR 61, 83
<ul style="list-style-type: none"> Detainees with serious and enduring mental health problems continue to be managed within the Care Programme Approach framework or equivalent on release, both back into the Armed Services and the community. 	
<ul style="list-style-type: none"> Continuation of care, including medications, post-release is coordinated with external agencies as required. 	
<ul style="list-style-type: none"> Detainees leaving custody are registered or have appointments set up to register with health services, as appropriate. 	
<ul style="list-style-type: none"> Detainees receive relevant health promotion material on release. 	

Expectation – HARDFACTS: Accommodation

9. All detainees' have suitable, sustainable and safe accommodation arranged prior to their release.

Indicators	References
<ul style="list-style-type: none"> All detainees are made aware of and have full access to specialist services that provide assistance and advice in finding accommodation after release. 	BPTP 10; EPR 33.7;
<ul style="list-style-type: none"> Advisors are suitably trained and demonstrate the level of knowledge required to effectively address the wide range of accommodation issues facing detainees. 	SMR 61, 81(1)

- Advisors have good links with all relevant staff working with a detainee and, where applicable, accommodation services contribute to meeting sentence plan targets.
- Accommodation services work closely with national housing agencies and providers and where appropriate, those in other areas/countries.
- All detainees wishing to relocate are assisted to do so.

Expectation – HARDFACTS: Relocation

10. Foreign national detainees at the end of sentence receive adequate assistance and provision for re-entering the Armed Services/community.

Indicators	References
<ul style="list-style-type: none"> • Prompt specialist assistance is given to foreign/ Commonwealth detainees on their right to remain/stay, and includes: <ul style="list-style-type: none"> - advice in a format and language they can understand - advice and assistance on visa applications and homeward travel - access to the UK Border Agency website - advice and training in English for speakers of other languages (ESOL) matters to assist with citizenship. • Those foreign national detainees discharged and intending to return home are given help to do so, especially where they do not have the financial means to pay for their own travel home. • The UK Border Agency is informed by centre staff, prior to a foreign national detainee's release, of their intent to remain in the UK. • Detainees remaining in service who may be suitable or wish to change trade/cap badge/unit are provided with inter/ intra service transfer information and appropriate assistance about the transfer opportunities available. 	<p>BPTP 10; CRPD 9, 21; EPR 37, 38.1, 38.3; RTWP 2(1); SMR 38, 51(2)</p>

Expectation – HARDFACTS: Drugs and alcohol

11. Detainees with drug/alcohol problems are prepared for release and have access to appropriate support and continued treatment in the Armed Services or the community.

Indicators	References
<ul style="list-style-type: none"> • Detainees can continue their treatment regime on release from the centre. 	EPR 7, 83(b), 103.2–5;
<ul style="list-style-type: none"> • Effective working practice is established between the offender management unit, the clinical and substance misuse teams and community services to ensure sentence plan targets are met, pre-release planning is effective and post-release care is properly planned. 	RTWP 15; SMR 80
<ul style="list-style-type: none"> • Detainees receive information on how to avoid drug and/or alcohol-related injuries and death, including written information on overdose prevention. 	

Expectations – HARDFACTS: Finance, benefit and debt

12. Detainees with financial commitments/problems are identified and receive effective advice and support to manage them while detained.

Indicators	References
<ul style="list-style-type: none"> • Where required, prompt specialist assistance with debt management/reduction is available from the point of arrival. 	EPR 7, 16(d); SMR 61
<ul style="list-style-type: none"> • There is swift intervention to provide appropriate support in closing down existing rental/housing agreements, or Service intervention in the case of those retaining Service accommodation, in order to prevent debt accrual from rent arrears. 	
<ul style="list-style-type: none"> • Detainees with existing financial products are helped to manage these and liaise with the service providers. 	

13. Detainees have the opportunity to gain the knowledge and skills required to manage their finances adequately while detained and on release.

Indicators	References
<ul style="list-style-type: none"> • All detainees are made aware of and have full access to specialist services providing advice and information about benefits entitlements. This includes: <ul style="list-style-type: none"> - specialist advice, including the immediate and long-term consequences of detention and possible imprisonment - the implications of loss of salary for the duration of their sentence and for other service-related benefits. • Detainees have access to information on alternative financial providers that cater for ex-offenders and sources of affordable credit. • Prior to release detainees' benefits applications are completed. • All detainees have the opportunity to attend courses on budgeting or that will build on their knowledge and capability with banking or other financial products. • Service providers have good links with all relevant staff working with a detainee and, where applicable, services contribute to meeting sentence plan targets. • Necessary appointments are made for detainees before they are released. 	<p>EPR 7, 33.3, 106, 107; SMR 61</p>

Expectation – HARDFACTS: Attitudes, thinking and behaviour

14. Detainees have access to interventions that produce a positive and demonstrable change in attitudes, thinking and behaviour.

Indicators	References
<ul style="list-style-type: none"> • The detainee is encouraged and motivated to engage with interventions, and prepared thoroughly. Drop-out rates are low and in post-programme reviews participants demonstrate a sound understanding of the completed intervention. • All staff, especially in the company lines, positively reinforce detainees' learning and progress. Detainees are enabled to consolidate any learning and practise their newly acquired skills. 	<p>EPR 75, 102.1, 106, 107; SMR 48, 58–60, 65, 70</p>

- Preparation takes account of learning styles, motivation and capacity to change.
- Constructive interventions encourage and challenge the detainee to accept responsibility for their offending behaviour. Victim awareness work is undertaken in all relevant cases.
- Gambling issues are identified and support given to manage them.
- Alternative interventions are provided for detainees assessed as unsuitable for the programmes normally available or who are maintaining their innocence.
- Interventions meet the identified needs of attendee detainees and help them to progress in their sentence. Intervention staff have good links with others working with a detainee and programme completions contribute to meeting sentence plan targets.
- Detainees are prioritised for programmes in a way that is transparent and consistent and takes account of their sentence progression, release dates and risk levels.
- The type, number and range of accredited and non-accredited programmes available are appropriate to the requirements of the population.
- Other relevant staff members and, where possible, families of detainees are able to engage in the process of post-programme reviews, where appropriate.

Expectations – HARDFACTS: Children, families and contact with the outside world

15. Detainees are encouraged to re-establish or maintain relationships with their children and families where it is appropriate.

Indicators	References
<ul style="list-style-type: none"> • Detainees' distance from home, frequency of visits, parental status and where applicable, number of dependents are established on arrival and monitored thereafter. 	BOP 19, 31; CRC 3, 9(3); ECHR 8;
<ul style="list-style-type: none"> • There is adequate provision of accumulated visits and children/family days to meet the needs of the population. 	EPR 24, 107.4;
<ul style="list-style-type: none"> • Arrangements for receiving additional visits from children or immediate family members are in place and there is provision to receive incoming calls from children, or to deal with arrangements for children. 	ICESCR 10; RTWP 3, 26, 41(b), 43, 45;

- Efforts are made to assist detainees who have family living far away to maintain good family contact. SMR 37, 61, 79, 80
- Where appropriate, families are encouraged to be involved in supporting detainees, such as during resettlement planning and care and support plan (ACCT) reviews.
- There is a qualified family support worker in place to help detainees to maintain contact with their children, fulfil their parental responsibilities or to support those undergoing separation and child protection procedures.
- Primary carers are provided with additional free letters and phone calls, and are able to receive incoming calls from dependents.
- Temporary release is used appropriately to help maintain contact with dependents, and where this is unsuitable, in-house arrangements are made, where appropriate, for extended pre-release contact with children and families.
- General relationship counselling for detainees and their immediate family members is available, and detainees have access to programmes/interventions for improving parenting skills and relationships.
- Staff working in these areas have good links with all relevant staff working with detainees and, where applicable, services contribute to meeting sentence plan targets.

16. Detainees can maintain access to the outside world through regular and easy access to visits. Detainees are aware of the centre procedures and their visits entitlements.

Indicators	References
<ul style="list-style-type: none"> • Detainees are informed of their visits entitlement within 24 hours of arrival at the centre. 	BOP 15, 19; EPR 3, 24,
<ul style="list-style-type: none"> • Detainees are able to receive their visit within one week of admission and thereafter are able to receive at least one visit a week for a minimum of two hours. 	30.1, 51.1, 51.5, 60.4; RTWP 23,
<ul style="list-style-type: none"> • The visits booking system is accessible and able to deal with the number and diverse requirements of visitors. 	26, 43; SMR 35(1),
<ul style="list-style-type: none"> • Detainees' visits start and finish at the published time. 	37, 79
<ul style="list-style-type: none"> • Closed and no contact visits are authorised only when deemed appropriate due to personal circumstances or where there is a significant risk justified by security intelligence. Allocations to closed and no contact visits are reviewed at least monthly. 	

- Detainees are not deprived of their entitlement to visits as a punishment.
- Detainees have equal access to visits.
- If visitors have not arrived within 15 minutes of the start of the visit, visits staff try to find out why and inform the detainee.

17. Detainees and their visitors are able to attend to visits in a clean, respectful and safe environment which meets their needs. Prior to arrival, visitors understand the centre routines and how to access available services.

Indicators	References
<ul style="list-style-type: none"> • All procedures for detainees and visitors are carried out efficiently before and after visits, to ensure that the visit is neither delayed nor curtailed. • The searching of detainees, visitors and their property is conducted in a way that is sensitive to all aspects of each protected characteristic. • Visitors are never strip searched and the searching of children is undertaken in line with child protection and safeguarding procedures. Where required, there are effective police liaison arrangements in place. • Visitors can book the next visit before the current visit ends. • Detainees' visitors are given information about how to get to the centre, its visits hours and details about what to expect when they arrive. • Transport arrangements are in place for visitors to get to and from the centre, if required. • Visitors arriving late are allowed to continue with their visit. • Detainees and visitors are able to give staff feedback on the visit, suggest improvement and, if necessary, complain using an available complaints procedure. • There are well run and properly equipped visitors' facilities available that are open at least an hour before and an hour after advertised visiting times. Facilities take account of the diverse needs of visitors. • At all points when waiting for, during and after a visit all detainees and visitors have access to toilet facilities. • Visits areas are staffed, furnished and arranged to ensure easy contact between detainees and their families or friends. Security arrangements in the visits areas do not unnecessarily encroach on privacy. 	<p>BOP 19, 33; BTP 1, 3; CRC 3; ECHR 8; EPR 1, 3, 16(c), 19, 24, 50, 51.1, 52.1–2, 54, 70; ICCPR 17; RTWP 19–21, 26, 28; SMR 12, 14, 35(1), 36, 37, 79; UDHR 12</p>

- Visitors are able to share any concerns they have about the detainee and visits staff demonstrate awareness of the risk of harm detainees may present to others. Concerns are appropriately reported and recorded.
- Children are safe and can enjoy family visits in an environment that is sensitive to their needs.
- Visitors can buy a range of refreshments during visits.

Expectation – HARDFACTS: Education, training and employment

18. When released back into the Armed Services or civilian life, detainees enter appropriate education, training or employment.

Indicators	References
<ul style="list-style-type: none"> • Detainees due for release participate in a timely and effective resettlement programme that meets their individual needs. <ul style="list-style-type: none"> - A company – core military skills (MATTs) and dismounted close combat training. - D company – education and skills training. • Detainees are prepared effectively before commencing outside placements in the community. • Where appropriate, detainees due for release are encouraged and effectively supported to progress to suitable further education, training or employment. 	BPTP 8; EPR 26.3, 26.5, 26.7, 26.9, 28.1, 28.7, 33.7, 103, 107; SMR 66(1), 71(4, 5), 72(1), 80, 81

Expectation – HARDFACTS: Support

19. Detainees, where appropriate, are enabled and encouraged to establish/maintain contact with wider external support agencies and charities.

Indicators	References
<ul style="list-style-type: none"> • The centre maintains proactive working relationships with all relevant external support agencies. • External support for individual detainees, such as from the Army Welfare Service (AWS), Royal British Legion (RBL), Soldiers, Sailors, Airmen and Families Association (SSAFA), Department of Community Mental Health (DCMH), Veterans Welfare Service (VWS), Naval Personal and Families Service (NPFs) and Citizens Advice (CAB), is enabled by the centre. 	BPTP 10; EPR 7, 107.4; SMR 61, 64, 80

- External support agencies are fully aware of detainees' circumstances, date of release, next location and needs.
- Discharged detainees are encouraged and supported to continue working links with support agencies where they need it.
- Serve-on detainees are advised on how to continue external support.
- The senior chain of command in units of serve-on detainees receives a comprehensive post-sentence report from the centre. This must include details of ongoing support, especially medical and welfare support.

Expectation – HARDFACTS: Additional detainee resettlement services

20. Detainees who have been the victim of abuse, rape or domestic violence are identified and supported to address their specific needs.

Indicators	References
<ul style="list-style-type: none"> • Detainees are able to disclose their experience of domestic violence, rape or abuse promptly after arrival. The environment and staff show sensitivity to detainees disclosing such information. 	BTPP 10; EPR 25.4, 87.1;
<ul style="list-style-type: none"> • There are specific interventions available such as counselling services and accredited programmes, delivered in groups or one to one. 	RTWP 6(e), 7, 25, 44, 46, 47;
<ul style="list-style-type: none"> • Activities in the regime help to build confidence levels and coping skills of detainees who have disclosed abuse, rape or domestic violence. 	SMR 61, 64, 80
<ul style="list-style-type: none"> • Detainees receive information on the support available to them in the community and have access to legal information. 	
<ul style="list-style-type: none"> • Centre staff are aware of associated safety risks to the detainees and, where applicable, their children, and relevant information is shared with other agencies in the community. 	
<ul style="list-style-type: none"> • Centre staff work closely with external organisations to address the range of resettlement support needs of detainees who have experienced abuse, rape or domestic violence. 	

HM Inspectorate of Prisons
EXPECTATIONS

Annex: **list of abbreviations**

Annex: List of abbreviations

International human rights instruments

Legally binding

CAT	Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
CEDAW	Convention on the Elimination of All Forms of Discrimination against Women
CERD	Convention on the Elimination of All Forms of Racial Discrimination
CRC	Convention on the Rights of the Child
CRPD	Convention on the Rights of Persons with Disabilities
ICCPR	International Covenant on Civil and Political Rights
ICESCR	International Covenant on Economic, Social and Cultural Rights
OPCAT	Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment

Normative

BOP	Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment
BPRL	Basic Principles on the Role of Lawyers
BPTP	Basic Principles for the Treatment of Prisoners
BPUF	Basic Principles on the Use of Force and Firearms by Law Enforcement Officials
CCLEO	Code of Conduct for Law Enforcement Officials
DEDRB	Declaration on the Elimination of All Forms of Intolerance and of Discrimination Based on Religion or Belief
DEVAW	Declaration on the Elimination of Violence against Women
DHRIN	Declaration on the Human Rights of Individuals Who are not Nationals of the Country in which They Live
DPPED	Declaration on the Protection of All Persons from Enforced Disappearance
DPT	Declaration on the Protection of All Persons from Being Subjected to Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
DRM	Declaration on the Rights of Persons Belonging to National or Ethnic, Religious and Linguistic Minorities

Annex: list of abbreviations

PEIDT	Principles on the Effective Investigation and Documentation of Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
PME	Principles of Medical Ethics relevant to the Role of Health Personnel, particularly Physicians, in the Protection of Prisoners and Detainees against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
PPPMI	Principles for the protection of persons with mental illness and the improvement of mental health care
RPJDL	United Nations Rules for the Protection of Juveniles Deprived of their Liberty
RTWP	United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders (the Bangkok Rules)
SMR	Standard Minimum Rules for the Treatment of Prisoners
UDHR	Universal Declaration of Human Rights

Regional human rights instruments

Legally binding

ECHR	European Convention for the Protection of Human Rights and Fundamental Freedoms
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Normative

EPR	Recommendation Rec(2006)2 of the Committee of Ministers to member states on the European Prison Rules
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National legislation

HSA	Health and Safety Act 1974
RRAA	Race Relations (Amendment) Act 2000
DDA	Disability Discrimination Act 2005
EA	Equality Act 2010

Her Majesty's Inspectorate of Prisons

EXPECTATIONS

for UK Armed Forces Service Custody Premises



HM Inspectorate of Prisons is a member of the UK's National Preventive Mechanism, a group of organisations which independently monitor all places of detention to meet the requirements of international human rights law.