



Expectations

Criteria for assessing the treatment of and conditions for men in prisons

Version 5, 2017

December 2019: Education, skills and work activities section updated in line with Ofsted's Education Inspection Framework (EIF)

Contents

Introduction by Peter Clarke, HM Chief Inspector of Prisons

Section 1: Safety

- Early days in custody
- Managing behaviour
 - Encouraging positive behaviour
 - Adjudications
 - Use of force
 - Segregation
- Security
- Safeguarding
 - Suicide and self-harm prevention
 - Protection of adults at risk
- Leadership and management of safety

Section 2: Respect

- Staff-prisoner relationships
- Daily life
 - Living conditions
 - Residential services
 - Prisoner consultation, applications and redress
- Equality, diversity and faith
 - Strategic management
 - Protected characteristics
 - Faith and religion
- Health, well-being and social care
 - Strategy, clinical governance and partnerships
 - Promoting health and well-being
 - Primary care and inpatient services
 - Social care
 - Mental health
 - Substance use treatment
 - Medicines optimisation and pharmacy services
 - Dental services and oral health
- Leadership and management of respect

Section 3: Purposeful activity

- Time out of cell
- Education, skills and work activities (Ofsted)
 - Quality of education
 - Behaviour and attitudes
 - Personal development
 - Leadership and management of education, skills and work activities
- Education, skills and work activities (Estyn)
 - Standards
 - Well-being and attitudes to learning
 - Teaching and learning experiences
 - Care, support and guidance
 - Leadership and management
- Leadership and management of purposeful activity

Section 4: Rehabilitation and release planning

- Children and families and contact with the outside world
- Reducing risk, rehabilitation and progression
- Interventions
- Specialist units
 - Offender personality disorder units including psychologically informed planned environments
 - Therapeutic communities
- Release planning
- Leadership and management of rehabilitation and release planning

Introduction

Welcome to the fifth edition of *Expectations*, the criteria against which HMI Prisons inspects prisons for men. This edition aims to bring *Expectations* up to date so that we can continue to fulfil our responsibility to deliver independent and objective assessments of outcomes for prisoners. This focus is in accordance with the UK's responsibilities as signatory to the Optional Protocol to the Convention against Torture.

Expectations is designed to promote treatment and conditions in detention which at least meet recognised international human rights standards. In particular, they seek to ensure that any restrictions imposed on prisoners are proportionate, lawful, accountable, necessary and non-discriminatory.

We have retained four healthy prison tests, but our previous 'resettlement' test has been renamed 'rehabilitation and release planning', because this more accurately describes its content. For the first time we have included criteria for judging the effectiveness of leadership. We will make judgements when leadership has an observable impact on outcomes for prisoners and any judgements we make will relate to how leadership supports or obstructs the achievement of other expectations within the establishment on which we are reporting.

We are publishing *Expectations* exclusively online and hope that this more interactive and user-friendly format will increase its utility to those working in prisons. Each expectation area is presented alongside other relevant resources, good practice examples and short summaries of the relevant human rights standards.

I sincerely hope that both the content and presentation of new *Expectations* will support establishments in their efforts to improve outcomes for prisoners.

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HM Chief Inspector of Prisons

July 2017

Section 1: Safety

Prisoners, particularly the most vulnerable, are held safely.

Contents

- Early days in custody
- Managing behaviour
 - Encouraging positive behaviour
 - Adjudications
 - Use of force
 - Segregation
- Security
- Safeguarding
 - Suicide and self-harm prevention
 - Protection of adults at risk
- Leadership and management of safety

Early days in custody

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

Expectations

1. Prisoners travel in safe, decent conditions, are treated with respect and attention is paid to their individual needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are given sufficient notice of transfer and information about the prison to which they are being transferred, subject to well evidenced security considerations.*
- *Escort vehicles are clean and meet the diverse needs of prisoners.*
- *Prisoners are not kept waiting on vehicles after arrival.*
- *Escorting staff are aware of the individual needs of the prisoners in their care and provide an effective briefing to receiving staff, including the person escort record.*
- *Prisoners are given adequate comfort breaks and refreshments during transfer.*
- *Prisoners arrive in sufficient time to allow reception and first night procedures to be conducted effectively.*

2. Prisoners are safe and treated with respect on their reception and first night in prison. Risks are identified and prisoners are supported according to their individual needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *The needs of newly arrived prisoners are promptly assessed to ensure their safety, with particular attention to the risk of suicide and self-harm.*
- *Reception is a welcoming and supportive environment.*
- *Prisoners are not strip- or squat-searched unless there is sufficient specific intelligence and proper authorisation.*
- *Interviews are private, take account of all available information and identify vulnerability and risk. Reception staff provide an effective briefing to wing staff.*
- *Prisoners are reunited with their property on arrival and are moved quickly to designated first night accommodation.*
- *Prisoners know how to access help and support from staff, family and peer supporters.*
- *Prisoners can shower on their first night in a new prison.*
- *A free telephone call is offered and additional support is provided to those who have no external support.*
- *Prisoners receive basic equipment and supplies.*
- *Peer supporters are used effectively in reception and during first night arrangements.*
- *Regular welfare checks are carried out on new arrivals.*

3. Prisoners are promptly inducted and supported to understand life in prison.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners receive comprehensive information about the rules and regime in a format and language they understand.*
- *Induction includes a private conversation with an officer to identify and address any concerns.*
- *Prisoners' immediate rehabilitation needs (including families, accommodation, employment and debt) are identified on arrival and met.*
- *Prisoners are meaningfully occupied during induction and are allocated regime activity swiftly.*
- *Prisoners understand that their personal mail and telephone calls may be monitored.*
- *Prisoners subject to recall or eligible for bail are identified promptly and supported to exercise their legal rights.*
- *Prisoners who face an indeterminate sentence are identified on remand and given support. The elements and implications of an indeterminate sentence are explained to them and, where appropriate, their families.*
- *Prisoners are supported to arrange their first visit.*

Managing behaviour

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

Expectations

Encouraging positive behaviour

4. Prisoners are encouraged to behave positively in the prison community.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners' positive behaviours are promoted and rewarded.*
- *Progress and reward schemes are motivational, fair and proportionate and take account of individual needs.*
- *Behaviour is reviewed regularly and prisoners are able to demonstrate progress.*
- *Staff support prisoners to change their behaviour, giving them advice and opportunities to behave well.*
- *Prisoners know they can appeal decisions about reward schemes and are helped to do so.*
- *Consultation with prisoners about the scheme is regular and responsive.*

5. A clear and coordinated whole-prison approach ensures prisoners feel and are safe from victimisation, violence and other antisocial behaviour.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is an effective multidisciplinary strategy to reduce violence and antisocial behaviour.*
- *Staff promote positive and supportive relationships, identify and challenge problematic behaviour and model pro-social behaviour.*
- *Mediation is used appropriately to help resolve disputes.*
- *Allegations of violence and antisocial behaviour are investigated promptly and thoroughly and action is taken where required.*
- *Data on disorder and violence against both prisoners and staff is regularly analysed and used to inform strategy.*
- *Particularly vulnerable prisoners are protected (for example those who have been bullied or are vulnerable because of their offence).*
- *Staff identify prisoners who self-isolate and provide support to promote positive relationships, well-being and participation in the regime.*
- *Perpetrators of violence and antisocial behaviour receive support to change their behaviour.*
- *Prisoners are encouraged to be meaningfully occupied at all times.*

Adjudications

6. Prisoners are subject to disciplinary procedures which are fair and proportionate and follow due process. Prisoners understand the charges and procedures they face.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Wherever possible, antisocial behaviour is challenged effectively without the use of formal disciplinary procedures, which are only used as a last resort.*
- *Prisoners who lack capacity to obey a prison rule as a consequence of mental illness or disability are not adjudicated.*
- *No unofficial or collective punishments are used.*
- *Adjudications are conducted in non-intimidating surroundings.*
- *Prisoners are routinely offered legal advice.*
- *The governor conducts adjudications regularly and routinely quality assures a proportion of adjudications conducted by other managers.*
- *Adjudication data is monitored and any emerging patterns are identified and acted on.*

Use of force

7. Force is only used against prisoners as a last resort and never as a punishment. When used, force is legitimate, necessary, proportionate, and subject to rigorous governance.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff have up-to-date training in approved use of force methods, which emphasise the routine use of de-escalation techniques.*
- *Restraints are used as a last resort and for the shortest possible period.*
- *Planned use of force is properly authorised.*
- *All staff involved in the use of force are debriefed and complete appropriate reports promptly.*
- *Prisoners are debriefed verbally after an incident and receive an explanation of why force was used on them with a view to preventing recurrence.*
- *Prisoners with challenging behaviours as a result of physical disability, learning disability or personality disorder have care plans which highlight risk factors and set out alternative management protocols which reduce the likelihood of restraint techniques becoming necessary.*
- *Decisions to use personal protective equipment (PPE) to manage prisoners are reviewed every day on an individual basis by a senior manager.*
- *Health staff recognise risks associated with restraint, attend all planned use of force situations, brief staff appropriately and comprehensively assess prisoners' well-being during and after the incident and initiate all required treatment/interventions promptly.*
- *Use of force data is monitored and any emerging patterns are identified and acted on.*
- *Use of force documentation and associated CCTV or video footage is retained appropriately and is scrutinised by senior managers to identify good practice, opportunities for improvement and possible ill-treatment.*

8. Prisoners are not located in special or unfurnished accommodation, or placed in mechanical restraints or anti-rip clothing except as a last resort and with proper authorisation.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Special/unfurnished accommodation, mechanical restraints or anti-rip clothing are properly authorised by a senior manager and only used for the shortest possible period.*
- *The use of any cell from which normal furniture, bedding or sanitation has been removed or in which a person is held in anti-rip clothing is authorised and recorded as a use of special/unfurnished accommodation.*
- *Prisoners are not strip- or squat-searched or deprived of their normal clothing in special or unfurnished accommodation unless there is sufficient specific intelligence and proper authorisation.*
- *Prisoners with severe mental illness and prisoners at risk of suicide or self-harm are not held in special or unfurnished accommodation except in clearly documented exceptional circumstances on the authority of the governor and in consultation with the mental health team.*
- *Monitoring of prisoners in special/unfurnished accommodation is carried out at frequent and irregular intervals.*
- *Staff encourage prisoners to return to a normal cell at the earliest opportunity.*

Segregation

9. Prisoners are only segregated with proper authority and for the shortest period.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are not segregated except as a last resort, for as short a time as possible and subject to proper authorisation.*
- *Prisoners with severe mental illness and prisoners at risk of suicide or self-harm are not segregated except in clearly documented exceptional circumstances on the authority of the governor.*
- *Prisoners are informed of the reasons for their segregation in a format and language they understand.*
- *Transfers of prisoners between segregation units are exceptional, carefully monitored to prevent prolonged segregation and properly authorised.*
- *A multidisciplinary staff group monitors prisoners held in segregation units to ensure they are held there as a last resort and for the shortest possible time.*

10. Prisoners are kept safe at all times while segregated and individual needs are recognised and given proper attention.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is a clear focus on meeting individual need and providing care and support for segregated prisoners.*
- *Health staff promptly assess all new arrivals in the segregation unit and contribute to care plans.*
- *Segregated prisoners receive assertive mental health support and regular review.*
- *Prisoners are never subjected to a regime which amounts to solitary confinement.¹*
- *Prisoners have meaningful conversations with a range of staff every day, including the opportunity to speak in confidence with a senior manager, a health care professional and a chaplain.*
- *Staff are vigilant in detecting signs of decline in mental health, mitigate the social isolation inherent in segregation and actively seek alternative locations.*
- *Reviews are multidisciplinary and prisoners are able to attend.*
- *Staff are appropriately trained and supported and receive specialist supervision from a trained facilitator.*
- *Efforts are made to understand and address the behaviour leading to segregation.*
- *Prisoners in the segregation unit are not strip- or squat-searched unless there is sufficient specific intelligence and proper authorisation.*
- *The number of staff necessary to unlock individual men in segregation is decided on the basis of a daily risk assessment, which is properly authorised and recorded.*

¹ 'Solitary confinement' is when detainees are confined alone for 22 hours or more a day without meaningful human contact (United Nations Standard Minimum Rules for the treatment of prisoners. Rule 44).

11. Segregated prisoners have daily access to the telephone and a shower and are encouraged to access an equitable range of purposeful activities.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *The regime is tailored to individual need, prisoners know what regime to expect and they have the opportunity to use the telephone every day.*
- *As a minimum prisoners have one hour of outside exercise every day.*
- *Prisoners located on the segregation unit long term have a care plan and are encouraged and supported to associate with others and to return to normal location.*
- *Prisoners are provided with extra care and support after a period of isolation with a view to preventing future episodes.*
- *Prisoners have appropriate activities to occupy and stimulate them in their cells.*
- *Subject to risk assessment, prisoners can access the same facilities and privileges as elsewhere in the prison and can access regime activities and peer supporters.*
- *Prisoners have access to outside exercise and other activities together, subject to appropriate risk assessment.*

Security

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

Expectations

12. Prisoners are held in a safe environment where security is proportionate.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There are no obvious weaknesses in the physical and procedural security of the establishment, or there is evidence that weaknesses are being addressed.*
- *Security is proportionate to risk and not unnecessarily restrictive.*
- *Staff provide good supervision of prisoners during association and movement around the prison.*
- *The risk of escape or abscond is well managed, including while prisoners are being escorted.*
- *Restraints are only used during escort when justified by individual risk assessment.*
- *Completed person escort record forms provide information which will allow the prisoner's physical and emotional needs to be met during escort.*
- *Risk assessments for release on temporary licence (ROTL) are comprehensive.*
- *Temporary release failures are investigated.*

13. Prisoners' well-being is safeguarded by effective intelligence and proportionate searching measures.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Effective and responsive intelligence and security measures are in place.*
- *Decisions made on the basis of intelligence are proportionate to the risk posed and take account of the reliability of the evidence.*
- *Security systems are sufficient to identify current and emerging threats.*
- *Systems are in place to identify any threats from prisoners with extremist ideologies.*
- *The approach to security respects ethnic, racial and religious difference and actively promotes tolerance and acceptance of difference.*
- *Prisoners are not strip- or squat-searched unless there is sufficient specific intelligence and proper authorisation.*
- *Prisoners are made aware that their cells or personal property are being searched and cells/property are left in the same condition they were found in.*
- *Routine searching is not excessive.*
- *Searches are thorough and systematically recorded.*

14. Effective processes are in place to protect prisoners from misconduct or illegal conduct by staff.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners know how to make confidential complaints about staff, and are confident that the system works effectively.*
- *Prisoners and staff know the identity of the local corruption prevention manager.*
- *Immediate protection from reprisals is provided to prisoners and staff who report misconduct or ill-treatment by staff.*
- *Reports of misconduct and ill-treatment are investigated by a competent and appropriately independent authority.*
- *Where inappropriate or abusive practice is found, staff are held to account.*
- *Staff know about 'whistleblowing' arrangements and feel confident about using them.*

15. There is an effective drug supply reduction strategy.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *A strategic, whole-prison approach to reducing drug and alcohol supply reflects emerging trends and links effectively with the substance misuse demand reduction strategy.*
- *Where problems are identified, remedial action is taken promptly and evaluated.*
- *Mandatory drug testing (MDT) takes place in a suitable environment and is conducted consistently in line with protocols which ensure validity of procedures.*
- *Prisoners who test positive or refuse to be tested on MDT, or are involved in suspected drug-related incidents are referred to substance misuse services.*
- *The criteria to ban or otherwise restrict visitors relate only to abuse of visits and individual restrictions are reviewed regularly. Decisions show that proper*

consideration is given to any potential impact on mental health or other risk factors, in particular those linked to risk of self-harm and suicide.

Safeguarding

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

Expectations

Suicide and self-harm prevention

16. The prison provides a safe and secure environment which actively reduces the risk of self-harm and suicide.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is a clear strategy for preventing suicide and self-harm.*
- *Staff are clear about their responsibility to preserve life, when to enter a locked cell and what to do in an emergency.*
- *Staff are trained in suicide prevention processes and know how to support prisoners who self-harm.*
- *Staff are trained to identify and support prisoners who may have mental health problems, or who have been affected by trauma.*
- *Prisoners' family and friends know how to raise a concern about the risk of self-harm or suicide, can ask for assessment, care in custody and teamwork (ACCT) processes to be initiated, and are kept appropriately informed.*
- *Appropriate first aid equipment is readily available and sufficient discipline staff are trained to use it.*
- *A multidisciplinary committee monitors the prison's self-harm and suicide prevention policy and procedures and ensures support for the most vulnerable prisoners.*
- *Self-harm data is monitored and any emerging patterns are identified and acted on.*
- *Investigations into serious 'near miss' incidents are thorough and appropriately independent and identify opportunities for improvement which are rigorously pursued.*
- *Staff respond quickly and comprehensively to Prisons and Probation Ombudsman (PPO) death in custody investigations.*
- *PPO and Coroner's Court recommendations are prioritised, acted upon and regularly reviewed.*
- *Prisoners at risk of suicide or self-harm are only held in special/unfurnished accommodation or given anti-rip clothing in clearly documented exceptional circumstances on the authority of the governor and in consultation with the mental health team.*
- *Personal possessions are only removed in documented exceptional circumstances, following a multidisciplinary review.*

17. Prisoners at risk of self-harm or suicide receive individualised care from a multidisciplinary team and have unhindered access to help, including from their families.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff use multidisciplinary care and support plans, developed in consultation with the prisoner, to identify risks and needs and implement strategies for reducing risk.*
- *Consistent case managers are allocated for all prisoners at risk and are responsible for oversight of care plans between reviews.*
- *Prisoners with complex self-harm/suicidal behaviours are managed using enhanced multidisciplinary case reviews.*
- *Assessment, care in custody and teamwork (ACCT) procedures are used properly and are rigorously quality-assured.*
- *Staff engage in a supportive and constructive way with prisoners in crisis.*
- *Suitably trained and supported prisoner peer workers provide listening support to prisoners in crisis 24 hours a day, seven days a week.*
- *Prisoners in crisis have access to an appropriate care suite.*
- *Constant supervision is infrequent. When it is necessary, staff create a positive environment which encourages and facilitates access to a purposeful regime.*
- *Prisoners can access a range of support services and staff encourage prisoners to involve their family or friends in their care.*
- *Information about prisoners at risk of self-harm or suicide is communicated to the supervising officer in the community, when release is imminent.*

Protection of adults at risk

18. Prisoners, particularly vulnerable adults at risk² are provided with a safe and secure environment which protects them from harm and neglect.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is a local safeguarding strategy to protect adults at risk, and a nominated local manager.*
- *Staff are aware of their responsibility to protect adults at risk and know how to recognise signs of harm.*
- *Prisoners are protected from extremist ideologies.*
- *Prisoners can access a range of support services and staff encourage prisoners to involve their family or friends in their care.*
- *Where harm or abuse is alleged or suspected, prompt action is taken to protect the individual and to investigate.*
- *Prisoners whose health is likely to be injuriously affected by their imprisonment are safeguarded.³*

² Safeguarding duties apply to an adult who:

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

³ Prison Rules 1999, Rule 21 (1) The medical officer or a medical practitioner such as is mentioned in rule 20(3) shall report to the governor on the case of any prisoner whose health is likely to be injuriously affected by continued

- *There is a clear understanding of which prisoners at risk should be referred to the local authority adult safeguarding board and how to make the referral.*
- *When required, prisoners can access advocates and/or appropriate adults to help them understand and give informed consent.*
- *Staff engage with all relevant agencies to ensure prisoners are appropriately cared for and supported.*

19. Adults at risk are appropriately located and supported by trained staff who are resourced to meet their needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners at risk of harm are located in an environment where they can easily access the support they need and a purposeful regime.*
- *Prisoners at risk of harm are not held in segregation unless this is justified in writing on the basis of exceptional circumstances by a senior manager.*
- *Individual care plans are developed to manage a prisoner's assessed needs.*
- *Consistent case managers are allocated for all prisoners at risk and are responsible for oversight of care plans between reviews.*
- *Punitive approaches to managing behaviour are only used for prisoners with complex needs if this is part of an individual care or support plan and in addition to other approaches designed to improve behaviour.*

Leadership and management of safety

20. Safe outcomes for prisoners are supported by effective leadership and management.⁴

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it:

- *Leaders and managers pay close personal attention to meeting the needs of the most vulnerable prisoners.*
- *Sufficient resources are available to promote safety.*
- *A whole-prison strategy for promoting positive behaviour minimises the need for a punitive approach.*
- *There are clear strategies for reducing violence and self-harm.*
- *Leaders and managers are visible and appropriately challenge staff and prisoners.*
- *Data is used effectively to identify and minimise risks to the safety of prisoners and staff.*
- *The approach to caring for prisoners is multidisciplinary.*
- *The importance of dynamic security is recognised.*

imprisonment or any conditions of imprisonment. The governor shall send the report to the Secretary of State without delay, together with his own recommendations.

⁴ We consider leadership and management only insofar as it has a direct and observable impact on outcomes for prisoners. The term 'leaders and managers' may include any member of staff, including those working for contracted services, and the management hierarchy, including commissioners. Our judgements relate to how leaders and managers support or obstruct the achievement of our expectations. We do not assess leadership and management in isolation, nor do we do so comprehensively. Our judgements will be presented at the end of the relevant healthy prison test summary.

Section 2: Respect

Prisoners are treated with respect for their human dignity.

Contents

- Staff-prisoner relationships
- Daily life
 - Living conditions
 - Residential services
 - Prisoner consultation, applications and redress
- Equality, diversity and faith
 - Strategic management
 - Protected characteristics
 - Faith and religion
- Health, well-being and social care
 - Strategy, clinical governance and partnerships
 - Promoting health and well-being
 - Primary care and inpatient services
 - Social care
 - Mental health
 - Substance use treatment
 - Medicines optimisation and pharmacy services
 - Dental services and oral health
- Leadership and management of respect

Staff-prisoner relationships

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

Expectations

21. Prisoners are treated with humanity and respect for their human dignity. Relationships between prisoners and staff are positive and courteous.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff and prisoners are fair and courteous to each other.*
- *Staff engage proactively with prisoners and seek to know prisoners as individuals.*
- *Senior managers lead by example and regularly engage with prisoners on wings.*
- *When staff need to relay sensitive or unwelcome news to prisoners, this is done in private and with compassion.*
- *Staff treat prisoners' cells and possessions with respect.*
- *Staff and prisoners address each other using their preferred name or title and never use insulting nicknames or derogatory or impersonal terms.*
- *Staff understand the impact of life experiences, such as trauma, abuse and mental illness, on behaviour.*
- *Staff are able to access support to help them manage the emotional demands of their work.*
- *When rules are breached, staff take time to explain how and why to the prisoner concerned.*

22. Prisoners are encouraged and supported to take responsibility for their rehabilitation and to contribute positively to the prison community.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners take responsibility for meeting their own needs.*
- *Prisoners are encouraged to attend activities regularly and punctually.*
- *Staff support and motivate prisoners to engage positively with activities designed to reduce their risk of reoffending and help them prepare for release.*
- *There is an organised and structured peer support scheme, which encourages 'active citizenship' within the prison community.*
- *Peer workers' roles are clearly defined.*
- *Peer workers receive appropriate training, support and supervision.*
- *The peer worker group is involved in consultation activities.*

23. Prisoners have a named member of staff who supports them emotionally and practically and helps them make positive changes in their lives.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners have a named member of staff who knows them well.*
- *Staff know the personal circumstances of prisoners and encourage contact with the outside world.*
- *Staff believe in the possibility of rehabilitation and support prisoners to achieve their objectives.*
- *Staff encourage prisoners to reflect on the consequences of their behaviours and use mediation to resolve conflict.*
- *Staff are caring and compassionate and support prisoners to make good choices and manage their emotions.*
- *Staff are consulted on matters relating to their prisoners and provide support with prisoners' rehabilitation and resettlement issues.*
- *Staff are aware of the services available in the prison and use them to help prisoners.*
- *Staff maintain an accurate chronological record of contact with prisoners.*
- *Where appropriate, staff use care plans to coordinate care for the most vulnerable men.*

Daily life

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

Expectations

Living conditions

24. Prisoners live in a clean and decent environment which is in a good state of repair and fit for purpose.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Cells and communal areas are clean, free of graffiti/offensive displays, well lit (including adequate natural light) and well decorated.*
- *Accommodation meets agreed minimum standards (size, heating, ventilation) and provides adequate space for the number of prisoners held in the cell.*
- *As a minimum, prisoners have their own bed, chair, table and lockable cupboard and sufficient space to store personal belongings.*
- *All in-cell toilets have lids and are screened. In shared cells, washing facilities are screened.*
- *Prisoners have access to drinking water, a toilet and washing facilities at all times.*

- *Residential units are as quiet as possible at night with appropriate lighting to enable rest and sleep.*
- *Outside areas are well maintained and clean.*

25. Prisoners are appropriately and safely located in their residential units and understand the rules and routines of the prison, which encourage responsible behaviour.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Unconvicted prisoners are not required to share accommodation with sentenced prisoners.*
- *Young adults do not share cells with adults.*
- *Prisoners only share cells following a suitable risk assessment process.*
- *Staff respond to emergency cell call bells within five minutes.*
- *Prisoners have a courtesy key to their room.*
- *Observation panels in cell doors remain free from obstruction.*
- *Prisoners know the local rules and routines, which are applied openly, fairly and consistently, with no discrimination.*
- *When decisions are conveyed to prisoners, appeal arrangements are explained and made available.*

26. Prisoners are encouraged to keep themselves, their cells and communal areas clean.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners can shower or bathe in private every day.*
- *Prisoners are provided with basic hygiene items for their personal use.*
- *Clean bedding is provided for each new prisoner on arrival and can be replaced or laundered weekly.*
- *Mattresses are replaced when needed.*
- *Where night sanitation arrangements exist, access is prompt.*
- *Prisoners have access to sufficient cleaning materials to keep their cells and communal areas clean.*

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

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prison issue clothing is not undignified, fits and is in good repair.*
- *Prisoners are provided with enough clean underwear and socks to be able to change them daily.*
- *Prisoners are issued with enough warm, weatherproof clothing and shoes to go out in all weather conditions.*
- *Prisoners have opportunities to wear their own clothes.*
- *Prisoners have at least weekly access to laundry facilities to wash and iron their clothes.*

28. Prisoners' property held in storage is secure, and prisoners can access it on request.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners can receive parcels subject to security and volumetric control considerations.*
- *The amount of property held in possession and storage takes account of individual needs.*
- *The list of possessions that prisoners are allowed to keep is adequate to meet the needs of the population.*
- *Prisoners' valuable property is routinely security marked before it is issued.*
- *All property is returned to prisoners on release or transfer.*
- *Prisoners are fairly compensated for clothing and possessions which are lost or damaged in storage.*

Residential services

29. Prisoners have a palatable, varied, healthy and balanced diet which meets their individual needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Meal times match those in the general community.*
- *Prisoners can eat out of their cells, with others.*
- *Breakfast is served when it is intended to be eaten.*
- *Prisoners have a choice of meals and can make lifestyle choices about diet.*
- *Catering staff provide meals that meet medical dietary requirements.*
- *Menus are agreed following advice from dieticians and nutritionists and meet the needs of the population.*
- *Prisoners returning from court or release on temporary licence (ROTL) do not miss out on their main meal.*
- *Prisoners can make a hot drink after evening lock up.*
- *Prisoners are consulted about the menu and their feedback about food is routinely considered.*
- *Prisoners (especially long-term prisoners) can cater for themselves.*

30. Prisoners' food and meals are stored, prepared and served in line with religious, cultural and other special dietary requirements and conform to hygiene regulations.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Managers ensure that relevant food and safety hygiene regulations are adhered to in all areas where food is stored, prepared or served.*
- *Catering staff meet religious, cultural or other specific dietary needs.*
- *Prisoners and staff who work with food are trained, wear proper clothing and have been health-screened.*
- *Staff supervise the serving of food to prevent tampering and to ensure appropriate portion control.*

- *Prisoners involved in preparing or serving food can gain relevant qualifications.*

31. Prisoners have a weekly opportunity to purchase a suitable range of goods at reasonable prices.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are able to buy items within 24 hours of arrival.*
- *Prisoners arriving at reception without private money are offered an advance to use for purchases, with repayment staged over a period of time.*
- *Prices are broadly equivalent to those in the community.*
- *The list of products available meets the diverse needs of the population.*
- *Prisoners can place orders at least once a week.*
- *Prisoners are able to access accurate and up-to-date records of their finances, free of charge.*
- *Prisoners can purchase newspapers and magazines and place catalogue orders.*
- *Prisoners can purchase a wide range of approved hobby materials.*

Prisoner consultation, applications and redress

32. Prisoners are able to take an active role in influencing decisions about services, routines and facilities in the prison and in managing their own day-to-day life.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are regularly consulted about prison life and given the opportunity to present any areas of grievance or dissatisfaction directly to managers.*
- *Prisoners are able to raise issues or concerns for discussion.*
- *Prisoners can challenge decisions appropriately and are confident that their views are taken seriously.*
- *The selection of prisoners to take part in more formal consultation events or to represent the wider prisoner group is fair and transparent.*
- *Prisoners are informed of the outcome of consultation and provided with justifiable reasons for any decision made.*
- *Ongoing feedback mechanisms, for example food comments books, are readily available, regularly checked and responded to appropriately.*

33. Staff and prisoners are encouraged to resolve requests informally; when this is not possible prisoners understand how to apply for available services, and are able to do so easily.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff and prisoners are encouraged to resolve requests informally, before making a formal, written application or complaint.*
- *Prisoners know how to make applications and can do so confidentially.*
- *Staff help prisoners to make applications, as requested.*

- *Prisoners do not have to make repeated applications for services they access or receive on a regular basis.*
- *Prisoners receive timely responses to their applications which are respectful, easy to understand and address the issues raised.*
- *There are effective and thorough quality assurance arrangements in place.*

34. Prisoners have confidence in complaints procedures, which are effective, timely and well understood.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners know how to complain and have access to information about complaints procedures in a range of formats and languages.*
- *Prisoners have easy access to complaint forms and can submit them confidentially.*
- *Mediation services are available.*
- *Responses to complaints are easy to understand, comprehensive, respectful and prompt and address the issues raised.*
- *Where necessary, prisoners receive help to make their complaint.*
- *There is an effective quality assurance process for complaints responses, ideally with external validation.*
- *Prisoners are consulted regularly about the internal complaints system to monitor and maintain confidence in it.*
- *Complaints about health care provision and treatment are managed separately from the main complaints system.*
- *Prison staff respond quickly and comprehensively to Prisons and Probation Ombudsman (PPO) complaint investigations and implement PPO recommendations promptly.*

35. Prisoners feel safe from repercussions when using complaints procedures and can appeal decisions easily.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are not encouraged to withdraw complaints.*
- *Complaints about staff are investigated by an appropriately senior and independent person.*
- *Prisoners and visitors who make complaints against staff and/or other prisoners are protected from possible recrimination.*
- *Prisoners know how to appeal against decisions.*
- *Prisoners have access to recognised external organisations offering support in pursuing a complaint.*
- *Prisoners can easily speak to members of the Independent Monitoring Board (IMB) in confidence.*
- *Prisoners know how to contact the PPO in confidence.*
- *Information about the Legal Ombudsman is available.*
- *Prisoners receive help to pursue complaints and grievances beyond the prison/with external bodies, if they need to do so. They receive help in contacting legal advisors or making direct applications to the courts.*

36. Prisoners' legal needs are met without delay and they can exercise their legal rights.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Unconvicted prisoners receive help to apply for bail and to find bail accommodation.*
- *Prisoners know what resources are available in the prison to help meet their legal needs and are supported to find a legal representative if necessary.*
- *Prisoners can communicate with their legal and political representatives in confidence by telephone, fax and letter.*
- *Video link is used for eligible court cases and for other legal consultations.*
- *Where necessary prisoners have access to a computer and printer to prepare legal correspondence and documents. Prisoners can obtain an 'access to justice' laptop.*
- *Legally privileged correspondence is not opened by staff unless there are documented exceptional circumstances and the prisoner is present.*
- *Prisoners can meet their legal representatives face to face, in private, out of the hearing of staff, including for parole purposes.*
- *Facilities are available for legal representatives to review CCTV evidence with prisoners.*
- *Prisoners who are eligible to vote are on the electoral register, can receive campaigning material and can freely exercise their right to vote.*

Equality, diversity and faith

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

Expectations

Strategic management

37. The prison demonstrates strong leadership in delivering a coordinated approach to embedding equality considerations in regimes, eliminating all forms of unlawful discrimination and promoting inclusion.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is a local equality and diversity strategy that outlines how the needs of all groups within the prison will be identified and addressed.*
- *The governor/director leads by example in promoting equality and diversity.*
- *Prison policies and regime activities are reflective of the diverse needs of the prisoner population.*

- *A named person of appropriate seniority has overall responsibility for equality and diversity.*
- *Staff with specific equalities responsibilities are given sufficient time and support to fulfil their role, and have clear job descriptions and objectives.*
- *Equality and diversity issues and outcomes are monitored regularly by a committee involving managers, staff and prisoner peer workers from across the prison.*
- *There is regular and effective input by external community representatives, providing advice at a strategic level and support to prisoners.*
- *Awareness of the needs of people with protected characteristics is promoted by educational and celebratory events.*

38. The prison employs fair processes to ensure that no prisoner or group is disadvantaged.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *The prison has clear systems in place to minimise all forms of unlawful discrimination or disadvantage.*
- *Staff are trained and supported to identify and eliminate unlawful discrimination.*
- *There are effective monitoring systems to help identify discrimination in treatment and access to services, for example, allocation to activities.*
- *Data on discriminatory incidents and allegations is routinely analysed for patterns.*
- *Potential adverse outcomes are investigated thoroughly. Remedial action is taken promptly and evaluated.*
- *Monitoring data is made available in various formats so that it is accessible to all people with particular protected characteristics, whether prisoners, visitors or staff.*

39. Discriminatory behaviour is challenged robustly and consistently.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *All forms of discriminatory language and conduct are challenged.*
- *Prisoners and staff know what behaviours and language are acceptable.*
- *Prisoners, staff and visitors know how to report an incident, are supported to do so and are safe from any repercussions.*
- *Responses to discrimination complaints are timely and are based on a thorough investigation. Allegations and incidents are investigated thoroughly.*
- *There are clear links between designated equality staff and the establishment's approach to violence reduction.*
- *There are effective interventions to support victims of discrimination and to challenge perpetrators.*
- *Prisoners who have been involved in racist or other hate crime or incidents are identified and managed appropriately.*

40. Prisoners play a central role in eliminating all forms of discrimination and are consulted frequently to strengthen the support available.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoner equality representatives are used to support their peers.*
- *Prisoner equality representatives are well known and have appropriate support and job descriptions.*
- *Prisoners have the opportunity to express their views about equality and diversity issues on a regular basis.*
- *Prisoners have access to staff and outside agencies on a regular basis to answer queries and seek advice.*
- *There is proper oversight of peer supporters (or buddies) who provide assistance to individual prisoners.*

Protected characteristics

41. Prisoners with protected characteristics and any other minority characteristics are treated equitably and according to their individual needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff promote and model inclusion in all aspects of their work and show an awareness of equality, anticipating and addressing the needs of prisoners.*
- *Assessments on arrival at the prison cover all protected characteristics.*
- *Prisoners have access to information in a format and language they can easily understand, for example, DVD, easy read or Braille.*
- *Any prisoner who requires a personal care plan is identified quickly and an individualised plan is put in place. Care plans are kept up to date and, where appropriate, are multidisciplinary.*
- *Staff are aware of prisoners who may require extra support in the event of an emergency. Personal emergency evacuation plans are used.*
- *Staff are aware of prisoners who need assistance to complete everyday activities.*
- *Staff make reasonable adjustments to ensure that prisoners with protected characteristics can participate in activities which meet their needs.*
- *External support groups and networks are effectively promoted and prisoners are helped to make contact with them.*
- *Rehabilitation and release planning work takes account of the specific needs of prisoners with protected characteristics.*

42. The specific needs of prisoners from all racial and ethnic minority groups are met.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff are aware of and respond appropriately to race and cultural issues.*
- *Sufficient attention is paid to the distinct needs of prisoners from the Gypsy, Roma and Traveller communities, including support for maintaining family ties.*

43. The specific needs of foreign national prisoners and detainees are met.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff are aware of the distinct needs and cultural preferences of foreign nationals, especially those nationalities represented in the prison.*
- *Staff know which prisoners find communicating in English a challenge. Prisoners have access to accredited translation and interpretation services whenever accuracy or confidentiality is required.*
- *Key information about prison life is available in foreign languages.*
- *Foreign national prisoners receive help to keep in touch with family abroad.*
- *Foreign nationals' individual rehabilitation and release needs are met. Foreign national prisoners are not treated less favourably than British prisoners when meeting these needs.*
- *Foreign national prisoners understand their immigration status and what will happen on completion of their custodial sentence.*
- *Prisoners are informed as soon as possible of any decision to detain under immigration powers (IS91), in a language that they understand. They receive notification of removal directions at least 72 hours in advance.*
- *Prison staff understand the potential impact of deportation decisions on an individual's mental health and provide appropriate support.*
- *Deportation matters are concluded before the end of the custodial sentence.*
- *Immigration detainees held solely under administrative powers are not held in prisons other than in exceptional circumstances following risk assessment. This decision is reviewed every month and confirmed in writing.*
- *Men held on immigration grounds alone have access to a regime and facilities commensurate with their status and comparable, as far as possible, to what would be available to them in an IRC.*

44. The specific needs of prisoners with disabilities are met.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners have access to appropriate specialist support services and equipment (equivalent to that which would be available in the community) to enable them to communicate and understand the regime. Accredited interpreting services are used wherever accuracy or confidentiality is important.*
- *Reasonable adjustments are made to ensure that prisoners with disabilities, including those with learning disabilities/difficulties, have equitable access to the regime and facilities.*
- *Prisoners who are unable to work because of a disability are unlocked during the day and provided with appropriate and sufficient regime activities.*
- *Unemployment pay for prisoners unable to work due to disability is set at a level that is sufficient for those without other income to maintain a reasonable standard of prison life.*
- *Prisoners with less obvious disabilities (for example learning disabilities) are identified, assessed and have their needs met.*

45. The specific needs of trans and intersex prisoners are met.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Decisions about the location of a trans or intersex prisoner are taken following a multidisciplinary case conference and take account of the views of the prisoner and any available evidence of living in their gender identity. Wherever possible, and subject to an assessment of the relevant risk factors, trans and intersex prisoners are located in a prison consistent with the gender with which they best identify.*
- *Prisoners who wish to begin gender reassignment are permitted to live permanently in their chosen gender identity and can access appropriate medical and other specialist support.*
- *All gender variant prisoners, which includes prisoners who identify as trans, non-binary, gender fluid, or who are intersex, have access to the items they use to maintain their gender appearance following agreement with the prisoner on how best to facilitate this. Any restrictions are based on properly evidenced justifications.*
- *Trans prisoners are routinely addressed as, and referred to in, the gender they identify with. Non-binary or gender fluid prisoners are referred to using their preferred pronoun.*
- *Trans or intersex prisoners are able to access support or counselling services where needed, including external support networks.*
- *There are arrangements to educate staff, enabling them to adequately support prisoners in transition and prisoners who are gender fluid, non-binary, trans or intersex.*

46. The specific needs of prisoners of all sexual orientations are met.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff training and development promotes equal respect for prisoners of all sexual orientations and raises awareness of the discrimination faced by gay and bisexual prisoners.*
- *Acceptance of all sexual orientations is promoted.*
- *There are clear guidelines for prisoners about what behaviours are acceptable.*
- *Prisoners who are gay or bisexual are supported via specific groups/schemes within the prison and through referral to external support networks.*

47. The specific needs of young adults (aged 18–25)⁵ are met.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Local policies and practices, including staff training, reflect the distinct needs of young adults and respond appropriately to individual levels of maturity.*
- *Where appropriate, young adults have an individual care plan to support emotional well-being and help identify and meet specific needs.*

⁵ We have deliberately defined 'young adults' in this context as those aged 18–25 years. This reflects emerging evidence that young people often have specific needs beyond age 21, which is the age at which 'young offenders' (18–20-year-olds) are usually reclassified as adults.

- *Young adults arriving from the children and young people's estate are carefully prepared for transfer into the adult estate, are identified systematically on arrival and are actively supported.*
- *Young adults have opportunities to develop a greater sense of being part of a community and a sense of responsibility to others through a range of meaningful roles, such as peer support.*
- *Behaviour management processes are applied proportionately to young adults.*
- *Young adults are regularly consulted about the range of age-appropriate activities offered.*
- *Staff are aware of the needs and entitlements of young adults who have been looked after children, and these are met.*
- *Rehabilitation and release planning support reflects the specific needs of young adults.*

48. The specific needs of older prisoners are met.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *A range of age-appropriate activities are available which aim to occupy and engage older prisoners.*
- *Staff working with older prisoners can recognise the signs of mental health problems and the onset of dementia.*
- *Older prisoners who are retired or unfit to work are unlocked during the day and provided with sufficient appropriate activities.*
- *Minimum retirement pay is set at a level that is sufficient for those who do not have another source of income to maintain a reasonable standard of prison life.*
- *Prisoners over 70 years of age do not pay for their TV, regardless of income.*

49. The specific needs of other identified minority groups within the prison are met.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Population data is used to identify other minority groups (for example ex-service personnel) within the prison who may have specific needs while in custody and when preparing for release.*
- *The prison has clear guidelines for staff and prisoners on how the needs of these groups will be addressed.*

Faith and religion⁶

50. Prisoners are encouraged to practise their religion fully and in safety.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners have easy access to corporate worship and faith-based classes and groups.*

⁶ 'Religion' here should be understood to include 'religion and belief' as they are understood in the context of the Equality Act 2010 and related case law.

- *The make up of the chaplaincy team is commensurate with the prison's faith populations.*
- *Staff supervision of faith services is respectful and proportionate.*
- *Prisoners and staff know chaplaincy members well.*
- *Faith areas are accessible and permit contemplation, reflection and prayer.*
- *Alternative or additional provisions are made when individual prisoners are excluded from corporate worship.*
- *Prisoners are able to obtain, keep and use artefacts that have religious significance.*
- *Prisoners can fulfil religious lifestyle requirements.*

51. Different religious faiths are recognised and respected.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff are aware of religious diversity and the way this interacts with cultural and racial identities.*
- *Searches of staff, visitors, prisoners and their property are conducted in a religiously and culturally sensitive manner.*
- *Prisoners can learn about different faiths. Prisoners are free to change or abandon their religion.*
- *Prisoners are able to celebrate all major religious festivals and these are actively promoted to all prisoners.*
- *Monitoring of the different religions in the prison population is comprehensive, accurate and reviewed regularly to shape service provision.*

52. Prisoners are fully supported by the chaplaincy, which contributes to prisoners' overall care, support and rehabilitation.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Chaplains meet all new prisoners within 24 hours of their arrival in the prison and have a meaningful and private conversation.*
- *A member of the chaplaincy team visits prisoners in the inpatients unit and those who are segregated every day.*
- *Chaplains are involved immediately when a prisoner is near to death or has died, to support the dying prisoner, relatives, other prisoners and staff.*
- *Chaplains are able to provide support to prisoners who have experienced bereavement or loss.*
- *Chaplains contribute to multidisciplinary teams across the prison, and attend individual case reviews where appropriate.*
- *Chaplains establish and maintain links with faith communities outside the prison.*
- *Chaplains support the role of faith in promoting desistance from crime and help prisoners meet their faith needs on release.*
- *The chaplaincy team has a role in identifying and challenging extremist ideologies that purport to be based on religious belief.*
- *Prisoners of no faith are able to receive support from the chaplaincy team and are not less favourably treated than prisoners of faith.*

Health, well-being and social care

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

Expectations

Strategy, clinical governance and partnerships

53. Patients are cared for by services that accurately assess and meet their health, social care and substance use needs and which promote continuity of health and social care on release.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Effective partnership working between the prison, commissioners and providers ensures that health, social care and substance use services meet the assessed needs of the prison population.*
- *Effective leadership and governance systems ensure good patient outcomes.*
- *Health, substance use and social care provision meet the required regulatory standards, including the duty of candour.*
- *Service delivery is informed by effective prisoner consultation and lessons are learned (for example from adverse incidents and complaints).*
- *Health staff are easily recognisable. Staffing levels and skill mix throughout the 24-hour period meet service user need.*
- *Staff are well trained and supported; this includes regular clinical and managerial supervision.*
- *Every patient has a single clinical record which meets contemporary record-keeping standards.*
- *Information is shared within the bounds of medical confidentiality to promote continuity of care and maintain patient safety.*

54. Patients receive treatment which is sensitive to their diverse needs from competent staff in an environment that promotes dignity and maintains privacy.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *All prisoners have equal access to health, well-being and social care services regardless of location, regime, disabilities or language barriers.*
- *Patients are treated with dignity, respect and compassion.*
- *There are sufficient rooms to provide a full range of health services.*
- *Infection prevention and control measures are robust.*
- *Patients are seen in private, except in clearly documented exceptional circumstances.*

- *Competent health staff respond promptly to medical emergencies with appropriate emergency equipment.*
- *All clinical equipment is appropriately maintained and serviced.*
- *Arrangements to gain and review service user consent are appropriate. When service users lack mental capacity to make a decision, health professionals make 'best interests' decisions in accordance with legislation.*
- *Service users are kept safe, are safeguarded from abuse and have access to independent advocacy services if required.*
- *Service users can complain about their treatment in confidence without recrimination. Responses are timely, easy to understand and address all the issues raised.*

Promoting health and well-being

55. Prisoners are supported and encouraged to optimise their health and well-being.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is a whole-prison approach to promoting health and well-being.*
- *Information about available health services and current national health campaigns is easily accessible in all required formats and languages.*
- *Well-trained and supervised peer workers and health trainers offer health information and support to prisoners.*
- *Prisoners can easily access health checks, disease prevention and screening programmes.*
- *Prisoners can access sexual health services. Barrier protection and related health advice is freely available, including on release.*
- *Older patients receive proactive care from competent staff who understand their specific needs.*
- *Prisoners can access community-equivalent smoking cessation support.*
- *There are robust systems to prevent, identify and manage communicable diseases.*
- *Prisoners receive individual health promotion advice on release.*

Primary care and inpatient services

56. Prisoners' immediate health, substance use and social care needs are recognised on reception and responded to promptly and effectively.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *A competent health professional screens all new prisoners on the day of arrival to identify their immediate needs and make appropriate onward referrals.*
- *Relevant risk and care planning information is shared between prison and health staff on reception and throughout a prisoner's sentence.*
- *With consent, the patient's community clinical records are obtained promptly.*
- *Patients receive a secondary health assessment from a competent health professional within seven days of arrival.*

57. Patients' individual ongoing health care needs are addressed through an appropriate range of care services. Continuity of care is maintained on transfer or release.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners can access all necessary primary care services, including pain management, memory/dementia support services and effective out-of-hours GP services, within equivalent waiting times to the community.*
- *There is an effective appointments system.*
- *Patients with long-term conditions and complex health needs receive appropriate joined-up care. Recorded care plans demonstrate patient involvement and support continuity of care.*
- *Patients with palliative and end of life needs receive person-centred care delivered jointly by the prison and community services, to national standards, in a safe and decent environment.*
- *Health services staff provide community-based services on the wings when required.*
- *Patients receive secondary care services within community-equivalent waiting times and care is not disrupted by prison transfers.*
- *Security measures on hospital escorts are proportionate and are based on an individual risk assessment which includes a detailed health contribution.*
- *Timely joint working with relevant internal and external departments/services supports continuity of care.*
- *Prisoners receive relevant pre-release assessments and interventions and are supported to register with community health services.*

58. Patients requiring 24-hour nursing care are supported by a regime, facilities, and health staff to meet their individual needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Admission and discharge is based on agreed clinical criteria. Staffing numbers and skills mix meet the patients' needs.*
- *Patients receive a comprehensive assessment of their care needs and, wherever possible, are involved in developing their own care plans.*
- *Patients have decent living conditions and access to a normal prison regime alongside therapeutic and constructive activities to maintain well-being and encourage recovery.*
- *Patients' ongoing care needs are met following discharge from the inpatient unit.*

Social care

59. Prisoners with social care⁷ and support needs are identified and receive assessment, care packages, adaptations and advocacy services that continue on release or transfer.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners with social care needs are promptly identified and referred for a social care assessment.*
- *Prisoners' social care needs are consistently met.*
- *Sufficient trained, supervised and screened social care staff implement agreed care plans that ensure privacy and dignity.*
- *Required equipment and adaptations are provided promptly and maintained correctly.*
- *Peer prisoner supporters do not provide intimate care and are appropriately selected, risk assessed, trained, supported and supervised.*
- *Prisoners with severely restricted mobility or impaired communication can easily summon assistance in an emergency.*
- *Effective joined-up planning ensures agreed packages of care are continued on transfer within the prison estate and on release.*

Mental health

60. Prisoners with mental health problems are identified promptly and supported by community-equivalent services to optimise their mental well-being during their stay and on transfer or release.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners' immediate mental health needs are assessed during their reception health screening and appropriate onward referrals are made.*
- *Prison officers receive training to enable them to recognise when a prisoner requires referral for mental health assessment, and there is a clear referral pathway.*
- *Referrals are reviewed promptly and appointments allocated on clinical need/risk.*
- *Competent practitioners deliver a community-equivalent range of evidence-based interventions and support for learning disability, trauma, neurological, mental and personality disorders.*
- *Prescribing reviews and related physical health checks occur regularly.*
- *Patients are assessed using a standardised format and additional information is obtained from other sources as required.*
- *Patients have written care plans which are regularly reviewed with their mental health practitioners.*
- *Liaison and joint working with other prison departments and health providers, including substance use treatment services, is effective.*
- *Patients with severe and enduring mental illness are supported within the Care Programme Approach (England) or Mental Health Measure (Wales).*

⁷ Care Act 2014; Social Services and Well-being (Wales) Act 2014

- *Patients who require assessment or treatment under the Mental Health Act are assessed and transferred promptly.*
- *Effective discharge planning and liaison with offender managers, CRCs and community mental health services ensures continuity of care post-release.*

Substance use treatment

61. An effective whole-prison strategic approach to drugs and alcohol ensures the demand for drugs and alcohol is reduced.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Effective joint working between prison departments, treatment providers and other relevant stakeholders embeds a dynamic whole-prison drug and alcohol strategy.*
- *A regular and comprehensive needs assessment informs the strategy and action plans.*
- *Prison officers receive training to enable them to recognise when a prisoner requires referral to substance use services, and there is a clear referral pathway.*
- *Psychosocial and clinical services meet the needs of the population. Service user feedback and outcomes inform service delivery.*
- *Psychosocial and clinical substance use treatment services are well integrated with each other, the prison and all health services.*
- *Sufficient competent staff provide effective evidence-based psychosocial and clinical services.*
- *Service users have personalised recovery plans which are regularly quality-assured.*
- *Patients with both mental and substance-related problems have prompt access to joined-up, comprehensive support.*

62. Prisoners can promptly access safe, effective and individualised clinical and psychosocial support.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Drug- and/or alcohol-dependent prisoners who are newly arrived from the community receive additional monitoring and individualised treatment in their early days.*
- *Prisoners (including those who develop substance-related problems during their time in prison) have prompt access to appropriate clinical, psychosocial and harm reduction interventions.*
- *Patients receive flexible prescribing which conforms to national clinical guidelines, meets their assessed needs and is reviewed regularly. All related clinical investigations and checks are completed.*
- *Newly arrived prisoners receive harm reduction information on illicit substance use in prison and about substance use treatment services.*
- *Prisoners have easy access to family support services, self-help and mutual aid, including well trained and supervised peer supporters.*
- *Drug recovery wings have a recovery ethos, competent staff and additional therapeutic interventions.*

- *Effective discharge planning with relevant internal and community services ensures continuity of support post-release, including releases from court.*
- *Service users receive information on how to avoid drug- and/or alcohol-related overdose, injuries and death post-release. Additional individualised support is available for prisoners who are vulnerable to overdose or relapse on release.*

Medicines optimisation and pharmacy services

63. Prisoners receive community-equivalent, person-centred medicines optimisation and pharmacy services.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Patients' medication histories, including allergies, are recorded during the initial reception screening and a full medicines reconciliation is completed within 72 hours of admission.*
- *Any disruption in prescribing regimens is minimised and urgent/critical medicines can be accessed promptly.*
- *Patients have direct access to clinical pharmacy services and advice.*
- *All medicines are handled, transported and stored legally, safely and securely with effective pharmaceutical stock management and use.*
- *Robust governance processes are in place to ensure safe and effective medicines management, including monitoring of medication incidents and prescribing trends.*
- *Patients' medicines are prescribed safely in line with evidence-based practice and formularies, reviewed regularly and administered at clinically appropriate times.*
- *Patients' adherence to medication is monitored. Patients are promptly reviewed when adherence is poor and/or diversion is suspected.*
- *Subject to a regularly reviewed in-possession risk assessment, patients can store their medicines securely and self-administer.*
- *Prisoners can access basic self-care medicines safely and easily, including out of hours.*
- *Medicines are administered from a secure and respectful environment.*
- *Prison officers manage medication administration queues effectively, including ensuring only one patient is at the hatch at a time and reducing opportunities for bullying and diversion.*
- *Prisoners receive information about their medicines in an understandable format and have regular clinical prescribing reviews.*
- *Prisoners going to court or being released/transferred receive adequate supplies of medication or a community prescription to meet their needs.*

Dental services and oral health

64. Prisoners receive timely, community-equivalent dental services, including oral health promotion.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *All prisoners have timely access to emergency dental services based on clinical need, complemented with through-the-gate treatment plans.*

- *Patients have timely access to the full range of NHS-equivalent treatment that can be reasonably delivered while they are detained.*
- *Prisoners receive evidence-based interventions in oral health promotion and disease prevention.*
- *Patients have prompt access to required medicines following dental interventions.*
- *Dental care meets contemporary professional standards.*

Leadership and management of respect

65. Respectful outcomes for prisoners are supported by effective leadership and management.⁸

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it:

- *Leaders and managers take personal responsibility for providing decent living conditions.*
- *Leaders and managers model and encourage respectful behaviour among staff and prisoners.*
- *The organisational culture promotes supportive relationships between staff and prisoners.*
- *The regime promotes prisoner responsibility.*
- *There is a clear strategy for listening to and taking account of prisoner perceptions.*
- *There is a strong commitment to equality and diversity.*
- *Strong partnership arrangements support health and well-being.*

⁸ We consider leadership and management only insofar as it has a direct and observable impact on outcomes for prisoners. The term 'leaders and managers' may include any member of staff, including those working for contracted services, and the management hierarchy, including commissioners. Our judgements relate to how leaders and managers support or obstruct the achievement of our expectations. We do not assess leadership and management in isolation, nor do we do so comprehensively. Our judgements will be presented at the end of the relevant healthy prison test summary.

Section 3: Purposeful activity

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

Contents

- Time out of cell
- Education, skills and work activities (Ofsted)
 - Quality of education, skills and work
 - Behaviour and attitudes
 - Personal development
 - Leadership and management of education, skills and work activities
- Education, skills and work activities (Estyn)
 - Standards
 - Well-being and attitudes to learning
 - Teaching and learning experiences
 - Care, support and guidance
 - Leadership and management
- Leadership and management of purposeful activity

Time out of cell

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

Expectations

66. Prisoners have regular and predictable time out of cell which is sufficient to promote rehabilitation and mental well-being.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners have at least 10 hours out of their cell on weekdays, including some time in the evening.*
- *Wherever they are located, prisoners are never subjected to a regime which amounts to solitary confinement.⁹*
- *Prisoners have the opportunity for one hour of association in the evening every day.*
- *Prisoners know the daily routines for activities, association and exercise.*
- *Out of cell activities happen on time and are not cancelled unnecessarily.*
- *There is sufficient time in the regime for prisoners to attend compulsory regime activities and still have time for domestic routines such as showering, collecting medication, cell cleaning, telephone calls and some recreational activity.*
- *Prisoners unable to attend learning or work activities are unlocked during the day and are provided with suitable activities.*
- *Prisoners have the opportunity to telephone their families and friends during the evening.*

67. Prisoners are expected and encouraged to use time out of cell constructively, including at weekends.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff and prisoners have daily opportunities to interact proactively.*
- *Prisoners engage in a variety of activities throughout the day and can have at least one rest day a week.*
- *Prisoners are encouraged to socialise with each other.*
- *Prisoners have properly equipped areas for association.*
- *Prisoners are encouraged to take part in sociable recreational activities which promote well-being.*
- *Prisoners are encouraged to give their time to benefit others, for example in peer support roles.*

⁹ 'Solitary confinement' is when detainees are confined alone for 22 hours or more a day without meaningful human contact (United Nations Standard Minimum Rules for the treatment of prisoners. Rule 44).

68. Prisoners, including inpatients, those on the basic regime and those in segregation, are able to spend at least one hour in the open air every day.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Exercise areas are big enough, are attractive and have adequate seating and equipment.*
- *Waterproof coats are available.*
- *Prisoners do not have to choose between access to the open air and other important regime activities.*
- *Prisoners understand that time in the open air is important to their mental and physical health.*
- *Outside exercise is only cancelled in extreme weather conditions.*

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

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners can visit the library at least once a week.*
- *The library provides an opportunity for both learning and social interaction in an informal, relaxed setting.*
- *The quantity and quality of library materials is sufficient to meet the needs of the prison population.*
- *Prisoners can easily access documents relating to their management, rights and entitlements.*
- *The library promotes healthy living, for example by supplying books recommended by the health team.*
- *The library promotes literacy effectively and encourages social engagement.*

70. Prisoners are encouraged to participate in physical education and fitness provision that meets their needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are able to use the physical education facilities for recreation at least twice a week and are able to shower in safety and privacy after each session.*
- *The range of physical education and fitness activities offered is varied and meets the needs of the population.*
- *Effective joint working between gym staff and health/substance misuse staff supports safe gym use for all prisoners.*
- *Prisoners benefit from structured training programmes and opportunities to achieve employment-related qualifications.*
- *Physical education and fitness staff have appropriate qualifications and expertise.*
- *Prisoners are encouraged to participate in fitness activities which involve the local community.*

71. Prisoners can access creative activities which promote learning, well-being and support rehabilitation.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are encouraged to engage in creative activities to promote more formal learning and boost employability.*
- *Prisoners have access to creative opportunities that improve health and well-being.*
- *Prisoners are encouraged to engage in creative activities to reflect upon their lives and social responsibilities.*
- *Art and cultural experiences are used to enhance the prison environment, making it more conducive to rehabilitation.*
- *Creative activities are used to help prisoners maintain contact with their children and families and to promote resettlement into the community.*

Education, skills and work activities (Ofsted)¹⁰

All prisoners are expected and enabled to engage in education, skills or work activities that promote personal development and employability. There are sufficient, suitable education, skills and work places to meet the needs of the population and provision is of a good standard.

Expectations

72.1 Prisoners benefit from good quality education, skills and work.

Ofsted's Education Inspection Framework (EIF) sets out the main criteria for judging the quality of education, skills and work. In making this judgement, inspectors will consider the following factors:

- *Leaders and managers have selected and developed a curriculum that develops the knowledge, skills and behaviours (including English, mathematics and information and communication technology) that prisoners need to take advantage of the opportunities, responsibilities and experiences that prepare them for their next stage in education, training or employment within the establishment or on release.*
- *It is clear what the curriculum is preparing prisoners for and what prisoners will need to be able to know and do at the end of their learning or training programmes.*

¹⁰ In England, this part of the inspection will be conducted by Ofsted. To ensure that prisons are held accountable to the same standard of performance as further education colleges in the community, we have chosen to explicitly adopt Ofsted's Education Inspection Framework, which explains the different style of this section of Expectations. For prisons in Wales, see Expectation 73. For prisons in Northern Ireland, which we inspect only by invitation, we will use the Education and Training Inspectorate Northern Ireland's inspection and self-evaluation framework, which can be found at <https://www.etini.gov.uk/publications/inspection-and-self-evaluation-framework-isef-effective-practice-and-self-evaluation-4> and is reproduced here: <https://www.justiceinspectors.gov.uk/hmiprisoners/our-expectations/prison-expectations/purposeful-activity/education-skills-and-work-activities/education-skills-and-work-activities-education-and-training-inspectorate/>.

- *Leaders, managers and teachers have planned and sequenced the curriculum so that prisoners can build on previous teaching and learning and develop the new knowledge and skills they need.*
- *The curriculum takes into account the needs of prisoners and offers them the knowledge and skills that reflect the needs of the local and regional context where they are likely to be released.*
- *Teachers, trainers and instructors have expert knowledge of the subjects that they teach.*
- *Teachers enable prisoners to understand key concepts, presenting information clearly and promoting discussion.*
- *Teachers check prisoners' understanding effectively, and identify and correct misunderstandings.*
- *Trained peers are deployed as mentors to work closely with staff to provide focused individual guidance and help.*
- *The curriculum is sequenced so that new knowledge and skills build on what prisoners know and can do and prisoners can work towards defined end points.*
- *Teachers use assessment to develop prisoners' understanding to extend and improve their skills beyond simply memorising disconnected facts. Assessment also checks prisoners' understanding to inform further teaching, training and instruction.*
- *The design and delivery of the curriculum and teaching, including the use of assessment, ensure prisoners embed key concepts and knowledge to long-term memory and are able to apply concepts and knowledge consistently and easily.*
- *Prisoners' employment-related skills are recognised and recorded.*
- *Release on temporary licence (ROTL) is used to enhance prisoners' employment or training skills and prepare them for release.*
- *Pay rates encourage self-improvement and prisoners are paid fairly, accurately and on time.*
- *Prisoners make progress from their starting points, attaining skills, behaviours and, where appropriate, qualifications.*
- *Staff are aware of and plan for individual prisoners' diverse needs in teaching, training and work sessions and provide effective support, including for prisoners with English as a second language. Staff make reasonable adjustments for prisoners with disabilities or with additional educational needs.*
- *Prisoners with learning difficulties and/or disabilities and those with Special Educational Needs and Disability (SEND) gain knowledge and skills and progress towards rehabilitation and to becoming more independent in their everyday life, and/or progress to employment.*
- *Examinations are used as useful indicators of prisoners' outcomes, but it is recognised that they only represent a sample of what prisoners learn.*
- *Learning takes account of prisoners' sentence plans.*
- *All learning builds towards an end point. Prisoners are being prepared and are ready for their next stage of education, training or employment, in the prison or on release, at each stage of their learning.*
- *Provision reduces reoffending and promotes employability skills so that prisoners are well-prepared for the next stage of their education, employment, self-employment or training in the prison or on release.*

72.2 Provision successfully promotes positive behaviour and attitudes.

Ofsted's EIF sets out the main criteria for judging behaviour and attitudes. In making this judgement, inspectors will consider the following factors:

- *Prisoners feel safe and experience a calm and orderly environment in the prison's classroom, workshop and workplace.*
- *Staff and prisoners do not accept bullying, harassment or discrimination.*
- *There are clear expectations for behaviour across education, skills and work activities.*
- *There is a strong focus on attendance and punctuality at education, skills and work areas.*
- *Staff deal with any issues quickly, fairly and effectively.*
- *The prison supports a culture in which staff know and care about prisoners and prioritise their attendance at education, skills and work.*
- *Prisoners take pride in their achievements and the work they complete.*
- *Prisoners understand the importance of the skills learnt in the context of their next steps and rehabilitation plans.*

72.3 Provision successfully promotes personal development.

Ofsted's EIF sets out the main criteria for judging prisoners' personal development. In making this judgement inspectors will consider the following factors:

- *Prisoners are encouraged to develop into responsible and respectful individuals who know how to become involved in prison and the community when on release on temporary licence (ROTL).*
- *Prisoners are helped to understand the values of democracy, individual liberty, the rule of law and mutual respect and tolerance.*
- *Equality of opportunity, awareness of diversity and the need to tackle discrimination are promoted.*
- *The importance of an inclusive environment that meets the diverse needs of each prisoner is promoted.*
- *Prisoners are supported to reflect carefully, learn eagerly, behave with integrity and cooperate consistently well with others.*
- *Prisoners are supported to develop their confidence, resilience and knowledge as ways to improve their mental well-being.*
- *Prisoners are provided with an effective careers programme that offers advice, experience and contact with employers, where appropriate, to encourage them to make informed choices about their current learning and future career plan. Learning plans are effectively linked with and take account of prisoners' sentence plans.*
- *Prisoners are supported to prepare for the next phase of education, training or employment, within the prison or on release.*
- *Prisoners due for release are effectively encouraged and supported to prepare and progress to suitable further education, training and employment on release, including through access to modern means of job search and job application, such as the internet.*

72.4 The leadership and management of education, skills and work activities effectively improves outcomes for prisoners.

Ofsted's EIF sets out the overarching criteria for judging the effectiveness of leadership and management of education, skills and work activities. In making this judgement, inspectors will consider the following factors:

- *Leaders focus their attention on the education, skills and work-related activities in a way which leads to better outcomes for prisoners such as reducing reoffending and continued and sustainable improvement.*
- *Leaders engage with prisoners, their community and employers to plan and support the education and training that prisoners receive.*
- *The prison has sufficient education, skills and work provision for its population and appropriate learning opportunities are available.*
- *Allocation and attendance measures ensure prisoners attend their activity on time with minimal interruptions.*
- *Continuing professional development for teachers, trainers, instructors and other staff is aligned with the curriculum, and this allows teachers to develop subject expertise and teaching/training knowledge over time, so that they deliver high-quality education and training.*
- *Prisoners benefit from effective teaching/training and high expectations in classrooms, in workshops and at work.*
- *Leaders consider the workload and well-being of their staff, and improve the quality of the workforce to strengthen the quality of the provision.*
- *Leaders and those responsible for governance understand their respective roles and carry these out to enhance the effectiveness of the prison.*
- *Leaders and managers have an accurate understanding of the prison and their providers' and subcontractors' effectiveness.*
- *Leaders and managers monitor the progression and destinations of prisoners (including whether prisoners enter secure and sustained employment) and use this information to improve provision.*

Education, skills and work activities (Estyn)¹¹

All prisoners are expected and enabled to engage in education, skills or work activities that increase their employability on release. There are sufficient, suitable education, skills and work places to meet the needs of the population and provision is of a good standard.

Expectations

73.1 Prisoners achieve and attain the best possible outcomes and standards in their education, work and activities.

Estyn's common inspection framework (CIF) and inspection guidance set out the main criteria for judging standards, taking account of:

- standards and progress overall;
- standards and progress of specific groups; and
- standards and progress in skills.

¹¹ In Wales, this part of the inspection will be conducted by Estyn. To ensure that prisons are held accountable to the same standard of performance as further education colleges in the community, we have chosen to explicitly adopt Estyn's common inspection framework, which explains the different style of this section of Expectations. For prisons in England, see Expectation 72. For prisons in Northern Ireland, which we inspect only by invitation, see <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/prison-expectations/purposeful-activity/education-skills-and-work-activities/education-skills-and-work-activities-education-and-training-inspectorate/>.

- *The standards reached by prisoners overall are appropriate to their abilities.*
- *Prisoners make good, timely progress towards achieving appropriate qualifications and challenging learning goals.*
- *Prisoners recall previous learning, develop thinking skills, acquire new knowledge, understanding and skills, and apply these to new situations.*
- *Particular groups of learners, for example learners on different levels, learners from disadvantaged backgrounds and those from ethnic minority groups, make good progress.*
- *Prisoners with additional learning needs progress well towards well-defined, individual targets that take good account of their needs and abilities.*
- *Prisoners are stretched to make as much progress as they can, given their starting points and their ability, including those with more developed vocational skills or academic achievements.*
- *Prisoners develop the skills of speaking and listening, reading and writing (in Welsh/English), numeracy and ICT that equip them to succeed and progress their education, skills and work activities and to reach their progression aims.*
- *Prisoners develop the skills they need in order that they can progress effectively to the next stage of their education, employment, self-employment or training within the prison, or outside of prison when they are released.*
- *Prisoners develop their awareness of the value of the Welsh language and those who speak Welsh develop their use of the language within education, work and activities.*

73.2 Prisoners feel safe in education, work and activities and develop behaviours that help them to minimise reoffending.

Estyn's CIF and inspection guidance set out the main criteria for judging prisoners' well-being and attitudes to learning, taking account of:

- well-being; and
 - attitudes to learning.
- *Prisoners feel safe and secure, and free from physical and verbal abuse during their education, work and activities.*
 - *Prisoners know how they can protect themselves from harassment, discrimination and extremism.*
 - *Prisoners participate fully in activities that motivate them and improve their awareness of how to reduce reoffending behaviours (for example, through money management, personal development or employability courses).*
 - *Prisoners develop confidence, resilience and an ability to engage with new, unfamiliar experiences, ideas and people.*
 - *Prisoners take interest and pride in their work, their ability to sustain concentration and to avoid distractions.*
 - *Prisoners engage in tasks and bring them to completion.*
 - *Prisoners persevere and remain purposeful when they face difficulties or seek other solutions when their first approach to a problem is unsuccessful.*
 - *Prisoners are able to work in a range of ways, for example independently, in small groups and in whole-class settings.*
 - *Prisoners demonstrate respect for the contributions of others, for example by allowing others to speak or by remaining calm when others disagree with them.*
 - *Prisoners are well motivated to attend their learning sessions and work activities regularly and punctually and show a positive attitude to developing their skills.*

- *Prisoners understand how they can improve their physical and emotional health by making choices about what they eat and drink, as well as through the physical, educational and work activities they undertake.*
- *Inspectors should evaluate how well prisoners' behaviour in education and work settings complies with any guidelines for behaviour and conduct stipulated by the prison.*
- *Prisoners develop an understanding of how they can avoid reoffending when they are released and develop strategies to reduce reoffending behaviours.*

73.3 Prisoners benefit from good quality teaching and a relevant range of learning experiences that equip them for their release from prison.

Estyn's CIF and inspection guidance set out the main criteria for judging the quality of teaching and learning experiences, taking account of:

- quality of teaching;
 - the breadth, balance and appropriateness of the curriculum; and
 - provision for skills.
- *Oral and written feedback from staff helps prisoners to know how well they are doing and what they need to do to improve.*
 - *Prisoners assess their own performance effectively and that of other prisoners, where appropriate.*
 - *Teachers make effective use of valid, accurate and reliable assessments of prisoners' needs, skills and work to inform their future planning of education, work or activities.*
 - *Teachers set inspiring targets to challenge prisoners in developing their skills and knowledge.*
 - *Teachers track and monitor prisoners' progress clearly and effectively, making effective use of the outcomes of tracking and monitoring to identify relevant issues and respond appropriately, for example through the provision of appropriate support and challenge, the use of intervention strategies, and the mentoring or coaching of individuals or groups.*
 - *Staff are well qualified and have good subject knowledge and experience relevant to their roles, to reflect best industry practice and to meet prisoners' and employers' needs.*
 - *Teachers make effective use of trained peer mentors to provide prisoners with focused individual guidance and help*
 - *Staff identify prisoners' support and additional learning needs through effective initial assessment, and provide high quality and effective support to help them achieve challenging goals.*
 - *The curriculum and range of education, work and activities, including arrangements to ensure that prisoners acquire the necessary skills in literacy (Welsh/English), numeracy and ICT, meet the needs of all prisoners in order to prepare them for the labour market or to progress into opportunities when they are released.*
 - *Teachers help prisoners to understand issues relating to equality and diversity, and to develop the values of tolerance and respect.*
 - *Teachers challenge stereotypes in prisoners' attitudes, choices and expectations.*
 - *Staff provide clear attention and focus within education, work and activities on motivating and supporting prisoners to develop their skills in English/Welsh, mathematics and employability in order to achieve their learning goals and resettlement plans.*

73.4 The provision of care, support and guidance helps learners to overcome barriers and to plan their progress successfully.

Estyn's CIF and inspection guidance set out overarching criteria for judging the effectiveness of care, support and guidance, taking account of:

- tracking, monitoring and the provision of learning support;
 - healthy choices and active citizenship;
 - spiritual, moral, social and cultural education; and
 - safeguarding.
-
- *Prisoners receive the support they need to overcome barriers to learning or progress.*
 - *Staff track the impact of support they give prisoners to identify that it is effective in helping them to make good progress.*
 - *Prisoners receive good quality, accessible information, advice and guidance, which they use effectively to plan their progression steps.*
 - *Impartial guidance and advice is provided to prisoners to help them make informed decisions in planning their learning and activities while in prison so that they can improve their progression and resettlement planning.*
 - *Prisoners' learning plans are linked with and take good account of prisoners' sentence plans.*
 - *Staff use release on temporary licence (ROTL) effectively and appropriately to enhance prisoners' employment or training skills and prepare them for release.*
 - *Staff encourage and support prisoners who are due for release (including through access to modern means of job search and job application via the internet) to progress to suitable further education, training and employment on release.*
 - *Staff have good systems in place to record and monitor prisoners' behaviour.*
 - *Prisoners' employment-related skills are recognised and recorded effectively.*

73.5 Leadership and management of education, skills and activities improve outcomes that prisoners achieve.

Estyn's CIF and inspection guidance set out overarching criteria for judging the effectiveness of leadership and management of education, skills and work activities, taking account of:

- quality and effectiveness of leaders and managers, including the governing body;
 - self-evaluation processes and improvement planning;
 - professional development; and
 - use of resources.
-
- *Leaders and managers have established and communicated a clear vision and aims, strategic objectives, plans and policies that focus on meeting prisoners' needs, reducing reoffending and facilitating prisoners' reintegration back into society.*
 - *Leaders and managers take good account of labour market information in planning the education and work activities available to prisoners.*
 - *Leaders and managers have developed clear methods to analyse the impact of provision on prisoners' outcomes and on reducing reoffending behaviour.*

- *Leaders and managers monitor the progression into and destinations in education, employment and training of prisoners who are leaving prison and they use this data in planning their provision.*
- *Leaders and managers analyse their strengths and areas for development and use first-hand evidence to inform planning.*
- *Leaders and managers at all levels set high expectations for staff, prisoners and themselves.*
- *Leaders and managers model and promote professional values and behaviours that contribute positively to the provision's improvement and effective collaboration between staff and with other providers.*
- *Leaders and managers share positive features of provision with staff and collaborate with other providers to achieve improvements in the education system locally, regionally and nationally to build its capacity for continuous improvement and to improve prisoners' reintegration into society.*
- *Leaders and managers ensure that there is sufficient provision of appropriate education, skills and work to cater for the full prison population and which leads to accreditation whenever possible.*
- *There are effective arrangements in place to ensure that prisoners are allocated to activities promptly, attend them regularly and arrive at sessions on time.*
- *Leaders and managers have effective arrangements to support the active engagement of all staff in increasing their professional knowledge, understanding and skills, including participation in professional learning experiences, appraisal and performance management, and to ensure that this engagement impacts positively on prisoners' education, work and activities.*
- *Leaders and managers identify good practice within the provision and share this with staff.*
- *Leaders and managers manage the performance of staff well in order to help staff to improve their practice, addressing issues of underperformance robustly and directly where necessary.*
- *Leaders and managers have a clear and measurable strategy to improve prisoners' literacy, numeracy and digital competence.*
- *The quality of improvement planning is robust and the priorities for improvement link well to the findings of the prison's self-evaluation.*
- *There are effective systems to ensure that leaders and managers define actions for improvement in specified and realistic timescales and allocate responsibility for their delivery.*
- *Leaders and managers ensure that priorities are supported by the allocation of resources.*
- *Leaders and managers monitor and analyse prisoners' progress, including the progress of specific or vulnerable groups, in education.*
- *Pay rates encourage prisoners to participate and progress in education.*
- *Leaders and managers have a clear strategy to promote Welsh language skills and the Welsh dimension within activities for prisoners which encourages all prisoners, especially Welsh speakers, to use and develop their Welsh language skills.*
- *Leaders and managers organise education, work and activities to ensure that prisoners are kept fully occupied and busy during sessions.*

Leadership and management of purposeful activity

74. Purposeful activity outcomes for prisoners are supported by effective leadership and management.¹²

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Leaders and managers prioritise the delivery of a full and constructive regime.*
- *Access to activities is equitable.*
- *Learning is valued and expectations are high.*
- *There is a strong work ethic and a focus on rehabilitation.*
- *Strong partnership arrangements support education, skills and work activities.*
- *The constructive use of free time is encouraged.*
- *Education and work placements in the community are actively supported.*

¹² We consider leadership and management only insofar as it has a direct and observable impact on outcomes for prisoners. The term 'leaders and managers' may include any member of staff, including those working for contracted services, and the management hierarchy, including commissioners. Our judgements relate to how leaders and managers support or obstruct the achievement of our expectations. We do not assess leadership and management in isolation, nor do we do so comprehensively. Our judgements will be presented at the end of the relevant healthy prison test summary.

Section 4: Rehabilitation and release planning

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

Contents

- Children and families and contact with the outside world
- Reducing risk, rehabilitation and progression
- Interventions
- Specialist units
 - Offender personality disorder units including psychologically informed planned environments
 - Therapeutic communities
- Release planning
- Leadership and management of rehabilitation

Children and families and contact with the outside world

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

Expectations

75. Prisoners are encouraged to re-establish or maintain relationships with their children and families where it is appropriate and are supported in doing so.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is a strategy to help prisoners maintain and enhance their support networks, overseen by a named senior manager.*
- *There are opportunities for families to be involved in supporting prisoners, particularly those at risk of self-harm, for example during care plan reviews.*
- *Release on temporary licence (ROTL) is used appropriately to help maintain contact with dependents.*
- *Prisoners and their families can access interventions for improving parenting and relationship skills.*
- *Subject to risk assessment, prisoners can visit sick relatives and attend funerals.*
- *There are imaginative methods for encouraging family contact (for example, audio recordings of stories) and opportunities for prisoners to celebrate their successes with their family and friends.*
- *Prisoners' distance from home, frequency of visits, parental status and number of dependents are monitored.*
- *There are appropriately skilled family support workers who provide support to prisoners and their families. They develop individual plans as necessary, including for release.*
- *Prisoners who do not receive visits are identified and receive individual support and help to maintain relationships.*
- *Unused visiting orders can be exchanged for phone credit.*
- *Prisoners' families and friends know how to share concerns they have about a prisoner and how to seek support.*

76. The prison supports the rights of children visiting their parent in prison, subject to a risk assessment for public protection concerns.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is a welcoming visitors' centre, which has activities to keep children entertained.*
- *Search and entry processes are child-friendly and proportionate.*
- *Dog handlers explain the dog search process in language children can understand.*
- *Children are allowed to have physical contact with their imprisoned parent.*

- *Access to special/enhanced visits is not determined by incentives and earned privileges (IEP) status.*
- *Children are safe and can enjoy age-appropriate activities with the prisoner they are visiting.*
- *There is adequate provision of children's/family days to meet the needs of the population.*
- *Prisoners receive advice on how to support their child through the experience of parental imprisonment.*

77. Prisoners have regular and easy access to mail, telephones and other communications, subject to a risk assessment for public protection concerns.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners can make a free phone call on their first night in a new prison.*
- *Prisoners' telephone numbers are added to their PIN account within 24 hours of arrival in the prison.*
- *Telephones can be used in private, ideally in cell, and there are sufficient to allow daily use.*
- *Parents are provided with additional free letters and phone calls, and are able to receive incoming calls from dependents.*
- *Prisoners' outgoing mail is posted within 24 hours (48 hours when received on Saturday) and incoming mail is received by prisoners within 24 hours of arrival at the prison, including registered and recorded mail.*
- *Prisoners have access to a range of electronic options (including email and video calls) to maintain family contact.*
- *Foreign nationals receive additional help and resources to keep in touch with family abroad.*
- *Prisoners can easily find the telephone numbers of outside organisations and know which numbers they are permitted to call.*

78. Prisoners can maintain access to the outside world through regular and easy access to visits. They are aware of the prison procedures and their visits entitlements.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are able to receive a visit within one week of admission and thereafter at least one visit a week for a minimum of one hour, including at weekends.*
- *Unconvicted prisoners can receive visits at least three times a week, including at weekends.*
- *The visits booking system is accessible and able to deal with the number and diverse requirements of visitors.*
- *Prisoners' visitors are given information about how to get to the prison, visiting hours, what to expect and how to complain.*
- *Where public transport is poor, the prison provides transport to the prison from local stations.*
- *Visitors can book visits during a previous visit.*
- *Closed and no contact visits are authorised only when there is a significant risk arising from visits justified by security intelligence. Decisions are reviewed at least monthly.*

- *Prisoners without outside contact and support are able to access approved schemes whereby trained volunteers provide support through visits or other forms of communication (such as letters).*
- *Accumulated/extended or consecutive visits are facilitated to meet the needs of visitors who travel long distances.*

79. Prisoners and their visitors are able to attend visits in a clean, safe and respectful environment which meets their needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is a visitors' centre which meets the diverse needs of visitors and provides support and advice, including how to raise concerns about prisoners.*
- *Visitor parking and access arrangements are appropriate, especially for visitors with disabilities.*
- *Search processes are respectful and proportionate and take account of the needs of people with protected characteristics. Visitors are never strip-searched.*
- *There are effective systems to collect feedback from prisoners and visitors (including children) about their visits experience.*
- *Prisoners and visitors have access to toilet facilities at all times.*
- *Visits areas are comfortable, friendly and welcoming.*
- *Staff are trained in child safeguarding arrangements and visits staff are aware of children with particular safeguarding needs.*
- *There are clear processes for identifying visiting children, especially where there are child safeguarding concerns.*
- *Security arrangements and restrictions on physical contact are not excessive.*
- *Visitors can buy a good range of refreshments during visits.*

Reducing risk, rehabilitation and progression

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

Expectations

80. Prisoners' needs are met by coordinated rehabilitation services.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is a local rehabilitation strategy that outlines how the needs of all groups within the prison will be identified and addressed.*
- *There is good cooperation and communication between various organisations and departments delivering rehabilitative work in the prison.*
- *There are sound arrangements for sharing information about individual prisoners.*
- *Case managers coordinate work with individual prisoners.*

- *A central case record holds up-to-date details of contact with the prisoner and work done to achieve objectives.*
- *Staff have a good working knowledge of the rehabilitation services available and actively promote them.*
- *Relevant voluntary and community sector organisations are supported to work with prisoners.*
- *A named manager is responsible for coordinating the work of voluntary and community sector organisations.*
- *Partners are encouraged to take part in prison training, for example suicide and self-harm prevention.*

81. Management of the sentence is effective in reducing the likelihood of reoffending on release.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are encouraged and helped to take responsibility for their own rehabilitation.*
- *Prisoners' immediate rehabilitation needs (including families, accommodation, employment and debt) are identified on arrival and met.*
- *Recalled prisoners receive swift information and help to contact a solicitor.*
- *There is a timely and sufficient assessment of the likelihood of reoffending, including factors relating to a prisoner's community reintegration.*
- *Prisoners are involved in preparing a custody plan based on the likelihood of reoffending, the risk of harm to others and their individual strengths, skills and goals.*
- *Plans include outcome-focused objectives identifying relevant time-limited and appropriately sequenced interventions and reintegration support.*
- *Home detention curfew (HDC) assessments are up to date and prisoners approved for HDC are released on the earliest eligible date.*

82. Risk of harm to others is assessed and managed in every case to protect the public.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *All prisoners have an accurate and timely screening of the risk of harm to others and (if necessary) a risk management plan which is shared as appropriate.*
- *Reviews are undertaken at appropriate intervals and following a significant change/event.*
- *Multi-agency structures for protecting and safeguarding the public (such as multi-agency public protection arrangements (MAPPA)) are used effectively.*
- *In statutory victim contact cases, relevant and accurate information is exchanged in a timely manner.*
- *The best interests and safety of the child are considered when a prisoner's access to children is being assessed.*
- *Prisoners are informed of the arrangements for managing the risk of harm they pose to others (including family members) and the avenues available to them for challenge.*
- *Restrictions on access to specific activities are proportionate and clearly communicated to prisoners.*

- *There is routine management oversight of assessment and planning in all high risk of harm cases or those involving child protection issues.*

83. Prisoners are held in the lowest appropriate security conditions and can participate in decisions about their security category. Prisoners are allocated to prisons in accordance with their individual needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Unsentenced prisoners are held in the most convenient local prison for their domestic and legal visits.*
- *Categorisation documentation (including for category A prisoners) contains accurate and detailed information, taking account of the individual needs of the prisoner and any medical needs.*
- *Sentenced prisoners are allocated according to their individual needs.*
- *Proximity to home is given strong importance in allocation decisions.*
- *Reviews involve the prisoner and all relevant departments. Prisoners are informed of the outcome in writing and told how to appeal.*
- *Progressive transfers are swift, but do not take place without an up-to-date assessment of the prisoner's risk of harm and rehabilitation needs.*
- *Prisoners are transferred to an appropriate resettlement prison for their release.*

84. Prisoners receive support to achieve the targets in their custody plans and progress through their sentence.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *A case manager works with the prisoner to ensure key decisions about interventions and activities reflect the plan.*
- *The level of contact between the prisoner and responsible staff member reflects assessed levels of risk and need.*
- *Prisoners can easily arrange an appointment with their case manager.*
- *Prisoners understand and are meaningfully engaged in their plans and have opportunities to make choices about their rehabilitation and reintegration.*
- *Staff have a good working knowledge of the rehabilitation services available and actively promote them.*
- *Prisoners are able to participate fully in rehabilitation opportunities and staff reinforce their learning and progress.*
- *Plans are regularly reviewed and, where necessary, adapted to meet needs.*

85. Prisoners on long or indeterminate sentences receive appropriate advice and support to enable them to progress in their sentence.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners who face an indeterminate sentence are identified on remand, given support and have the elements and implications of an indeterminate sentence explained to them and, where appropriate, to their families.*
- *Knowledgeable staff explain tariffs and parole board processes.*

- *Prisoners have realistic opportunities, including offending behaviour programmes, to make objective progress towards a reduction of the risk they pose throughout their sentence.*
- *Prisoners are given effective and timely support to progress and prepare for parole hearings.*
- *Staff ensure that parole paperwork is submitted on time.*
- *Parole board processes happen on time.*
- *Prisoners know how to make a complaint against the parole board.*
- *There are sufficient learning opportunities at an appropriate level for prisoners to be engaged over many years.*

Interventions

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

Expectations

86. Appropriate interventions are provided to address the risk of harm, reduce the likelihood of reoffending and promote successful reintegration.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners can access accredited offending behaviour programmes that help them evidence changes in their attitudes, thinking and behaviour.*
- *Staff can conduct offence-related work on a one-to-one basis.*
- *Non-accredited interventions are carefully managed and their effectiveness is monitored.*
- *Prisoners know what interventions and services are available and can access them easily.*
- *Prisoners, especially those on indeterminate sentences, have opportunities to practise necessary life skills such as cooking and IT in preparation for independent living.*
- *In category C and D prisons, release on temporary licence (ROTL) is a key part of the rehabilitation strategy.*

87. Prisoners are offered advice and help to manage their financial commitments while in custody.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Newly arrived prisoners receive help and advice during induction to manage existing rental/housing agreements.*
- *Unconvicted prisoners are able to retain their entitlement to state benefits, including housing and incapacity benefit and retirement pension.*
- *Prisoners have ongoing access to debt advice.*
- *Prisoners can attend money management courses.*

- *Prisoners have access to specialist services providing advice and information about benefits/pension entitlements and are helped to make claims in advance of release.*
- *Prisoners have appointments with the job centre on release, where appropriate.*
- *Prisoners are encouraged to save money for their release and are assisted to open a basic bank account.*
- *Prisoners receive details of insurance companies that can provide house, car and public liability insurance on release.*

88. Prisoners receive advice on managing their housing and have suitable and sustainable accommodation on release.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Newly arrived prisoners receive help and advice to manage existing rental/housing agreements.*
- *Every effort is made to ensure that prisoners, including those on remand, have appropriate accommodation on release.*
- *Housing advisors are suitably trained and demonstrate the level of knowledge required to effectively address the wide range of accommodation issues facing prisoners.*
- *Prisoners wishing to relocate are assisted to do so.*

89. Prisoners who have been victimised, who have particular vulnerabilities or who have been abused are supported appropriately.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are supported to disclose any experience of domestic violence, rape or abuse. Disclosure is managed sensitively by appropriately trained staff.*
- *There are specific interventions to support those who have experienced abuse and these are well-known to staff and prisoners.*
- *Staff work closely with external organisations to provide support for specific groups of prisoners.*
- *Prisoners receive information on the specific support services available to them in the communities to which they are being released.*
- *Staff are aware of issues around human trafficking and how to identify and support potential victims.*
- *Specialist support is available for victims of human trafficking.*
- *Prisoners who have been involved in the sex industry have easy confidential access to support from specialist community organisations.*

Specialist units¹³

Personality disorder units and therapeutic communities provide a safe, respectful and purposeful environment which allows prisoners to confront their offending behaviour.

Expectations

Offender personality disorder units including psychologically informed planned environments

90. Prisoners undergo assessment and treatment in an environment that is psychologically, emotionally and physically safe, and have a clear understanding of the treatment process.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners receive advice and full information about the unit and treatment.*
- *Assessment results are communicated to prisoners in a timely manner and in a form they can understand.*
- *Prisoners receive ongoing support to manage the impact of change as they progress through treatment.*
- *All staff on the unit support its ethos, have an understanding and awareness of the specific needs of prisoners with personality disorders, and receive adequate training, supervision and support.*
- *There is a clear clinical governance structure in place and regular clinical audits.*
- *The assessment and treatment models used are evidence-based (for example, National Institute for Health and Clinical Excellence (NICE) guidance linked to research into personality disorders) and have a clear rationale for their inclusion in the process.*
- *Prisoners can negotiate temporary periods of withdrawal from the programme.*

91. Prisoners can access a full regime and their individual rights are not in conflict with the workings of the unit.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners in treatment have equitable access to the regime and services available in the mainstream population, including appointments, education, work and leisure opportunities.*
- *Prisoners in treatment are included in routine prisoner consultative groups or have their own consultative process.*
- *Prisoners are not prevented from using the official complaints procedures.*
- *There is no pressure on prisoners to forgo parole.*
- *Prisoners' rights to medical confidentiality are respected.*

¹³ In recognition of the special nature of work in units for men with personality disorders and therapeutic communities, we augment our standard expectations to take account of some of the differences we expect to see.

92. Prisoners on offender personality disorder units can progress and work towards mainstream reintegration and release.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *The treatment aims to reduce risk of harm.*
- *Prisoners can contribute to their care and treatment plan, which is reviewed regularly. The family and/or legal representatives are encouraged to participate.*
- *There are established pathways of progression to environments which support the changes that have been made in treatment.*
- *Prisoners receive clear information about the likely duration of assessments and treatment phases.*
- *Data is used well to scrutinise outcomes for those applying for or undertaking the programme.*
- *Prisoners who are excluded or who withdraw consent are reintegrated back into the mainstream as quickly as possible.*
- *Planning for progression starts in time for release or for a progressive move to be available when appropriate.*

Therapeutic communities

93. Prisoners know they are entering a therapeutic community and understand what that entails.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners receive advice and full information in writing about the unit and treatment, prior to arrival.*
- *Prisoners understand the distinct differences between the therapeutic community (TC) and more traditional regimes.*
- *Prisoners are introduced to the community after their arrival at the TC, following an appropriate assessment and induction period.*
- *The rules and expectations of the TC are understood by prisoners.*
- *Prisoners understand how infringements of the rules will be dealt with.*

94. Prisoners undergo assessment and treatment in an environment that is psychologically, emotionally and physically safe, and have a clear understanding of the treatment process.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *The TC has a structured and supportive assessment process, delivered in accordance with the requirements described in the treatment manuals.*
- *Assessment results are communicated to prisoners in a timely manner and in a form they can understand.*
- *Prisoners receive ongoing support to manage the impact of change as they progress through the TC.*
- *Staff support the unit's ethos, understand the approach adopted and receive adequate training, supervision and support.*

- *There is a clear clinical governance structure in place and regular clinical audits.*
- *Assessment and treatment models are evidence-based and have a clear purpose.*
- *Prisoners can negotiate temporary periods of withdrawal from the programme.*

95. Prisoners can access a full regime and their individual rights are not in conflict with the workings of the therapeutic community.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners have equitable access to the regime and services available to the mainstream population, including appointments, education, work and leisure opportunities.*
- *Prisoners are included in routine prisoner consultative groups or have their own consultative process and are expected to contribute.*
- *Prisoners are not prevented from using the official complaints procedures.*
- *There is no pressure on any members of the TC to forgo parole.*
- *Prisoners' rights to medical confidentiality are respected.*

96. Prisoners benefit from the distinct features of a therapeutic community.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Sufficient resources are available, including suitable rooms to ensure group and individual-based work can take place according to the published programme.*
- *Prisoners, together with staff, resolve all community issues.*
- *Prisoners are encouraged and able to make a contribution to the community.*
- *Prisoners have access to interventions that meet their identified needs.*
- *The TC is suitably accredited.*

97. Prisoners in therapeutic communities can progress and work towards mainstream reintegration and release.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Treatment aims are related to a reduction in the risk of harm.*
- *Prisoners can contribute to their care and treatment plan, which is reviewed regularly. The family and/or legal representatives are encouraged to participate.*
- *There are established pathways of progression to environments which support the changes that have been made in treatment.*
- *Prisoners receive clear information about the likely duration of assessments and stay in the TC.*
- *Data is used effectively to scrutinise outcomes for those applying to or undertaking the programme.*
- *Prisoners who are excluded or who withdraw consent are reintegrated back into the mainstream population as quickly as possible.*
- *Planning for progression starts in time for release, or a progressive move to be available when appropriate.*

Release planning

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

Expectations

- 98. Prior to release, prisoners have an up-to-date plan for addressing outstanding rehabilitation needs, which is managed in partnership with the community-based responsible officer.**

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners understand and are meaningfully engaged in their plans.*
- *A designated staff member takes responsibility for tracking progress against identified targets and reviewing these targets periodically.*
- *Prisoners are given the opportunity to spend their last months in custody in the area where they will be discharged.*
- *All necessary work required to support a prisoner's release to the community is completed in good time for release.*
- *Risk and support needs are shared with the community-based responsible officer at a meeting in advance of release.*
- *Prisoners can request a 'through the gate' mentor and have the opportunity to meet them in advance of release.*
- *Prisoners understand the requirements of their licence and have the opportunity to discuss their rights and responsibilities prior to release.*

- 99. Prisoners are given all necessary practical support ready for their day of release.**

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Facilities are available before discharge to launder clothes that have been in storage for long periods.*
- *On release prisoners receive all their property.*
- *Eligible prisoners receive discharge grants and money for travel.*
- *Prisoners are given detailed travel directions.*
- *Prisoners are able to make a phone call and charge their mobile phone in advance of release.*
- *Suitable clothes and bags are available to discharged prisoners who do not have them.*
- *Prisoners are given information about sources of help and support in the community.*
- *Prisoners who need additional support are met at the gate and taken to their initial appointments.*

Leadership and management of rehabilitation and release planning

100. Rehabilitation and preparation for release outcomes for prisoners are supported by effective leadership and management.¹⁴

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it:

- *The rehabilitation needs of the population are clearly understood and there is a strategic approach to developing services which meet these needs.*
- *All staff know and share the rehabilitative goals of the prison and understand the contribution they make.*
- *A range of opportunities is provided for prisoners to maintain contact with the outside world.*
- *Appropriate attention and resources are provided to identify and address prisoners' offending-related needs and risks.*
- *Prison managers work collaboratively with partner organisations to support rehabilitation.*
- *The safe release of the most dangerous men is supported by close collaboration with criminal justice system partners.*
- *The effectiveness of the interventions provided is rigorously monitored and evaluated. Commissioning and partnership arrangements are adjusted accordingly.*

¹⁴ We consider leadership and management only insofar as it has a direct and observable impact on outcomes for prisoners. The term 'leaders and managers' may include any member of staff, including those working for contracted services, and the management hierarchy, including commissioners. Our judgements relate to how leaders and managers support or obstruct the achievement of our expectations. We do not assess leadership and management in isolation, nor do we do so comprehensively. Our judgements will be presented at the end of the relevant healthy prison test summary.