

Date published	Functional Type	Prison Name	Notable positive practice
SAFETY			
07/05/2020	CYP	Parc - Cookham Wood - Wetherby	All three establishments had introduced enhanced safeguards to monitor well-being and mental health.
18/05/2020	Male Local	Elmley - Wandsworth - Altcourse	At all the prisons, there had been a good leadership and management response to a fast-changing situation.
18/05/2020	Male Local	Elmley - Wandsworth - Altcourse	At all prisons, communication with prisoners and staff was good. They spoke positively about the amount of information that they were receiving, for example through daily bulletins, prison radio and television broadcasts and COVID-19 prisoner representatives.
18/05/2020	Male Local	Elmley	At Elmley, specific actions had been taken to ensure that prisoners who did not speak fluent English were kept informed about the unfolding situation. They were held on a dedicated wing and were helped by staff who spoke a range of languages.
02/06/2020	IRC	Harmondsworth	At Harmondsworth, health advice about COVID-19 was available on all detainee and staff computers.
02/06/2020	IRC	Brook House	At Brook House, specific staff had been assigned to encourage social distancing, with positive results.
05/06/2020	Female	Bronzefield	Peer support work for newly arrived prisoners continued at Bronzefield. Managers ensured this was delivered safely by issuing peer workers with PPE (personal protective equipment).

05/06/2020	Female	Bronzefield - Eastwood Park	At Bronzefield and Eastwood Park, the Listener service continued to be offered.
05/06/2020	Female	Eastwood Park	A safer custody phone line, staffed by peer support workers, provided support for more vulnerable prisoners at Eastwood Park.
15/6/2020	Long-term high security	Belmarsh	Support for vulnerable prisoners was particularly good at Belmarsh. The COVID-19 working group had a list of 162 prisoners with various types of vulnerability and they risk-assessed each one for daily, three-day or five-day personal checks. Each prisoner was seen or phoned on these days, with a spreadsheet keeping track of all the contact.
15/6/2020	Long-term high security	Manchester	Trained counsellors had been allocated to the safer custody team at Manchester as ACCT case managers, which promoted good quality and multidisciplinary care planning for those in crisis or at risk of self-harm, in addition to direct work to address personal issues.
22/6/2020	PCOSO	Rye Hill	At Rye Hill, vulnerable prisoners could access therapy dogs which helped to relieve stress and provide comfort during lockdown.
29/6/2020	Male Open	Thorn Cross	At Thorn Cross new arrivals were admitted onto the reverse cohorting unit (RCU) rather than going through the reception unit and all necessary processes were undertaken on the house unit.
3/7/2020	Cat C Male Trainer	Maidstone	At Maidstone, prisoners themselves curated the prison's TV channel with staff oversight to provide helpful information.
10/7/2020	Male Local	Winchester	At Winchester, 250 staff from across the prison had joined a WhatsApp group, which had proven popular and effective as a means to cascade important information. Staff were kept

			regularly updated about risks and developments affecting the prison.
10/07/2020	Male Local	Leeds	Leeds used the prison TV channel creatively during COVID-19, broadcasting a range of healthy living sessions, quizzes and a weekly question and answer session with the governor.
17/07/2020	Female	Downview	At Downview, one manager acted as a case manager for all prisoners on an ACCT, and this ensured continuity of provision and care of individual prisoners.
17/07/2020	Female	Send	Shielded prisoners in Send received twice-daily, meaningful welfare checks, which were recorded in detail in an observations book, with regular management checks.
17/07/2020	Female	Send	In Send, a complex case meeting agreed how many additional welfare checks more vulnerable prisoners should have, and completion of these checks was monitored on a spreadsheet.
RESPECT / CARE			
18/05/2020	Male Local	Wandsworth	At Wandsworth, swift testing and provision of results was now ensuring that prisoners free of COVID-19 were quickly allowed to participate in the restricted regime.
18/05/2020	Male Local	Elmley - Wandsworth - Altcourse	At all three prisons, governance and oversight of health services had been enhanced with daily commissioner-led telephone conferences with prison health providers.
18/05/2020	Male Local	Altcourse	At Altcourse, the mental health team had created a well-being room for health and prison staff to take some time out before, during or after stressful situations and/or shifts.
18/05/2020	Male Local	Altcourse	At Altcourse, health care managers had developed bespoke patient logs which improved oversight of COVID-19 monitoring and were shared with relevant agencies to enhance release arrangements.

22/05/2020	Male Cat C Trainer	Portland - Ranby	At Portland and Ranby prisoners left their cells to collect their lunchtime and evening meals from serveries. Prisoners told us they appreciated this additional time out of their cell. At both sites we saw this being done in a planned way with most prisoners maintaining a two-metre distance from each other.
22/05/2020	Male Cat C Trainer	Portland - Ranby - Coldingley	Pre-release support from health care had been enhanced by providing 28 days of medication to take home.
22/05/2020	Male Cat C Trainer	Portland - Ranby - Coldingley	The use of telephony to facilitate initial triage and undertake some clinics demonstrated a positive use of available resources.
22/05/2020	Male Cat C Trainer	Portland	The use of tablet devices at Portland, to download live prescribing information to better support medicines administration in areas without immediate access to a computer terminal, was innovative and helped reduce risk.
02/06/2020	IRC	Harmondsworth - Yarls Wood - Brook House - Morton Hall	The low numbers in all centres meant that all detainees could be accommodated in single rooms, usually with toilets and showers.
02/06/2020	IRC	Harmondsworth - Yarls Wood - Brook House - Morton Hall	There was generally good use of translated material at all sites, including NHS material on COVID-19 in multiple languages.
02/06/2020	IRC	Yarls Wood	At Yarls Wood, staff had produced visual materials with clear drawings to help those with limited English identify key words and concepts in conversations with staff.
05/06/2020	Female	Bronzefield - Eastwood Park - Foston Hall	Across all sites, the antenatal care for women was maintained to the same level as in the community and the pregnant women we spoke to were complimentary about their care.

05/06/2020	Female	Eastwood Park	The level of support offered to a premature baby at Eastwood Park, by specialist services including a consultant paediatrician and a paediatric nurse specialist, was impressive.
15/6/2020	Long-term high security	Manchester	At Manchester, GPs were piloting video link technology for routine appointments to minimise the risk of cross infection.
15/6/2020	Long-term high security	Woodhill	At Woodhill each week, every prisoner was offered a well-being check in person by mental health staff. This meant that those experiencing negative impacts of prolonged lockdown had an opportunity to receive support.
22/06/2020	PCOSO	Littlehey - Stafford	Prisoner council meetings at Littlehey and Stafford enabled prisoners to put forward concerns and suggestions to managers during lockdown.
22/06/2020	PCOSO	Rye Hill	Weekly worship was televised and shown on in-cell televisions at Rye Hill.
22/06/2020	PCOSO	Littlehey - Stafford - Rye Hill	At all three sites, prisoners could attend the servery to collect a meal at least once a day, which provided some normality and an opportunity for socially-distanced contact with peers and staff.
22/06/2020	PCOSO	Littlehey	A palliative care consultant and nurse continued to visit patients at Littlehey and an expected non-COVID-related death of one patient under their care was dealt with in a compassionate and caring manner
29/06/2020	Male Open	Sudbury	A question and answer box had been installed in the dining hall area at Sudbury, and answers to the prisoner queries submitted were circulated to all prisoners weekly.

29/06/2020	Male Open	Ford	Ford had undertaken site visits to release on temporary licence (ROTL) employers to assess infection control arrangements in anticipation of reduced restrictions.
29/06/2020	Male Open	Thorn Cross	At Thorn Cross a prison shop had been opened in addition to the DHL (the provider of canteen goods in most prisons) provision so that prisoners could buy additional items that had been in short supply from DHL.
03/07/2020	Male Cat C Trainer	Maidstone - Brinsford - Onley	At all three prisons, prisoners collected their meals from the servery, increasing contact with staff and enhancing the very limited time out of cell.
03/07/2020	Male Cat C Trainer	Brinsford	At Brinsford, a number of face-to-face health care clinics were operating on a risk-assessed basis and health care staff made use of in-cell telephony to contact patients and review care needs.
03/07/2020	Male Cat C Trainer	Onley	At Onley, some promising work had started between the mental health, education and safer custody teams to support prisoners with attention deficit hyperactivity disorder (ADHD) and create a clearer pathway into education. Distraction packs had been created to address the fears and worries around COVID-19, which included activities, relaxation techniques and in-cell yoga.
10/07/2020	Male Local	Winchester	At Winchester, prisoners were able to go to the chapel for individual support sessions with the chaplains.
10/07/2020	Male Local	Thameside	At Thameside, peer representatives were unlocked for most of the day to help resolve minor issues and frustrations that prisoners had.

27/07/2020	CYP	Werrington	At Werrington, a hot breakfast had been introduced on most days, delivered to the room doors, to enable a welfare check and encourage the children to make a prompt start to the day.
27/07/2020	CYP	Werrington- Feltham	Both sites had implemented additional welfare checks by a range of agencies.
27/07/2020	CYP	Werrington	At Werrington, a helpful COVID-19 hospital escort checklist had been devised by health care staff for escorting officers.
27/07/2020	CYP	Feltham	At Feltham, the dental provider, in consultation with commissioners, had registered as an urgent care centre and was offering a responsive service in line with guidelines.
27/07/2020	CYP	Feltham	At Feltham, the release pack included a face mask, gloves or hand sanitiser, clear guidelines on handwashing and COVID-19 information which the speech and language therapist had reviewed, along with other information making it easy to understand.
PURPOSEFUL ACTIVITY / ACTIVITIES			
07/05/2020	CYP	Parc	Parc was delivering two hours of face-to-face education activity every weekday, which included carpentry, cookery, PE and three classroom-based pathways. Children were able to keep two metres apart and this was well implemented in activity areas.
18/05/2020	Male Local	Elmley - Wandsworth - Altcourse	At all prisons, considerable thought had been put into providing good quality in-cell activity packs.
22/05/2020	Male Cat C Trainer	Portland	Gym staff at Portland provided exercise classes to prisoners. These sessions increased the amount of time prisoners spent out of their cell and provided regular, meaningful exercise to a substantial proportion of the population. Prisoners were generally able to access about two sessions a week. Social

			distancing was properly enforced in these sessions and gym staff provided cleaning equipment and ensured there was time at the end of each session to clean each exercise area.
02/06/2020	IRC	Harmondsworth - Yarl's Wood	Education classes were still taking place, properly supervised and with reduced numbers of detainees, at Harmondsworth and Yarl's Wood. Detainees appreciated the opportunity to participate in these classes and described the benefits to their mental health.
15/6/2020	Long-term high security	Woodhill	Prisoners at Woodhill could access a large DVD library, and many commented on how much they appreciated this provision. Many films were donated by staff.
15/6/2020	Long-term high security	Belmarsh	The gym department at Belmarsh ran popular outdoor circuit training sessions for prisoners several times a day.
22/06/2020	PCOSO	Stafford	At Stafford, most prisoners could access PE-led outdoor sport and fitness sessions at least once a week.
22/06/2020	PCOSO	Rye Hill	At Rye Hill, the information channel on in-cell televisions was being used innovatively to inform and keep prisoners occupied. The range of broadcasts included a daily video recorded by the director, TED talks, quizzes, virtual tours of museums and zoos and interactive activities by a range of departments.
03/07/2020	Male Cat C Trainer	Brinsford	At Brinsford, the young adult population had been provided with handheld games and resistance bands for in-cell exercise.

03/07/2020	Male Cat C Trainer	Maidstone	At Maidstone, work in the kitchen and recycling department was rotated across a different residential unit each day, giving as many prisoners as possible some additional time out of cell.
10/07/2020	Male Local	Thameside	The library at Thameside had a successful outreach service that gave prisoners regular access to a wide range of books.
10/07/2020	Male Local	Winchester	PE instructors at Winchester had been delivering several circuit training sessions daily, using mats on the exercise yards.
17/07/2020	Female	Downview	Prisoners held in semi-open conditions in one wing in Downview were unlocked and allowed access to the open air for half the day.
27/07/2020	CYP	Feltham	At Feltham, PE staff provided structured sessions on the outside sports pitches. In a four-week cycle, children could access two sessions in three weeks and one session in the remaining week.
27/07/2020	CYP	Feltham	Managers at Feltham had seconded prison officers to the youth work provider enabling enhanced delivery of youth work and the development of staff.
RRP / RESETTLEMENT / PREPARATION FOR REMOVAL AND RELEASE			
07/05/2020	CYP	Parc - Cookham Wood - Wetherby	Each of the establishments had provided additional phone credit to help children keep in touch with family and friends.
07/05/2020	CYP	Wetherby	Staff at Wetherby checked children's phone usage, and spoke to those who hadn't made any calls to help mitigate their social isolation.
07/05/2020	CYP	Cookham Wood	Cookham Wood had mitigated the difficulties in children being able to see health services in the community by providing 28 days of medication on release.

18/05/2020	Male Local	Elmley - Wandsworth - Altcourse	All prisons had tried to enhance communication with families, for example through the appointment of additional family liaison officers and writing to families.
18/05/2020	Male Local	Altcourse	At Altcourse, an email system had been established for family and friends to submit song requests to be dedicated to named prisoners on the prison radio. The request line was promoted among prisoners and advertised externally via Twitter.
22/05/2020	Male Cat C Trainer	Coldingley	Managers and staff at Coldingley had enabled the continuation of parole hearings by telephone conference.
02/06/2020	IRC	Morton Hall	At Morton Hall, detainees on the reverse cohorting unit (RCU) were allowed to use personal mobile phones from their stored property to access their emails and the internet.
05/06/2020	Female	Eastwood Park	A new scheme at Eastwood Park enabled prisoners to read a bedtime story to their children.
05/06/2020	Female	Eastwood Park	Eastwood Park provided transport home for those with no family members to pick them up on release.
15/6/2020	Long-term high security	Belmarsh – Woodhill	At Belmarsh, prisoners could have 60-second video messages sent to their families by phone with appropriate security precautions. At Woodhill, prisoners could send photographs of themselves to their family.
22/06/2020	PCOSO	Littlehey	The programmes team at Littlehey carried out some one-to-one work to help a small number of prisoners close to release to complete their offending behaviour programme.
29/06/2020	Male Open	Ford - Thorn Cross	Prisoners at Ford and Thorn Cross had supervised access to their own mobile phones to make telephone and video calls to family members.
29/06/2020	Male Open	Sudbury – Ford	At Sudbury prisoners could call the family engagement worker directly to seek help and advice and at Ford the family

			engagement team remained active in the prison to support prisoners with family and relationship issues.
03/07/2020	Male Cat C Trainer	Brinsford – Onley	Brinsford and Onley had both maintained contact with families through active Twitter accounts.
03/07/2020	Male Cat C Trainer	Onley	Onley had completed a 'family and friends' visits survey which explained that when visits restarted they would look very different, but asked visitors which aspects were most important to them.
03/07/2020	Male Cat C Trainer	Onley	At Onley, the 'departure lounge' provided practical advice to prisoners on the day of release, as well as mobile phones and, importantly, face coverings, which were now a necessity for the journey home for any prisoners using public transport.
10/07/2020	Male Local	Leeds	At Leeds, booths had been installed in the visits hall to enable social visits to resume without direct contact between prisoners and their visitors.
17/07/2020	Female	Downview	An accommodation assurance meeting had been introduced in Downview, which included the prison, community rehabilitation company and housing providers to discuss provision for prisoners coming up to release.
27/07/2020	CYP	Werrington	The family engagement manager at Werrington was in direct contact by email with all who had been willing to supply email or postal addresses, sending them updates on plans for remote visits.
27/07/2020	CYP	Werrington	Additional facilities had been created at Werrington for children to contact resettlement services, through free phone access to youth offending teams and social workers, and a resettlement answering machine.

GENERAL			
18/05/2020	Male Local	Elmley	At Elmley, there was a dedicated COVID-19 team, with key managers seconded in, and frequent operational meetings concerned with matters of safety and security.