



HM Chief Inspector of Prisons for England and Wales

Annual Report 2018–19

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HM Chief Inspector of Prisons
for England and Wales
Annual Report 2018–19

Presented to Parliament pursuant to Section 5A of the Prison Act 1952.

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WHO WE ARE AND WHAT WE DO

Our purpose

To ensure independent inspection of places of detention, report on conditions and treatment, and promote positive outcomes for those detained and the public.

Our values

- Independence, impartiality and integrity are the foundations of our work.
- The experience of the detainee is at the heart of our inspections.
- Respect for human rights underpins our expectations.
- We embrace diversity and are committed to pursuing equality of outcomes for all.
- We believe in the capacity of both individuals and organisations to change and improve, and that we have a part to play in initiating and encouraging change.

Our remit

Our remit is primarily set out in section 5A of the Prison Act 1952. We inspect:

- adult men's and women's prisons in England and Wales
- young offender institutions (YOIs) in England and Wales
- secure training centres (STCs) in England
- all forms of immigration detention throughout the UK and overseas escorts
- police custody in England and Wales
- court custody in England and Wales
- Border Force custody in England and Scotland
- military detention facilities throughout the UK, by invitation
- prisons in Northern Ireland, by invitation
- prisons and other custodial institutions in other jurisdictions with links to the UK, by invitation.

Most inspections take place in partnership with other inspectorates, including Ofsted, Estyn, HM Inspectorate of Constabulary and Fire & Rescue

Services (HMICFRS), Care Quality Commission (CQC), HM Inspectorate of Probation and the General Pharmaceutical Council, appropriate to the type and location of the establishment.

OPCAT and the National Preventive Mechanism

All inspections carried out by HM Inspectorate of Prisons (HMI Prisons) contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HMI Prisons is one of several bodies making up the NPM in the UK and houses the NPM Secretariat, which coordinates the NPM's joint activities.

Our approach

HMI Prisons' inspections are carried out against published inspection criteria known as *Expectations*. The Inspectorate sets its own inspection criteria to ensure transparency and independence. The starting point of all inspections is the outcome for detainees. The Inspectorate's *Expectations* are based on and referenced against international human rights standards, with the aim of promoting treatment and conditions in detention which at least meet recognised international human rights standards.¹

Expectations for inspections of adult male and female prisons and YOIs are based on four tests of a healthy establishment:

- **Safety** – prisoners, particularly the most vulnerable, are held safely.
- **Respect** – prisoners are treated with respect for their human dignity.
- **Purposeful activity** – prisoners are able, and expected, to engage in activity that is likely to benefit them.

¹ All the Inspectorate's *Expectations* are available at: <http://www.justiceinspectorates.gov.uk/hmiprison/our-expectations>

- **Rehabilitation and release planning (Resettlement in women's prisons)** – prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed effectively. Prisoners are prepared for their release into the community.

The tests for immigration detention facilities are similar, but also take into account the specific circumstances applying to detainees and the fact that they have not been charged with a criminal offence or detained through normal judicial processes. In other inspection sectors the principles underpinning the healthy establishment concept are applied, but the specific focus varies depending on the sector. These are described in more detail in the relevant sections of the report.

Each expectation describes the standards of treatment and conditions an establishment is expected to achieve. These are underpinned by a series of 'indicators' which describe evidence that may show the expectation being met. The list of indicators is not exhaustive and does not exclude other ways of achieving the expectation.

The inspection team assesses the establishment's performance against the healthy establishment tests using the following judgements:

Numeric	Definition
4	Outcomes for prisoners are good. There is no evidence that outcomes for detainees are being adversely affected in any significant areas.
3	Outcomes for prisoners are reasonably good. There is evidence of adverse outcomes for detainees in only a small number of areas. For the majority there are no significant concerns.
2	Outcomes for prisoners are not sufficiently good. There is evidence that outcomes for detainees are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of detainees. Problems/concerns, if left unattended, are likely to become areas of serious concern.
1	Outcomes for prisoners are poor. There is evidence that the outcomes for detainees are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for detainees. Immediate remedial action is required.

Inspectors use five key sources of evidence in making their assessments:

- observation
- prisoner/detainee surveys
- discussions with prisoners/detainees
- discussions with staff and relevant third parties
- documentation.

HMI Prisons operates an almost entirely unannounced inspection programme (other than in exceptional circumstances), with all inspections following up recommendations from the previous inspection.

There is a minimum frequency for inspection of all types of establishments, with the timing of inspections deliberately unpredictable. Such an approach is based on, and responsive to, considered intelligence and proactive risk assessment.

Prisons are inspected at least once every five years, although we expect to inspect most every two to three years. Some high-risk establishments may be inspected more frequently, including those holding children, which are currently inspected annually.

Every immigration removal centre (IRC) receives a full unannounced inspection at least once every four years, or every two years if it holds children. Non-residential short-term holding facilities (STHFs) are inspected at least once every six years. Residential STHFs are inspected at least once every four years. Within this framework, all immigration inspections are scheduled on a risk-assessed basis.

We inspect each police force's custody suites at least once every six years, or more often if concerns have been raised during a previous inspection or by other intelligence. Court custody facilities are inspected at least once every six years, and Border Force custody facilities are inspected at least once every two years.

In addition to inspections of individual establishments, we produce thematic reports on cross-cutting issues, singly or with other inspectorates as part of the Criminal Justice Joint Inspection process. We also use our inspection findings to make observations and recommendations relating to proposed legislative and policy changes.

1

Introduction

by the Chief Inspector of Prisons



The recent history of many prisons in England and Wales has been deeply troubling. We saw once more in 2018–19 – the fourth year on which I have reported – that far too many of our jails have been plagued by drugs, violence, appalling living conditions and a lack of access to meaningful rehabilitative activity. Our inspections of HMPs Exeter, Birmingham and Bedford showed dramatically the need for urgent improvement. Some others caused us great concern. Overall, levels of self-harm were disturbingly high and self-inflicted deaths tragically increased by nearly one-fifth on the previous year.

However, we were also struck, as in previous years, by the extraordinary dedication of those who work in our prisons. Their work is difficult, often dangerous, largely unseen by the public and, as a result, little understood. Many worked through a period in which reduced resources, both in terms of staff and investment, made it extremely difficult to run some of our jails. Many are new to their jobs and deserve as much support as possible as they gain experience and grow into their roles in an environment where, in too many establishments, drug-fuelled violence remains a daily reality.

HM Inspectorate of Prisons does not run, or seek to regulate, our prisons. But we can and do report on our experience of leadership – at local, regional and national levels in HM Prison and Probation Service (HMPPS). Some issues that have an adverse impact on prisoners are often outside the control of prison leaders, such as the availability of accommodation for those being released, or delays in transferring those suffering from mental illness to secure beds. However, there

is much that is firmly within the control of those whose responsibility it is to lead and manage these complex establishments. It is as clear as day, and I see it for myself week in, week out as I join our inspection teams across England and Wales, that the variations in performance of apparently comparable jails is directly influenced by the quality of their leadership. Indeed, on occasions a decision as to whether to invoke the Urgent Notification Protocol has been influenced by my confidence in whether the prison leadership has the capacity and capability to drive improvement.

I make no apologies for asserting, too, that well-run jails will more often than not have a history of taking our inspection recommendations seriously. It was evident to us in 2018–19 that some leadership teams were more prepared than others to take responsibility and be held accountable for implementing those recommendations and sustaining improvement.

The work of HM Inspectorate of Prisons

The bulk of our work involves detention related to the criminal justice system – adult male and female prisons and establishments holding young people. Inevitably, these reports attract a great deal of public attention. But the full scope of the Inspectorate's work is set out in this report and it would be a mistake to underestimate the importance of what we do in other settings – immigration detention, police custody, courts, Border Force and military detention. I hope the report captures the breadth of our work and the vital importance of it in helping to fulfil the United Kingdom's international obligations to provide regular, independent, preventive inspections of places of detention.

We do not have a prison service that is entirely in crisis

As I have said many times, and this report bears out, we inspect parts of the custodial estate that are demonstrably well run – safe, calm, professional and caring. This includes, for example, parts of the high-security estate and women’s prisons (where dedicated staff deal with some of the most vulnerable of all prisoners). We see some dedicated and commendable care in the children’s estate, working with many extremely vulnerable and challenging young people.

However, category B and C men’s local and training prisons account for the numerical bulk of prisoners. With their high through-put of prisoners, their often worn-out fabric, their vulnerable populations and their levels of violence and illicit drugs use, they were this year the prisons that, as in previous years, caused us most concern. Staff shortages had been so acute that risks to both prisoners and staff were often severe, and levels of all types of violence had soared. Meanwhile, the appalling impact of illicit drugs, particularly new psychoactive substances (NPS) had been underestimated and as a result many prisons were still suffering from the debt, bullying and violence they generated. The response to the deluge of drugs flowing into many prisons in recent years has too often been slow and neither robust nor sophisticated. The introduction of new technology that is necessary to help counter the threat has been patchy.

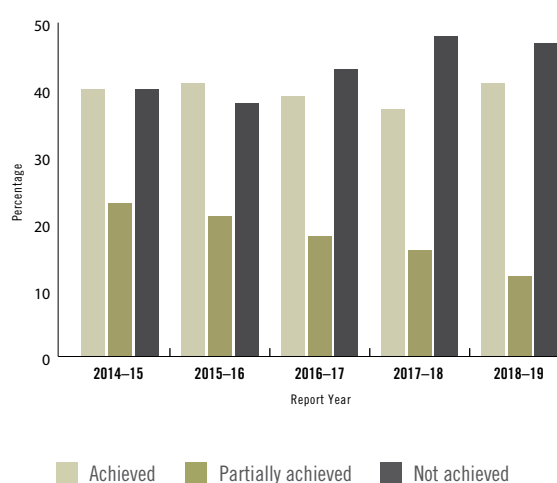
Our recommendations

I completely understand that there have been resource constraints over the past few years that have made it extraordinarily difficult for many prison governors to maintain performance, let alone improve.

We believe that our recommendations, if effectively implemented, give prisons a path to improvement. It has therefore been of particular concern to see that, in some prisons, our reports have not been taken sufficiently seriously. In some cases, they appear to have been almost completely ignored. This is disappointing and counterproductive.

In previous years I have reported on the increasingly poor response to recommendations made by the Inspectorate. Indeed, for the past two years I have had to make the point that the number of recommendations achieved by establishments had, for the first time, fallen below those that were not achieved. This has continued to be the case in 2018–19, but there has at least been a slight closing of the gap.

Figure 1: Recommendations achieved



The need for accountability

Acting on our recommendations, and being held accountable for doing so, should be a key feature of prison leadership.

We are not management consultants, and nor should we aspire to be. It is not for us to promote a particular style of leadership. However, where we see either good or less good examples of leadership, management or supervision having a direct impact on the outcomes experienced by prisoners we should report what we see and make appropriate judgements. In fact, I would suggest that there is a very clear responsibility on us to do so.

Some examples from this year that are particularly concerning relate to the tragic issue of self-inflicted deaths in prisons. Inspectors sometimes found an inexcusable lack of supervision or management intervention to ensure men at risk of self-harm were held safely.

- At HMP Exeter, where inspectors reported very high levels of vulnerability, self-harm and suicide, cell call bells were routinely ignored by staff, even when they were not busy. The prison's own records showed lengthy delays in answering them. There had been a clear lack of management oversight to deal with this.
- At HMP Birmingham, we found a number of particularly vulnerable prisoners living in squalid cells. One prisoner, despite having been formally assessed as vulnerable, was in a filthy, flooded cell which had the blood of another prisoner on the floor. Another vulnerable prisoner was being held in a cell in which he had been hosed down on at least two occasions by other prisoners, yet it took repeated interventions from inspectors before he was moved.
- In our survey at HMP Bedford, only a third of prisoners who had been subject to assessment, care in custody and teamwork (ACCT) case management procedures because they were at risk of self-harm or suicide told us they felt cared for by staff, and many records did not evidence meaningful staff engagement with them. Progress in implementing some recommendations made by the Prisons and Probation Ombudsman (PPO) following five self-inflicted deaths was too slow and some actions had not been completed.

These are just three examples from the past year. More broadly we found that, as in the previous two years, recommendations made by the PPO following a death had not been adequately addressed in about a third of prisons we inspected. This is a key responsibility of leadership, and where we see failures, we will report and offer views as to how those failures have come about. This is clearly our responsibility and a vital contribution to effective accountability.

Transparency

How do we independently assess accountability in the inevitably closed world of prisons? The need for greater transparency in the delivery of this key public service has led to some important developments over the past two years that I hope will prove to

be a turning point in improving the impact of independent prison inspection in England and Wales. The Urgent Notification process and the new Independent Reviews of Progress have now been implemented, and it is important to understand why they were necessary and how they came into being.

I have previously reported on how, after the loss of the Prisons and Courts Bill following the calling of the General Election in 2017, the then Secretary of State and I agreed that we needed to try to capture as many of the aspirations of the Bill as possible and achieve them through administrative rather than legislative means. We immediately embarked on work that resulted in the Urgent Notification process, agreed in November 2017, and used for the first time in January 2018 at HMP Nottingham. I have also made it clear that had it been in place earlier, I would have invoked the process for HMPs Wormwood Scrubs and Liverpool in 2017. The key feature of the process is that if I have serious concerns about the treatment and conditions of prisoners as a result of an inspection, I should write to the Secretary of State, and he will respond with an action plan setting out what is to be done to improve matters. Both documents will be published. We used the Urgent Notification Protocol three times in 2018–19, at HMPs Exeter, Birmingham and Bedford.

In January 2018, the Justice Select Committee held an enquiry following publication of our report into the inspection of HMP Liverpool in September 2017. The prison had deteriorated to such an extent that living conditions were among the worst inspectors had ever seen. During the evidence session it emerged that the prison was reporting through line management that 66% of the recommendations we had made at our previous inspection were on track to be implemented. The true picture was very different. During the inspection we found that only 25% of our recommendations had been achieved. The Select Committee expressed concern that HMPPS was effectively 'marking its own homework' and concluded there should be an injection of independence in the follow up to inspection reports – something that at that time HMI Prisons was simply not resourced to do.

The Committee therefore recommended that we should be provided with additional funding, which was subsequently agreed by government.

As a result, the past year has seen HMI Prisons develop an entirely new methodology for carrying out what we have termed ‘Independent Reviews of Progress’ (IRPs). There will be around 15–20 of these each year, and they will be fundamentally different to an inspection. They will usually be carried out within a year of an inspection, and will be focused on prisons subject to an Urgent Notification or where there are other causes for serious concern. They will concentrate on progress in implementing key recommendations, and will look to see if action plans are properly focused, resourced, and with clear timelines and lines of accountability for improvement. As with Urgent Notifications, IRPs will be published, affording a higher level of both political and public accountability than has hitherto been the case.

Our first IRPs at HMPs Exeter, Chelmsford, The Mount and Birmingham have suggested that a great deal of energy has gone into responding to Urgent Notifications and some other very concerning inspection reports, but that in some instances the response has been disappointingly slow. Nevertheless, the early indications are that they are prompting a more focused response than we have become accustomed to seeing in the past.

I firmly believe that these new measures are an appropriate response to the difficulties that many prisons have experienced in recent years. It is of course incumbent upon the prison service itself to respond positively to inspections. For too many years this has not happened consistently enough. It is clear from the example of HMP Liverpool, among others, that the prison service has not always been aware of where there are serious problems and has not been able to put in place measures to prevent the decline of struggling prisons. On some occasions the response has been to place a struggling prison in ‘special measures’, but I do not have confidence in that as a reliable means of driving improvement. The inspection of HMP Lewes in January 2019 found a prison

that had been in special measures for two years, and yet had declined in no less than three of our four healthy prison tests and failed to improve in the vital test of safety. Similarly, the special measures at HMP Bedford left me with little confidence that the prison could improve, and the use of the Urgent Notification process was inevitable.

HMI Prisons will remain resolutely independent in all that it does, but that should not and will not stop us being supportive and, where appropriate, collaborative in helping prisons to improve. We are therefore pleased that early indications are that establishments are warmly welcoming the advent of IRPs. Managers have appreciated the focus that the IRP visits have given. This has not surprised us, as we frequently find instances of prison officers and managers making highly commendable efforts to support those in custody. It is particularly welcome to find new staff who are enthusiastic about their work. This was the case at HMP Maidstone, where many of the staff were still gaining experience but provided enthusiastic and helpful support to prisoners, who acknowledged that staff were improving as they gained knowledge and confidence. New staff were provided with an experienced colleague to mentor them.

I certainly do not underestimate the challenge of running safe, decent, respectful and purposeful prisons from which prisoners will be released back into communities less likely to reoffend. Independent inspection can play an important role in supporting this objective. However, this must be complemented by a positive response to our reports and proper accountability at all levels for doing so.

A developing inspectorate

Aside from the work to develop and implement the Urgent Notification process and IRPs, we have continued to review our work to ensure our inspection programme remains relevant and responsive.

For some 20 years we have inspected against our healthy prison tests, based on international human rights standards. We have continuously refined and developed these tests and our inspection methodology.

This year, we published three sets of our independent *Expectations* for inspecting places of detention:

- *Expectations: Criteria for assessing the treatment of children and conditions in prisons (4th edition)*
- *Expectations for police custody: Criteria for assessing the treatment of and conditions for detainees in police custody (revised 3rd edition)*, published jointly with HM Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS)
- *Expectations: Criteria for assessing the treatment of and conditions for detainees held in designated TACT custody suites*,² also published jointly with HMICFRS.

During the year we also reviewed our internal governance arrangements, and decided that we needed a clearer delineation between strategic management and operational delivery. We have therefore created a new Corporate Governance Board which has the responsibility for ensuring that we consistently adhere to the highest standards of public sector governance. This group will be complemented by an Operational Delivery Board that has the task of ensuring our inspection programme (now considerably increased and therefore more complex since the advent of IRPs) is delivered to time and to quality. These are of course internal arrangements, but nevertheless important in ensuring that HMI Prisons carries out its responsibilities efficiently and effectively.

Men's prisons

Safety still a major problem

Too many prisoners were still being held in prisons that were unsafe. Levels of violence had increased in more than half the prisons we inspected. A total of 28 local and training prisons were inspected during the year, and in 22 of them we judged safety to be poor or not sufficiently good. Given the clear link between illicit drugs and violence, it was disappointing that too few prisons had developed a comprehensive or effective drug strategy. It was also notable that self-harm had increased in two-thirds of the prisons we inspected.

Respectful detention and living conditions

The gradual roll-out of in-cell telephony has been welcomed in those prisons where it has taken place, as have the electronic kiosks which make it easier for prisoners to make applications, health care appointments, arrange visits and make complaints. However, far too many prisoners still endure very poor and overcrowded living conditions. The prisons where we invoked the Urgent Notification process were where we saw some of the most squalid conditions, but as we have said in the past on many occasions, broken windows, unscreened lavatories in shared cells, vermin and filth should not feature in 21st century jails.

Despite some of the appalling conditions in which prisoners lived and staff worked, it was reassuring that in our surveys, around two-thirds of prisoners were positive about the way they were treated by staff. Nevertheless, a sharper focus on issues of equality and diversity is still needed. We frequently found that prisoners from black and minority ethnic backgrounds had less positive views of their treatment and conditions, but rarely was enough done by establishments to analyse and understand those perceptions.

It was also disappointing that there was, as yet, no clear strategy for older prisoners. The *Model for Operational Delivery* was published during the year, but was more of a menu of options from which governors might draw local responses than an overarching strategy. As of December 2018, 17% of the prison population was aged over 50 (see footnote 11), and so far there is neither a clear strategy nor indication of innovation in how this increasing cohort of prisoners will be catered for in the future. At the moment there are large and growing numbers of ageing and infirm prisoners who are held in expensive and unnecessary levels of security.

Purposeful activity

In only a third of the adult male prisons that we inspected was purposeful activity, which includes the provision of education, work and training, judged to be good or reasonably good.

² TACT custody suites hold people detained for terrorist and terrorism-related offences.

Staff shortages and levels of violence often meant that prisoners were unable to attend education and training, and were locked in their cells for inordinate lengths of time. Our survey suggested that in the prisons we inspected, this had become worse than in previous years.

I have been very concerned to see the number of prisons we inspected where there were simply not enough places providing meaningful and purposeful activity. For instance, at HMP Chelmsford there were 300 unemployed prisoners, and at HMP High Down, some 500 were unemployed. The latter example was particularly concerning as at the time of the inspection the establishment was earmarked to become a training prison. I have also seen prisons where large numbers of prisoners are allocated to wing work, as cleaners or painters, sometimes without having equipment to fulfil these tasks. I have met painters who had neither paint nor brushes, and cleaners whose mops were bone-dry. Nevertheless, they were recorded as being in employment. Although I have seen some excellent vocational training and good education provision, too much of the work in prisons is mundane, menial and repetitive.

If the purpose of prison, after fulfilling the sentence of the court, is to rehabilitate, how can that be achieved if prisoners are unable to access education or training because there are not enough places? At present 'overcrowding' in prisons is assessed by the prison service based on how many prisoners can be crammed into the available cells. Perhaps we should think about describing prisons as being overcrowded if, among other things, there are not enough meaningful education or work places for the prisoners being held in them?

Rehabilitation and release planning

Overall, while we have found some progress in this area, much remains to be done. We have been particularly concerned to find prisoners who presented a potentially high risk of harm to the public being released without a full risk assessment. Sometimes this was because they were being released from prisons that did not have a resettlement

capability, and sometimes because their particular requirements in terms of rehabilitation could not be met in the prisons where they were being held. This latter point is particularly concerning when we have seen large cohorts of sex offenders being held in prisons where specialist interventions were not available. Our joint thematic inspection with HMI Probation, *Management and supervision of men convicted of sexual offences*, highlighted our serious concerns in this area.

The introduction of the Offender Management in Custody programme (OMiC) has the potential to be a very positive innovation. It is too early to come to any judgements as to its overall effectiveness and, as yet, it is not fully implemented. However, where keyworkers have been introduced, I have received positive comments from prisoners who feel that they have an individual to whom they can turn, and from staff who welcome the opportunity to engage constructively with prisoners. The introduction of OMiC has been made possible by the recent increase in staff numbers, and is to be welcomed.

We have seen examples of good work to promote family contact, and this is an area where we found examples of good practice in several prisons. However, too often family members and friends travelled long distances to make visits, which then started late through no fault of their own. Time was lost from the visit, and this is unacceptable. Some prisons managed to avoid this happening, and all should aspire to do so.

When prisoners are released, it is well known that the risk of reoffending is significantly raised if they do not have sustainable accommodation to go to. The provision of suitable accommodation is usually beyond the control of the prison, but early assessment of need and good quality relationships with local authorities can help. I have met many governors and senior managers who are deeply concerned about this issue, as they know that whatever rehabilitation and resettlement work they deliver can be jeopardised or wasted if a prisoner has nowhere to live on release.

Women's prisons

Overall, we continued to find that outcomes for women held in prison were better than for men. Safety, respect and resettlement were good or reasonably good at all three of the women's prisons that we inspected. However, our gradings for purposeful activity had deteriorated at two of the prisons, and had declined to not sufficiently good at HMP Send.

It was a pleasing and reassuring feature of women's prisons that relationships between staff and the women being held were generally very positive. We also found that at all three of the prisons we inspected, women had a good amount of time out of their cells.

It remained the case that women were far more vulnerable to self-harm than men, and levels had increased significantly. The levels of victimisation suffered by many women before entering custody emphasised the need to continue and develop the vital trauma-informed work that has been implemented in recent years.

We found that the support available to women to maintain contact with families and friends varied from prison to prison. Clearly the low number of women's prisons means that prisoners are likely to be held further from home, and maintaining contact is therefore more problematic in many cases. For the future, finding innovative ways of maintaining contact should be a priority, such as through the greater use of technology.

Children's custody

During the year we inspected four young offender institutions and three secure training centres. We continue to inspect these establishments on a more regular basis than adult prisons because of the higher risks associated with them.

Following the appalling lack of safety in children's custody that led me to write to the then minister in February 2017, pointing out that at time there were no YOIs or STCs that we had inspected which we could say were sufficiently safe to hold children, there had been an overall improvement. Our safety gradings had improved in three inspections.

Nevertheless, levels of violence remained high and bullying was a constant concern. The rate of violence in terms of incidents per person is higher in STCs than anywhere else we inspect.

Generally, there was a welcome movement towards developing a rewards and incentives approach towards behaviour management, but there was still much work to be done. In STCs we saw significant inconsistencies in the approaches used. It was also apparent that measures such as 'keep-apart' lists, used to try to control violence between children, could have a detrimental impact on the ability to get children to school and other activities.

It was concerning that half of the children we surveyed said that they had been restrained during their time in detention, which is the highest figure we have seen since we started recording this issue in 2002. Despite this, we found that relationships between staff and children were generally positive, although it would be naïve to dismiss the potential impact that violence against staff could have on this in the future.

Immigration detention

Across the immigration detention estate we found outcomes that were good or reasonably good. However, detainees continued to feel unsafe and uncertain because there was too often a lack of clarity as to what the future held for them, and in particular how long they were to be held in detention. Although most detainees were held for less than two months, some continued to be held for extended periods. More needs to be done to ensure that delays to casework are minimised.

It was still the case that too many detainees with vulnerabilities remained in detention, defeating the stated objectives of the Home Office's own policy.

We had real concerns about the use of restraints on some detainees who were on charter flights removing them from the United Kingdom. On some flights the restraint applied to detainees was disproportionate to any assessed risk, and we are pleased that the Home Office has

since responded to our concerns with a review of operational procedures. This is a subject that will need consistent monitoring to ensure that there is no regression to the unacceptable practices we witnessed during inspections.

It is concerning that the Home Office still does not classify the deaths of detainees shortly after release as ‘deaths in custody’. This is at odds with the practice in other custodial environments, such as police custody, and should be changed.

Police custody

We continued to inspect police custody in partnership with HMICFRS. We have jointly written to Chief Constables expressing our concern about the governance and oversight of the use of force, and this year, in the nine forces we inspected, it was a cause of concern in five of those forces and an area for improvement in the remaining four.

The improvement in the physical conditions in which detainees are held in police custody in recent years is notable, but a consequence of the centralisation of custody facilities is that the process of arrest, reception, investigation and release can take longer than before.

A significant development during the year was our work to develop a set of *Expectations* for the detention of those held in so-called ‘TACT suites’, where those suspected of involvement in terrorism or terrorist-related offences are held following arrest. The first inspection of these facilities was carried out in early 2019. The report of that inspection will be published and referred to in the 2019–20 Annual Report.

Acknowledgements

Despite all the challenges faced by prisons in recent years, I am always aware of the huge amount of care, compassion, courage and goodwill shown by those who work in our jails. They have an enormously challenging job to do on our behalf, and their dedication, skill and patience is often remarkable. As an inspectorate we rely on them to support us. We simply could not do our work without their help. During inspections I invariably thank governors and their teams for their cooperation, and I hope they need no reassurance that those thanks are genuinely felt by all who work for the Inspectorate.

This year has been one of unprecedented challenge for the Inspectorate. We have been going through changes of a scale and complexity that we have never faced before, and at a pace that has been hugely demanding, but entirely necessary. The introduction of Urgent Notifications and IRPs are an enormous opportunity but are only happening because of a vast amount of hard work by many dedicated, experienced and skilful colleagues. To make that happen, we have had to recruit, induct and deploy more new inspectors than ever before. We are also reviewing the way we make recommendations, changing how we record and retain evidence, and reforming our internal governance arrangements. Whether in the field or elsewhere, every single member of HMI Prisons has been instrumental in delivering the inspection programme and driving changes at the Inspectorate. I am immensely grateful to each and every one of them for their contribution to our vital work.

2

The year in brief



Between 1 April 2018 and 31 March 2019 we published 78 inspection and thematic reports.

Adult prisons (England and Wales):

- inspections of 35 prisons holding adult men
- three prisons holding adult women.

Establishments holding children and young people:

- four inspections of young offender institutions (YOIs) holding children under the age of 18³
- four inspections of three secure training centres (STCs) holding children aged 12 to 18, jointly with Ofsted.

Immigration detention:

- three immigration removal centres
- one family detention unit
- six short-term holding facilities
- four charter flight removals.

Police custody:

- police custody suites in nine force areas with HM Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS).

Court custody:

- three court custody areas.

Extra-jurisdiction inspection:

- one prison in Northern Ireland.

Other publications

In 2018–19, we published the following additional reports:

- *Close supervision centre system*
- *Social care in prisons in England and Wales*, in conjunction with the Care Quality Commission
- *Management and supervision of men convicted of sexual offences*, jointly with HMI Probation
- *Monitoring places of detention. Ninth annual report of the United Kingdom's National Preventive Mechanism 2017–18* (on behalf of the NPM)
- *Children in custody 2017–18. An analysis of 12–18-year-olds' perceptions of their experience in secure training centres and young offender institutions.*

During 2018–19, we also published three sets of our expectations for inspecting places of detention. In May 2018, we issued a revised version of the third edition of *Expectations for police custody: Criteria for assessing the treatment of and conditions for detainees in police custody*, published jointly with HMICFRS. In November 2018, we published the fourth edition of *Expectations: Criteria for assessing the treatment of children and conditions in prisons*. At the end of 2018, and also in conjunction with HMICFRS, we issued the first *Expectations: Criteria for assessing the treatment of and conditions for detainees held in designated TACT custody suites*, the standards by which we inspect outcomes for people detained for terrorist and terrorism-related offences.

During the year we issued three Urgent Notification letters to the Justice Secretary expressing our serious concerns immediately following an inspection of a prison.

³ The inspections of the Keppel Unit and Wetherby were published together in one report.

We also made written submissions to a range of consultations and inquiries, commented on draft Detention Services Orders, and gave oral evidence to Parliamentary committees, including:

Written submissions

- Commission on Justice in Wales, Review of the Criminal Justice System in Wales (1 June 2018)
- Health and Social Care Committee, Prison Healthcare (1 June 2018)
- Joint Committee on Human Rights, Youth Detention: Solitary Confinement and Restraint (19 June 2018)
- Advisory Council on Misuse of Drugs, Custody-Community Transitions (20 June 2018)
- Joint Committee on Human Rights, Immigration Detention (6 September 2018)
- Her Majesty's Prison and Probation Service, ACCT Process (13 September 2018)
- Home Office, PACE codes C and H (29 September 2018)
- Her Majesty's Prison and Probation Service, IEP Policy Framework (9 October 2018)
- Her Majesty's Prison and Probation Service, Complaints Policy Framework (31 October 2018)
- Home Office, Detention Services Order, 'Management and Security of Night State' (12 October 2018)
- Home Office, Detention Services Order, 'Accommodation: Lighting, Heating and Ventilation' (14 December 2018)
- Home Affairs Committee, Macpherson: 20 Years On (15 February 2019)
- Her Majesty's Prison and Probation Service, Release on Temporary Licence Policy Framework (27 February 2019)
- Independent Chief Inspector of Borders and Immigration, Call for evidence: 'Adults at Risk' in immigration detention (7 March 2019)

Oral evidence

- Justice Select Committee, Transforming Rehabilitation (17 April 2018)
- Home Affairs Committee, Immigration Detention (8 May 2018)
- Welsh Affairs Committee, Prison Provision in Wales (22 May 2018)
- Health and Social Care Committee, Prison Healthcare (3 July 2018)
- Joint Committee on Human Rights, Youth Detention: Solitary Confinement and Restraint (10 October 2018)
- Joint Committee on Human Rights, Immigration Detention (31 October 2018)
- Justice Select Committee, Prison Population 2022: Planning for the Future (21 November 2018)
- Commission on Justice in Wales, Review of the Criminal Justice System in Wales (14 February 2019)

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3

Men in prison



The findings from prison inspections reported in this section are based on the fifth edition of our *Expectations: Criteria for assessing the treatment of prisoners and conditions in prisons*, published in July 2017.

During our inspections in 2018–19, we made 35 healthy prison assessments in prisons and young offender institutions holding adult and young adult men (figure 2).

We have compared the outcomes for the prisons we reported on in 2018–19 with the outcomes we reported the last time we inspected the same establishments (figure 3). Details for each healthy prison assessment area are also shown in figure 4 (safety, p.22), figure 5 (respect, p.27), figure 6 (purposeful activity, p.33) and figure 10 (rehabilitation and release planning, p.39).

Figure 2: Published outcomes for all prisons and young offender institutions (YOIs) holding adult and young adult men (35)

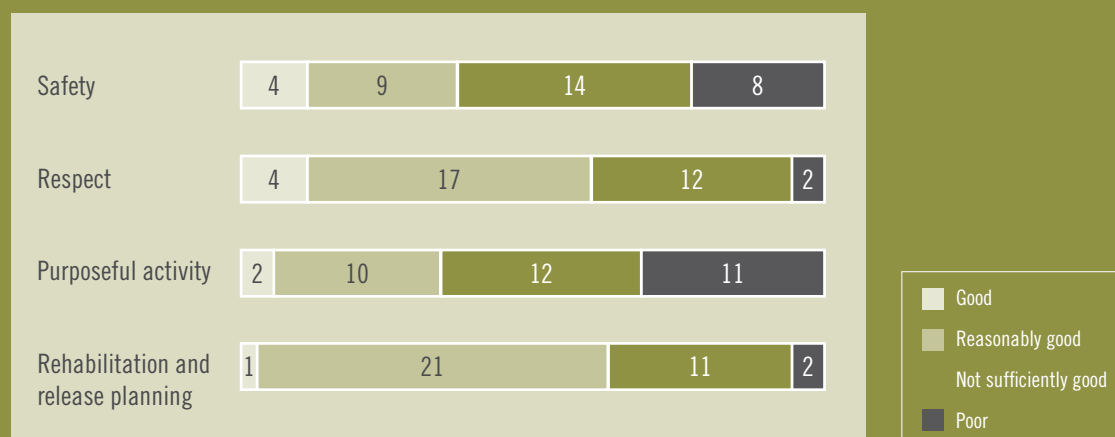


Figure 3: Outcome changes from previous inspections of prisons and YOIs holding adult and young adult men (35)



Prisons have become less safe for some

- Safety outcomes had declined in 10 prisons inspected but six prisons showed improvement (see figure 3).
- Violence had increased in more than half the prisons we inspected.
- The use of peer support and a collaborative approach to addressing violence were features of the safer prisons.
- A combination of poor living conditions and a lack of purposeful regime contributed to continued drug misuse and violence.
- The introduction of technology such as body scanners and devices to test incoming mail for illicit substances offered more tools in the battle to reduce the supply of drugs.
- The number of self-inflicted deaths and incidents of self-harm had increased substantially since last year.

Overall, safety outcomes in adult male prisons were similar to those we have found in previous years, with only 13 of the 35 prisons reported on in 2018–19 assessed as good or reasonably good. Safety outcomes in local prisons were of particular concern, and were assessed as poor or not sufficiently good in 12 of the 14 inspected this year.

Figure 4: Safety outcomes in establishments holding adult and young adult men

	Good	Reasonably good	Not sufficiently good	Poor
Local prisons	0	2	5	7
Training prisons	0	4	9	1
High security prisons	0	2	0	0
Open prisons	3	0	0	0
Young adult prisons	0	1	0	0
Therapeutic community	1	0	0	0
Total	4	9	14	8

Outcome of previous recommendations

In the adult male prisons reported on in 2018–19, 41% of our previous recommendations in the area of safety had been achieved, 10% partially achieved and 49% not achieved.⁴

Early days

Because of lengthy delays at court, prisoners often arrived late at their destination prison. This was a particular problem in local prisons, such as Bedford and Manchester. The impact was that first night procedures were often insufficient due to lower numbers of staff at night.

Journeys from Crown courts were relatively short, but many prisoners experienced lengthy delays at court before being brought to the prison.

Manchester

Some establishments still strip-searched all prisoners in reception routinely, rather than on the basis of individual risk assessment. Many prisoners continued to be frustrated by delays in receiving their property following transfer from one prison to another.

While the enhanced welfare checks on prisoners during their first 24 hours in custody at Leicester were good practice, the care for new arrivals remained inconsistent in too many prisons. There was too much variation in the quality of procedures to identify prisoner risk, and in some prisons interviews to understand and assess this did not take place in private. This inhibited prisoners, potentially stopping them from disclosing safety concerns.

The standard of first night accommodation varied greatly. Prisoners were often placed in cells that were not adequately equipped.

[A] recent case ended up as a use of force incident when a prisoner reacted badly to being located into a cell that managers had taken out of commission because it was not fit for habitation.

Exeter

⁴ Note that figures have been rounded and may not total 100%. This applies throughout the report.

Most prisons recognised the benefits of using prisoner peer support during reception and first night processes. In Peterborough, peer support workers were used effectively in reception to provide drug recovery support and to act as Listeners – prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners.

Most prisoners received an induction to prison life, and peer workers were also often involved in the delivery of programmes. However, the quality of induction was inconsistent. While prisoners and staff worked well together in some prisons to deliver a useful introduction to the prison, the process too often lacked staff oversight, resulting in peer workers providing inaccurate or inappropriate advice to new arrivals.

Some information in the presentation was outdated and some advice was inappropriate; for example, prisoners were advised to speak to OMU [offender management unit] prisoner representatives if they had queries about their sentence plans, which was not a legitimate role for prisoner representatives to undertake.

The Mount

Encouraging positive behaviour

Violence recorded against both staff and prisoners had increased at more than half the prisons we inspected and in some, such as Peterborough and Durham, it had doubled. At Exeter, the level of violence was among the highest we have seen in local prisons for a number of years. By contrast, at Stoke Heath, where violence had not increased to the levels seen elsewhere, the prison was well ordered with staff clearly in control.

We often saw violence linked to other issues, such as drugs and associated debt, the frustration caused by restricted regimes, mental health issues, poor living conditions and a lack of staff supervision.

Onley was a clear example where the failure to deal with drugs and violence undermined many other aspects of prison life. There was a vicious circle where fear, frustration and boredom increased the demand for drugs, which in turn fuelled the violence, and thus completed the circle.

Onley

In our survey, over half of respondents in adult male prisons stated that they had felt unsafe, and this was as high as 60% in local prisons. Nearly half of respondents said they had experienced assaults or bullying from other prisoners but only a third said that they would report it. However, some prisons encouraged prisoners to play an active part in making the prison safe. At Long Lartin this had led to innovative practices.

These included a leaflet drop and reporting forms to all prisoners, encouraging them to tell staff about any concerns on antisocial behaviour or safety. The result had been an increase in the reporting of incidents by prisoners.

Long Lartin

Despite the continued increase in violence, many prisons had poorly defined violence reduction strategies and failed to address the causes of violence effectively. There was limited analysis of data to provide learning from previous incidents, and ineffective meetings that failed to progress action plans. Wandsworth, however, had implemented a collaborative staff and prisoner approach to reduce violence.

The violence reduction element of the safer custody strategy had been developed collaboratively and was informed by prisoner and staff perceptions, opinions and experiences. This made it meaningful and relevant.

Wandsworth

Some prisons employed peer support workers in their efforts to reduce violence. At Oakwood, prisoners were involved in the violence reduction strategy and helped to mediate in situations that could otherwise escalate into violence.

The national roll-out of challenge, support and intervention plans (CSIP)⁵ was under way and provided a consistent and effective process to help improve safety. However, not all establishments used the process effectively. For example, at Channings Wood, despite the introduction of CSIP, support for victims was poor and there had been no effective monitoring of perpetrators of violence. But elsewhere the system was being implemented effectively.

A new process for managing perpetrators of violence, the 'challenge, support and intervention plan', was showing early signs of success and some challenging individuals had shown an improvement in their behaviour. **Peterborough**

However, behaviour management approaches were often ineffective, relying on punitive measures, such as adjudication or applying the basic level of the incentives and earned privileges (IEP) scheme. Most IEP schemes lacked creativity and an understanding of what motivated positive behaviour, although some prisons were taking steps to address these limitations.

Managers had... recently implemented a monthly IEP forum which was co-chaired by a senior manager and a prisoner representative. A range of issues relating to the incentives scheme were discussed and several anonymous [IEP] documents scrutinised. **Maidstone**

Discipline, use of force and segregation

The use of adjudications had continued to increase in most prisons – many were in response to antisocial behaviour and illicit drug use. Some prisons were unable to cope with the high number of charges, and some adjudications were dismissed due to procedural errors, which meant that offences, including serious acts of violence, went unpunished. These issues undermined staff authority and confidence in the system.

Just over half of all adjudications were either dismissed or not proceeded with, which greatly undermined the prison's ability to challenge poor behaviour. **Woodhill**

Most adjudications were fair and conducted properly. However, in many prisons – such as Chelmsford, Kirkham, Long Lartin, Exeter and Nottingham – some minor misdemeanours could have been dealt with more effectively though the IEP scheme. This would have reduced the number of adjudications and ensured that the most serious offences were dealt with. At Humber, all prisoners found guilty for the first time of taking drugs were given a suspended punishment and referred to the drug and alcohol recovery team for intervention, which was good practice.

Recorded use of force had increased in 28 prisons. Its governance remained weak at many establishments. At Bedford, the monthly use of force committee 'did not... review any video recordings or paperwork relating to incidents, to monitor the proportionality of the force used'.

Use of force documents were too often missing statements or had insufficient detail to justify the use of force. At Woodhill over 400 supporting documents had not been completed, and at Chelmsford, although managers ensured that statements were completed, some contained too little information to justify the use of force. At Wandsworth, the governor had appointed a full-time use of force coordinator to improve quality and consistency. Similarly, at Hull the deputy governor reviewed all incidents, and there were useful links between safer custody, security and senior managers to understand the reasons for incidents.

Physical conditions remained poor for many prisoners held in segregation units. In some units, prisoners were unable to shower or telephone their families every day, and most had only 30 minutes a day in the fresh air. Conditions in the segregation unit at Exeter were very poor, and the one prisoner we

⁵ A system used by some prisons to manage the most violent prisoners and support the most vulnerable prisoners. Prisoners identified as the perpetrator of serious or repeated violence, or who are vulnerable due to being the victim of violence or bullying behaviour, are managed and supported on a plan with individual targets and regular reviews.

saw there was locked up for almost 24 hours a day, with almost no human contact and a poor regime. Exeter also had what amounted to an unofficial segregation unit. The prison had made little exploration of the root causes leading to prisoners' segregation, and had no meaningful plans for their future management.

Despite poor conditions, segregation unit staff and prisoners often had good relationships. Many staff knew the prisoners in their care, and managed those who were challenging and complex well. At Peterborough, the daily visit to the segregation unit by a dedicated mental health nurse was good practice.

Drugs still a significant problem

The use of drugs, particularly new psychoactive substances,⁶ remained a major problem and was linked to many debt and violence issues. Prisoners' substance use was too often a result of a combination of poor living conditions and a lack of purposeful regime (as we found at Exeter, Channings Wood and Bedford).

Very few prisons had an effective drug supply reduction strategy, and we rarely found a prison action plan driven by an integrated and coordinated multidisciplinary team to reduce both the demand and supply of drugs.

There had been no drug strategy meeting in the six months prior to the inspection, there was no supply reduction action plan and managers told us that the HMPPS area drug detection dogs were only occasionally deployed at the prison. **Deerbolt**

In contrast, both Hollesley Bay and Kirkham had a comprehensive multidisciplinary approach to supply reduction, and no prisoner had tested positive for psychoactive substances in the six months before our inspections.

There had been positive moves to increase the use of drug-detection technology, such

as body scanners (Belmarsh) and devices to test incoming mail for illicit substances (Hull). But some prisons, such as Durham and Bedford, were frustrated by a lack of investment in this area. Stoke Heath had developed very effective links with local policing units who, in partnership with prison managers, had encouraged the local community to report suspicious activity around the perimeter to minimise drug 'throw overs'; this had met with some success.

Suicide and self-harm continue to rise

There had been 83 self-inflicted deaths in male prisons in England and Wales in 2018–19, an increase of 15% from 72 the previous year. Levels of self-harm across all prisons continued to rise. There were 45,310 reported incidents in 2018, an increase of 25% from 36,347 incidents in 2017.⁷

Self-harm had increased in two-thirds of the adult male prisons we inspected this year, and we made main recommendations about serious deficiencies in suicide and self-harm prevention measures at 14 of them. The Prisons and Probation Ombudsman (PPO) investigates all deaths in custody and makes recommendations to improve care. We found, once again, that PPO recommendations had not been adequately addressed at about a third of prisons.

At more than half of inspected adult male prisons, the quality of support for prisoners in crisis, delivered through assessment, care in custody and teamwork (ACCT) case management, was weak. In our survey, only 47% of prisoners who had received this support had felt cared for. Too often, care planning did not target concerns or support was ended without the proper resolution of issues.

Initial concerns which prompted the opening of the ACCT were rarely revisited and individual care maps were not updated. **Manchester**

We found unmanageably high numbers of open ACCT documents at some prisons. This

⁶ Drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life-threatening effects.

⁷ HMPPS (2018). *Safety in custody quarterly: update to December 2018*. Available at <https://www.gov.uk/government/statistics/safety-in-custody-quarterly-update-to-december-2018>

was often a result of inexperienced staff who were overcautious about risk, and directly affected the ability of prisons to deliver good quality care to those most at risk.

Some staff lacked the experience and confidence to support men in crisis, and consequently the number of men subject to ACCT procedures was consistently high and unmanageable. **Chelmsford**

We saw some examples of very good support for prisoners, including family involvement in ACCT case management, but these were usually restricted to smaller, specialist or open prisons where staff had more time and resources.

At a third of the prisons, support for prisoners in crisis was undermined because they spent too much time locked up, often in poor living conditions, and had a lack of purposeful activity. This problem was particularly acute at Woodhill, Bedford and Birmingham.

The lack of purposeful activity, long periods spent locked up... and the poor living conditions... all severely undermined support for prisoners at risk of suicide and self-harm. **Bedford**

At several prisons, care was compromised by unacceptable delays in staff response to cell call bells.

In light of the very high levels of vulnerability, self-harm and suicide among prisoners at Exeter, it was shocking to see that cell call bells were routinely ignored by staff... There was clearly a lack of management oversight or intervention in this key aspect of prisoner safety. **Exeter**

At almost half of prisons, access to Listeners was a problem. There were often not enough Listeners and they were not always available to prisoners in reception, the segregation unit or at night-time. In our survey, only 40% of prisoners said it was easy to speak to a Listener. The introduction of in-cell

telephones at some prisons had improved prisoner access to the Samaritans helpline and gave them the chance to speak to loved ones during difficult times.

Measures to protect adults at risk of harm, abuse and neglect were underdeveloped in all prisons. Although most prisons had a policy, and sometimes useful links to the local safeguarding adults board, most staff lacked sufficient understanding or training to identify concerns and make the necessary referrals.

Close supervision centres

This year we published our second inspection of the close supervision centre (CSC) system.⁸ Under prison rule 46,⁹ significantly disruptive and dangerous prisoners can be removed from the ordinary prison population to be managed within separate, intensively supervised units. In these units, prisoners go through a process of individual risk assessment, offending behaviour interventions and therapy until the threat they pose has reduced, enabling a return to a normal or more suitable location.

This follow-up inspection found that regime provision had improved in most centres, except for Woodhill where staffing difficulties in the host prison often affected the CSC. By contrast, the Full Sutton CSC offered an impressive and varied regime.

Prisoners... could choose from a structured timetable of activities ranging from work and domestic duties and therapy sessions to craft classes, gardening and horticulture. The activities rewarded the progress prisoners had already made and encouraged continuing engagement. **Full Sutton CSC**

Staff-prisoner relationships remained a key strength in CSCs. Staff focused on prisoner well-being and progression, despite receiving some verbal and occasionally violent abuse. More prisoners now progressed to less restrictive special units, and sometimes back to mainstream prison wings.

⁸ HMI Prisons (2017). *Report on an announced thematic follow-up inspection of the Close supervision centre system*. Available at <https://www.justiceinspectorates.gov.uk/hmiprisonswp-content/uploads/sites/4/2018/04/CSC-follow-up-web-2017.pdf>

⁹ This permits the Secretary of State, for the maintenance of good order or discipline or to ensure the safety of officers, prisoners or any other person, to prevent a prisoner to associate with others and remove the person from association for placement within a close supervision centre.

Poor living conditions for many prisoners

- We rated 60% of prisons inspected this year as good or reasonably good in the area of respect.
- Two-thirds of prisoners were positive about staff. Although officer staffing levels were improving, some prisons had a large proportion of new and very inexperienced staff who sometimes struggled to challenge poor prisoner behaviour.
- Living conditions for many prisoners were poor or not sufficiently good, and some were extremely squalid. Consultation with prisoners was limited.
- Some prisoners from minority groups were negative about key aspects of prison life. Prisons varied in the priority they gave to promoting equality and diversity, and too many did not provide support through prisoner forums or other networks.
- Prison health services were reasonably good but there had been more breaches of regulations than last year.
- The quality of support for prisoners with substance use needs remained good.

Our healthy prison assessments for respect were about the same in this reporting year as in 2017–18, with more than half of prisons achieving a good or reasonably good healthy prison assessment (see figure 5).

Outcome of previous recommendations

In the adult male prisons reported on in 2018–19, 41% of our previous recommendations in the area of respect had been achieved, 10% partially achieved and 50% not achieved.

Figure 5: Respect outcomes in establishments holding adult and young adult men

	Good	Reasonably good	Not sufficiently good	Poor
Local prisons	0	6	6	2
Training prisons	1	8	5	0
High security prisons	1	0	1	0
Open prisons	1	2	0	0
Young adult prisons	0	1	0	0
Therapeutic community	1	0	0	0
Total	4	17	12	2

Relationships between staff and prisoners

Prison officers were regularly cross-deployed from specialist roles to cover operational duties. There had been efforts to recruit and train new prison officers, but many prisons still lacked a fully experienced workforce. We found many inexperienced officers without the confidence to challenge and motivate prisoners in their care.

Many operational staff were relatively inexperienced; we were told that 70% had been in the Prison Service for less than two years.

Chelmsford

In a small number of prisons, the lack of control shown by prison officers was worrying, and was a problem at two of the three prisons for which an Urgent Notification was issued to the Secretary of State.

Some staff were clearly competent and we observed some relaxed and effective relationships, but only on a minority of wings. Elsewhere, a lack of confidence and inexperience in the workforce were having a negative impact... Some wings were poorly supervised... Boundaries between staff and prisoners were blurred... Some prisoners routinely disregarded rules and appropriate standards of behaviour, without challenge from staff. We regularly saw evidence of open drug taking, prisoners expected to endure intolerable living conditions, and some vulnerable prisoners being openly bullied, with staff failing to take action. **Birmingham**

Prisons were rolling out the new keyworker scheme as part of the national offender management in custody (OMiC) model (see p.40), and it was beginning to have some effect.

The recently adopted keyworker scheme showed early signs of improving meaningful interactions between staff and prisoners. Over half the prisoners in our survey said that staff had spoken to them in the last week to see how they were getting on, more than at the last inspection. **Wakefield**

Overall, just over two-thirds of prisoners reported reasonably positive treatment by staff. In our survey, 68% of prisoners said that most staff treated them with respect and 69% said that there were staff they could turn to if they had a problem.

Daily life

Apart from a few notable exceptions – such as at Oakwood and Dovegate therapeutic community, where the environments were good – most prisoners continued to experience inadequate or poor living conditions.

The prison was struggling with infestations of insects and vermin. A sign on one wing read, 'Please ensure doors remain shut to prevent rats entering the wing!!!'... Despite recently engaging professional pest control services, rats, pigeons and cockroaches were still everywhere. **Bedford**

At Exeter and Chelmsford, where conditions were also grim, staff had become inured to the low standards, perhaps because they lacked comparative experience or were overwhelmed by the scale of the problem. One of the worst examples of this was at Birmingham, where the cells were dirty, cramped and overcrowded, and had missing or broken furniture and windows.

[Some] particularly vulnerable prisoners were living in squalid cells which were not fit for habitation. One prisoner on assessment, care in custody and teamwork (ACCT) case management procedures was living in a filthy, flooded cell. The blood of another prisoner, who had self-harmed two days previously, had not been cleaned from the cell floor... Rubbish was left lying around in bags and there were problems with fleas, cockroaches and rodents.

Birmingham

Prisoners' perceptions about the quality and quantity of the food were still often negative. Meals were frequently served too early, and the breakfast packs provided by most establishments the day before they were meant to be eaten were very small with little sustenance. Most new arrivals still had to wait around 10 days to receive their first order from the prison shop which often created unnecessary problems, leading to bullying in some cases. However, where prisoners could receive their first orders promptly, such as at Dovegate and Lowdham Grange, this reduced the risk of borrowing from other prisoners and getting into debt.

The level and quality of consultation with prisoners varied considerably. Where there were meetings, these often did not take place regularly, and issues raised were usually not addressed quickly enough. Where the arrangements worked well, this was often when senior staff were actively involved.

Good practice in prisoner consultation

The governor and her senior team were regularly available on the wings and during free-flow movement, which meant that prisoners could quickly resolve minor issues without having to make formal complaints. **Isis**

In our survey, only 28% of adult men who said they had made a formal complaint said it was handled fairly, and only 24% said it had been dealt with in seven days. Most prisoner complaints were about domestic matters, such as access to their stored property.

Equality and diversity work

Prisons varied in the strategic emphasis they gave to equality and diversity work. There had been progress at some prisons, with the work informed by a comprehensive policy and supported by regular committee meetings and data analysis. However, in too many prisons the work was underdeveloped or had lapsed, with limited resources, little input from senior management and not enough focus on practical outcomes for prisoners.

The strategic management of equality had been neglected for too long and was weak. The most recent bimonthly equality meeting had not taken place and the preceding meeting had been attended by only three staff members. Minutes showed a lack of focus on actions, with some being repeatedly carried over. **Kirkham**

Opportunities for prisoners to make complaints about their experience of discrimination varied between prisons, and standards of investigation and responses were inconsistent. Some prisons benefited from quality assurance of discrimination complaints from external organisations – such as the Zahid Mubarek Trust – but most did not.

Many prisons did not convene forums for prisoners from minority groups, and only some had prisoner equality representatives.

There had been very limited consultation for prisoners with protected characteristics and no prisoner equality representatives or equality champions among staff. These gaps made it difficult for concerns to be voiced by prisoners. **Hindley**

In our survey, almost a third of prisoners were from a black or minority ethnic background. As in previous years, they reported a more negative experience than white prisoners about most areas of prison life. They told us that they felt marginalised, and that staff lacked awareness of different cultures or failed to challenge inappropriate and racist behaviour.

Several prisoners told us that the treatment of ethnic minority prisoners varied across wings, but no investigation was taking place into these perceptions of inequitable treatment. **The Mount**

However, there were examples of promising initiatives.

In response to the Lammy review,¹⁰ a quarterly race incentives and earned privileges (IEP) forum had been set up to address perceptions that the IEP scheme might be treating black and minority ethnic prisoners unfairly. Attendance at the first IEP forum had been good, and actions identified. **Onley**

At 31 December 2018, 8,677 male foreign nationals were held in prisons in England and Wales (11% of all male prisoners).¹¹ In April 2018, HMPPS published its model for operational delivery, setting out good practice guidance on the services and activities prisons should deliver to foreign nationals. We found that support for foreign nationals remained mixed. Some prisons,

¹⁰ Lammy, D. (2017). *The Lammy Review: An independent review into the treatment of, and outcomes for, Black, Asian and minority ethnic individuals in the criminal justice system*. Available at https://www.basw.co.uk/system/files/resources/basw_82100-3_0.pdf

¹¹ *Offender Management Statistics Quarterly: July to September 2018* and Prison population data tool. Available at <https://www.gov.uk/government/statistics/offender-management-statistics-quarterly-july-to-september-2018>

such as Wakefield and Featherstone, provided reasonable support while others, including Lowdham Grange, Wandsworth and Manchester, did not. Wing staff rarely used professional telephone interpreting services to communicate with non-English speakers. While many foreign nationals could see Home Office immigration enforcement officers in their prison, they had little access to independent legal advice because of the lack of public funding for this provision.

At Maidstone, one of two prisons that held exclusively foreign nationals, work to prepare prisoners for their release, whether in the UK or abroad, was more focused than in the past but there were still too many gaps in meeting rehabilitation needs.

As of 31 December 2018, 13,474 young adult men aged 18 to 24 were held in adult male prisons (17% of all male prisoners).¹² In our survey, they generally reported a less positive experience of prison life than their older peers. They were often overrepresented on the lowest level of the incentives scheme and in disciplinary proceedings, and prisons were not investigating the underlying reasons for this sufficiently.

However, at Peterborough, there was good awareness of the distinct needs of this age group, and Wandsworth provided a promising course, 'Hero's Journey', to help younger prisoners change their behaviour.

At the end of December 2018, the proportion of male prisoners aged 50 or over had increased to 17%.¹³ In our survey, older prisoners were more positive about much of their experience of prison life, and we found a few examples of good provision for this age group.

Reasonable adjustments had been made for prisoners who needed them, and there was good cooperation between the prison and the health care provider to make sure that these were made promptly and that social care needs were met. Prisoners who were retired or unfit for work were not locked up during the working day. Older prisoners were well provided for, with age-specific activities and consultation with equality staff to address their needs.

Oakwood

Generally, there were few activities specifically for older prisoners and some prisons continued to keep retired prisoners locked up during the core day. At Manchester, we spoke to an 88-year-old who was only unlocked for two hours most days.

Seven per cent of survey respondents said they had been in the armed services. Several prisons were developing work with this group of prisoners.

Support for them was impressive and an enthusiastic officer held monthly meetings and had developed several support mechanisms, including community agencies such as the Royal British Legion and SSAFA, the Armed Forces charity.

Wakefield

A third of prisoners in our survey said they had a disability, and they reported a more negative experience than those without a disability across a wide range of questions. For example, 36% of disabled prisoners said that they felt unsafe at the time of the survey, double those without a disability.

Some prisons, such as Wakefield and Manchester, used trained prisoner carers to help disabled prisoners with basic tasks. But despite efforts to provide reasonable adjustments and adapt cells, many prisons, especially locals, were not suitable to hold prisoners with mobility problems.

¹² *Ibid.*

¹³ *Ibid.*

We found a wheelchair user sharing a cell designed for one person with no adaptations. His toilet lacked a lid, seat and grip rails. **Wandsworth**

In our survey, 2% of prisoners in adult male prisons identified themselves as transgender or transsexual. Most individuals received support, but some prisons were not aware of the full extent of needs of these prisoners and had not yet identified and addressed them.

Two prisoners identified as transgender in our survey, but they were not known to staff, and the prison had no experience of managing transgender prisoners. **Isis**

Prisons were often unaware of the true number of gay, bisexual and other orientation prisoners in their population, and the support provided to this group was often limited. However, Belmarsh was an example of how support could be provided; this included several campaigns to raise awareness of the needs of gay and transgender prisoners.

As in previous years, prisoners were generally well facilitated to practise their religion. In our survey, 68% of adult men with a religion said that their religious beliefs were respected. Chaplaincies were often involved in a wide range of activities throughout the prison.

Prison health services

We continued to inspect health services jointly with the Care Quality Commission (CQC) in England and Healthcare Inspectorate Wales. This year we saw more prisons breaching health regulations. This resulted in one warning notice and 16 requirement notices to 10 of the 35 adult male prisons inspected, with four prisons receiving more than one notice.

In 2018–19, most health services were reasonably good and we highlighted 50 instances of good practice, including 11 for substance use services. However, there were problems with cleanliness – 10 prisons failed to meet minimum standards of infection control compliance and cleanliness – and seven prisons had poor resuscitation equipment, which was a concern given the increasing number of medical emergencies.

Parliamentary report on prison health

In 2018, HMI Prisons provided evidence to the Health and Social Care Committee inquiry into Prison Healthcare.¹⁴ Using evidence from our reports published in 2017–18, we raised issues such as the effect of staff shortages, insufficient training, limited time out of cell and restricted regimes on health outcomes for prisoners. We also expressed concern about inadequate support and monitoring of prisoners at risk of self-harm, and weaknesses in mental health provision, as well as failure to learn lessons from incidents and deaths in custody.

Generally, there was an improvement in health staffing levels, most staff felt supported and a majority participated in clinical and managerial supervision.

All prisons provided new arrivals with an initial health screening by a clinician but only two-thirds offered a second follow-up assessment to help identify key health issues.

We found improving health services for older prisoners, with a growing awareness of dementia, and patients with long-term conditions received good planned care.

The health care team had developed detailed care plans for patients with long-term conditions and challenging behaviour to ensure good clinical outcomes. **Nottingham**

¹⁴ Available on the Committee's website at: <https://www.parliament.uk/business/committees/committees-a-z/commons-select/health-and-social-care-committee/inquiries/parliament-2017/prison-healthcare-inquiry-17-19/publications/>

We also reported on some of these developments in our thematic inspection of arrangements for prisoners with social care needs.¹⁵

Dental provision was improving, but waiting times remained excessive in nearly half of prisons. At Maidstone, where some prisoners waited up to six months for a routine appointment, the CQC issued a regulation notice.

In over half the adult male prisons inspected, we found a lack of assessment and treatment for prisoners with mental health, learning disabilities or emotional needs. Many prisoners were held in conditions that were in no way therapeutic, and which often clearly exacerbated their condition.

We remained concerned about the continuing plight of prisoners experiencing severe delays in transfer to secure mental health beds. In the vast majority of prisons, the 14-day target for transfer was not met; one prisoner at Swinfen Hall had waited seven months before he was finally admitted. We took the unusual step of making a recommendation about this issue directly to the prisons minister following our inspection of Wakefield.

An emerging theme this year was poor governance of medicines management, with many prisons lacking on-site pharmacists to provide oversight of medicines. We made 86 recommendations to improve the quality and safety of medicines management across all 35 prisons inspected. Too often there was inconsistent supervision of medication queues to prevent trading and bullying, no lockable storage for in-possession medication, and risk assessments of prisoners for in-possession medication not being completed or reviewed.

Substance use

In almost a quarter of adult male prisons there was poor monitoring of patients during drug and alcohol stabilisation – we noted this at Birmingham, Bedford, Chelmsford, Humber, Manchester, Nottingham, Onley and Peterborough. This created significant risks to patients withdrawing from alcohol. Ranby and Woodhill still did not offer a full range of opiate substitution therapy in line with national guidelines.

Psychosocial support for patients with substance use needs remained variable; while a third of prisons did not deliver adequate interventions, the rest provided an excellent service. Positively, some prisons provided drug-free, recovery-focused wings.

Good practice in supporting drug recovery

The designated rehabilitative treatment/active citizenship unit provided a safe, positive and supportive culture that allowed prisoners to address their substance use and focus on recovery. It was an excellent example of partnership working between the prison and service providers, and clearly improved outcomes for prisoners.

Stoke Heath

The growing number of prisoners under the influence of new psychoactive substances¹⁶ had created an overwhelming pressure on staff in some prisons, and support for users was not always readily available. In some prisons, prisoners were not always referred to psychosocial services following an incident.

Nearly all prisons now provided naloxone to suitable patients on release to manage the risk of substance use overdose, but Bedford, Channings Wood, Hull, Humber, Onley, Peterborough and Wandsworth did not, which was a missed opportunity.

¹⁵ HMI Prisons and CQC (2018). *Social care in prisons in England and Wales. A thematic report.* Available at: www.justiceinspectorates.gov.uk/hmiprison/inspections/social-care-in-prisons-in-england-and-wales/

¹⁶ See footnote 6.

Too much time in cell, too little activity outside

- Activity outcomes for prisoners had declined overall, and were good or reasonably good in only one-third of adult male prisons. Only two prisons had good activity outcomes.
- Prisoners still spent too much time locked in their cells.
- Staff shortages in many prisons reduced prisoners' access to a full regime and to education, work and other activities.
- Around half of prisons had too few activity places for the population, and three-quarters failed to fill or use their activity places effectively.
- The overall effectiveness of education, skills and work had declined.
- The use of education peer mentors continued to increase and provided valuable support.
- There was some encouraging use of prisoner feedback in shaping education and training.

Outcome of previous recommendations

In the adult male prisons reported on in 2018–9, 40% of our previous recommendations in the area of activity had been achieved, 16% partially achieved and 44% not achieved.

Purposeful activity outcomes in adult male prisons had continued to deteriorate, with only 34% assessed as good or reasonably good this year. Local prisons continued to struggle the most, with seven of the 14 inspected this year achieving poor outcomes. Of most concern, however, was that this trend had reached training prisons where we would expect to find better outcomes; only four of the 14 inspected achieved reasonably good or good outcomes.

Figure 6: Purposeful activity outcomes in establishments holding adult and young adult men

	Good	Reasonably good	Not sufficiently good	Poor
Local prisons	0	3	4	7
Training prisons	2	2	6	4
High security prisons	0	1	1	0
Open prisons	0	3	0	0
Young adult prisons	0	0	1	0
Therapeutic community	0	1	0	0
Total	2	10	12	11

Time unlocked reduced further

During their time unlocked, prisoners are expected to attend work, education and training, and use this time constructively to engage with health care and resettlement services, and take exercise. It is also an opportunity for basic domestic tasks, such as showering, cleaning cells, eating meals and telephoning family and friends. We continued to find that prisoners spent far too long locked up, and not able to access these services. We saw repeated examples of this leading to frustration, boredom, greater use of illicit substances and often deteriorating physical and mental health.

We expect prisoners to be unlocked for at least 10 hours a day, but in our survey only 10% of prisoners said that they were unlocked for this length of time, and nearly a quarter said they spent less than two hours out of their cells on a weekday.

Figure 7: How long do you spend out of your cell on a weekday?

	More than 10 hours out of cell (weekday) (%)	Less than two hours out of cell (weekday) (%)
Local prisons	3	37
Training prisons ¹⁷	7	18
High security prisons	7	10
Open prisons	53	3
Average	10	24

Time unlocked was particularly poor for prisoners in local prisons – in our survey 37% said they spent less than two hours a day out of their cell, and only 3% reported being out for more than 10 hours. This was worse than last year. In local prisons, such as Bedford, Belmarsh, Chelmsford, High Down, Birmingham and Wandsworth, substantial numbers of prisoners spent more than 22 hours locked in their cells.

In our survey, 47% prisoners said they usually spent less than two hours out of their cell on a typical weekday... Only 2% said they received the expected 10 hours a day out of cell. **Belmarsh**

There was evidence of better practice in Hull and Peterborough, both local prisons, where time unlocked was reasonably good.

Even in training prisons the situation was little better – only 6% of prisoners in category C and 14% in category B trainers said they were unlocked for more than 10 hours.

The impact of staff shortages

The continuing reduction in prisoners' time unlocked and their access to a full regime was still mostly due to staff shortages.

Chronic and substantial staff shortages had a serious impact on the prison's ability to operate a full regime. A restricted regime had been in place for three years, but even this was reduced further almost daily.
Woodhill

Prison regimes had also often become less predictable, which prisoners found frustrating and unsettling. Many prisons operated temporary restricted regimes to cope with this and ensure some reliability. Although this assisted with predictability, it also meant that prisoners were often locked up at 6pm or earlier, affecting their access to the telephone and contact with their family. However, in some prisons, such as Ranby, strong leadership and management had prioritised prisoner time unlocked despite the difficulties, such as levels of violence and prisoners not willing to engage in the regime.

Using recreational time constructively

Figure 8: Rates of association, use of gym and exercise in establishments holding adult and young adult men

	Go on association more than five times a week (%)	Use the gym two or more times a week (%)	Go outside for exercise more than five times a week (%)
Local prisons	44	38	49
Training prisons ¹⁸	63	51	64
High security prisons	83	42	66
Open prisons	92	63	91
Average	59	46	60

¹⁷ Including the one young adult prison and one therapeutic community that we inspected.

¹⁸ *Ibid.*

All too often when prisoners were unlocked for association they had very little to do.

Most prisoners were not engaged in activities and had... nothing purposeful to do, spending most of their time milling around. **Birmingham**

A minority of prisons had introduced innovative and creative ways for prisoners to spend their time.

The extended range of creative extracurricular activities embedded over the previous year were excellent and had been accessed by many prisoners. Events included an impressive 'Talent Unlocked' evening, where prisoners had showcased their performing skills, as well as the first 'TED Talk' (a series of popular online talks presented in an engaging style) in a British prison, a talk from staff at the National Space Centre and a 'Dragons' Den'-style event. **Leicester**

We expect prisoners to have the opportunity for one hour a day in the open air, but most could still only have 30 minutes. Many outside exercise areas remained austere, dirty and uninviting. Conflicting timetables also meant that prisoners sometimes had to choose between taking exercise outside or using the showers or telephones.

Good library provision was available in most establishments, and in our survey nearly half of prisoners said they visited the library once a week or more. Many prison libraries championed recreational activities, particularly those supporting family ties, through initiatives such as Storybook Dads (where fathers can record a story for their children). They also supported literacy and vocational training.

Opportunities for physical education can help with prisoners' physical and mental well-being, as well as provide a chance to gain vocational qualifications. Most prisons had good facilities but, once again, staff shortages, including the redeployment of PE staff to other duties, restricted prisoner access.

Delivering learning and skills and work

Our inspections of learning and skills and work in prisons are conducted in partnership with Ofsted (Office for Standards in Education, Children's Services and Skills) in England and Estyn in Wales. Both Ofsted and Estyn make assessments of learning and skills and work provision.¹⁹

This year, around 70% of English prisons were found to be less than good in their overall effectiveness of providing education, skills and work, including 10 rated as inadequate. We judged no prison as outstanding although Oakwood, a large training prison, had some outstanding aspects.

Figure 9: Ofsted assessments in establishments holding adult and young adult men in England

	Overall effectiveness of education, skills and work	Achievements of prisoners engaged in education, skills and work	Quality of teaching, learning and assessment	Personal development and behaviour	Leadership and management of education, skills and work
Outstanding	0	0	0	1	1
Good	10	15	16	15	10
Requires improvement	15	14	16	15	15
Inadequate	10	6	3	4	9
Total	35	35	35	35	35

¹⁹ We did not publish inspection reports on any adult male prisons in Wales during the year.

Developments in prison education

Changes to prison education have been driven by the 2016 review of prison education by Dame Sally Coates²⁰ and the prison education reform agenda, with governors empowered to control the delivery of education and training in prisons.

A governor-led commissioning process for education, work and training resulted in new prison education framework contracts from April 2019. The new approach aims to enable governors to provide education and training programmes that give prisoners the skills that employers are looking for, and meet specific local labour market requirements. Governors will be held accountable for the quality of education and training in their prison.

Although not fully implemented, the government's *Education and Employment Strategy* (published in May 2018)²¹ aims to set each prisoner on a path to employment, with prison education geared towards their employment on release. This includes the launch of the New Futures Network (supported by the Royal Society for the encouragement of Arts, Manufactures and Commerce, RSA), which identifies skills gaps and works with employers to fill them.

Too few places – and poorly used

In almost half the prisons, there were not enough education, skills and work activity places to cater for all prisoners throughout the week. This problem was prevalent across all types of prisons, including in training prisons where less than half had sufficient places. This left many prisoners unemployed – we found 250 prisoners unemployed at Humber, 300 at Chelmsford and over 500 at High Down. However, a minority of prisons, such as Featherstone, had sufficient activity places, which were used well.

In many prisons, chronic staff shortages and operational constraints led to reduced education and training provision.

Prison staffing issues had reduced the activities regime... education, skills and work activity had run for only 60% of the time in the previous 14 months. **Swinfen Hall**

Following the pattern previously reported, this year three-quarters of prisons again failed to use their activity places effectively, leaving prisoners without work, education or training when they need not have been. Poor attendance and punctuality of prisoners in activities often went unchallenged by prison staff, which failed to promote a good work ethic.

Only about half the prisoners attended their lessons regularly and a third failed to attend scheduled prison work activities. Wing staff did not succeed in ensuring that prisoners arrived on time at their activities. **Hindley**

Leadership and management

Aside from overall effectiveness, leadership and management was the area in our assessments where the highest number of prisons were judged to be inadequate for the last two years. In these prisons, leaders and managers had not prioritised education and training and had made slow progress with improving the provision.

Prison leaders and managers had made very slow progress in improving the overall effectiveness of education, skills and work since the previous inspection... [They] had not created a culture which encouraged wing staff or prisoners to place a high value on education, skills or work or recognise it as an essential driver for rehabilitation. **Bedford**

This was in stark contrast to the one prison where leadership and management were outstanding.

²⁰ Available at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/524013/education-review-report.pdf

²¹ Ministry of Justice (2018). *Education and Employment Strategy*. Available at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/710406/education-and-employment-strategy-2018.pdf

Prison and college leaders had dealt successfully with almost all of the areas for improvement identified at the previous inspection... The director... had established an institution-wide ethos that placed individual responsibility, respect for others and active participation at its centre. As a result, prisoners benefited from a regime that fully supported their rehabilitation and resettlement into the community. **Oakwood**

The lack of oversight by prison leaders and managers of the provision of education, skills and work had exacerbated the decline seen in the quality of teaching, learning and assessment.

Leaders and managers had not recognised that their quality improvement arrangements were ineffective. They used the quality improvement group (QIG) primarily as a forum to discuss operational matters and did not focus systematically on tackling the weaknesses in the provision. **Maidstone**

However, in some prisons, managers involved and consulted prisoners on the delivery of education and work.

Prison managers recognised the value of seeking the views and skills of prisoners to help improve provision; prisoners had started to contribute some constructive ideas. **Wandsworth**

Prisons varied hugely in their focus on employability and measures to support prisoners to progress to suitable further education, training and employment on release. In the better prisons, leaders and managers had useful links with employers and other partners to ensure that the range and content of the provision aligned to local, regional and, where relevant, national priorities.

The prison had established three 'employer academies' linked to vocational training offered at the establishment. Each employer had an onsite presence and could ensure that prisoners received bespoke training that would help them gain the skills necessary to work for the employer on release. **Ranby**

However, prisoners' efforts to find jobs or training on release were undermined by the decision to remove careers advice and guidance from prisons.

Cut to careers service

On 31 March 2018, the National Careers Service (NCS) in every prison in England was cancelled, with uncertainty as to what would replace it. Careers advisers perform a valuable service in prisons – supporting prisoners to find employment through long-term planning and forging links with outside employers. This cut was seemingly made without any assessment of the impact it would have on the effectiveness of a prison's education, work and training provision in getting prisoners into training and work.

The quality of teaching, learning and assessment

The quality of teaching, learning and assessment in education, skills and work-related activities also declined and was judged inadequate in three prisons. In these prisons, teachers failed to use the information about prisoners' existing knowledge and skills to plan learning activities that challenged all learners, including the most able. Prisoners with identified additional learning needs did not always benefit from specialist learning support to help them progress in their lessons. There was often insufficient support in vocational and work-related activities to help prisoners further their English and mathematics skills. In many cases, the identification and recording of the full range of skills that learners developed in vocational training were weak.

In recent years we have reported a rise in the use of peer mentors, and this has continued. Peer mentors often provided support to teachers and trainers, as well as positive role models for other prisoners.

Peer mentors provided exceptional support and guidance for prisoners in vocational and work settings. They encouraged men to improve their English and maths skills alongside their work skills. **Hull**

Outcomes

This year only 15 prisons delivered good or better achievements in education, skills and work-related activities, and six were judged inadequate in this area. Too few prisoners completed and achieved their qualifications successfully. Many made slow progress with learning new skills and knowledge, and did not receive accreditation for the vocational skills they achieved.

In the better performing prisons, such as Humber, prisoners who completed their learning courses did well in achieving their qualifications, particularly in English and mathematics.

We assessed one prison as outstanding in the area of personal development and behaviour of prisoners attending education, skills and work.

The extent to which the establishment was successful at developing prisoners' personal, social and employability skills was outstanding. Prisoners enjoyed attending and participating in activities. In learning sessions, they demonstrated an enthusiasm to learn and motivation to achieve. Their behaviour was exemplary.

Oakwood

However, too often prisons did not offer prisoners progression routes to the higher-level qualifications required by employers. Many prisoners took part in work that was mundane or not challenging enough to support them with the development of their employability skills or to prepare them for work after release.

Progress on rehabilitation and release planning but problems remain

- There had been progress in this area, but in a third of inspected prisons outcomes were still not good enough.
- Most prisons made reasonable attempts to support prisoner contact with their families.
- It was too early to assess the overall effectiveness of the new offender management in custody model, but the prisoner keyworker element was promising.
- Offender management work more generally was often under-resourced and remained inconsistent at best.
- Recategorisation work was usually up to date and of reasonable quality, and home detention curfew procedures were generally efficient.
- Many prisoners were unable to complete programmes to address offending behaviour needs.
- There had been some improvements in release planning, but far too many prisoners were released without accommodation.
- A thematic review of the management of sex offenders, carried out jointly with HMI Probation, found that there was not enough work to reduce reoffending in prison or after release.

Outcome of previous recommendations

In the adult male prisons reported on in 2018–19, 33% of our previous recommendations in the area of rehabilitation and release planning had been achieved, 14% partially achieved and 54% not achieved.

Of the adult male establishments reported on during the year, 63% of assessments indicated outcomes for prisoners that were good or reasonably good.

Figure 10: Rehabilitation and release planning outcomes in establishments holding adult and young adult males

	Good	Reasonably good	Not sufficiently good	Poor
Local prisons	1	8	4	1
Training prisons	0	7	6	1
High security prisons	0	2	0	0
Open prisons	0	3	0	0
Young adult prisons	0	0	1	0
Therapeutic community	0	1	0	0
Total	1	21	11	2

Children and families and contact with the outside world

Maintaining contact with family and friends is a central element in rehabilitation and effective resettlement. Most prisons facilitated regular family visits and made efforts to provide a family-friendly environment where prisoners could undertake activities with their children, such as arts, crafts and homework. Some prisons made good attempts to support prisoners in strengthening relationships with their families.

A homework club was run once a month in the education department, which enabled prisoners to help their children complete their school work, while a soft play morning meant prisoners could interact with their younger children in a less formal environment. The Family Bookshare scheme, linked to family days, allowed prisoners to record a book chosen by their child, which would be sent to them. **Hull**

However, some prisons, such as The Mount, linked attendance at a family day to the privileges scheme, with only prisoners on the highest privileges level able to take part; this disadvantaged many prisoners and penalised their children.

In too many prisons we found late starts to visit sessions, which shortened the time prisoners had with their families or friends. Visitors were still experiencing problems booking visits in prisons such as Belmarsh and Wandsworth. A few establishments had improved the visits area to make the experience more welcoming.

Reducing risk, rehabilitation and progression

The problems identified in offender management in previous years had continued. Few prisons carried out a prisoner needs analysis to inform planning for reducing risk and rehabilitation. Where such an analysis had been completed, it was often not comprehensive and did not make use of OASys (offender assessment system) data.

Many prisoners did not have their offending-related needs assessed and, as a result, they moved on to other prisons without a sentence plan or became stuck at a local prison unable to progress or undertake risk reduction work. At Woodhill, for example, almost half of all prisoners eligible to progress were without a current assessment or sentence plan. This lack of assessment was a concern given the number of prisoners who presented a high risk of harm to others, including those who had committed sex offences (see box p.42).

Some prisoners were moved into open prisons without an up-to-date risk assessment or current risk management plan.

... 20 prisoners did not have an initial assessment and in 44 cases it was out of date and needed reviewing. Of these, 16 had been at the establishment for more than three months, so their outstanding assessment potentially delayed the start of their ROTL [release on temporary licence] progression plan. **Kirkham**

The quality of offender supervisor contact

HMPPS started to roll out the offender management in custody (OMiC)²² model during 2018–19, starting with the introduction of keyworkers (a prison officer assigned to each prisoner to provide regular support and engagement). This was a promising development that had significantly increased the time that staff could spend developing constructive relationships with prisoners, but it was too early to judge its overall effectiveness, especially in engaging prisoners in their rehabilitation and risk reduction.

The inconsistency of offender management work was still a major problem. Offender supervisors often had little time to spend with prisoners through their sentence. We saw widespread difficulties with the recruitment of National Probation Service (NPS) staff, and uniformed offender supervisors were still regularly cross-deployed to other duties.

²² Introduced from 2017, the new model is being implemented in stages, starting with new main grade prison officers to help undertake key work sessions with prisoners. The second phase, core offender management and the introduction of prison offender managers (POM), is being introduced gradually during 2019.

There was no longer a dedicated team of offender supervisors and officers were rarely allocated to the role on consecutive days, which affected continuity of provision... the department had lost almost 45% of its staffing resource to redeployment since April 2017. **Long Lartin**

Indeterminate sentences

We found some encouraging work with prisoners on indeterminate sentences in prisons such as The Mount, but this was not the case in most prisons. In prisons including Belmarsh and Woodhill, we once again came across many prisoners serving an indeterminate sentence for public protection (IPP) held well beyond their tariff dates.²³

Protecting the public from harm

Most prisons had an inter-departmental risk management team meeting to discuss prisoners posing a medium to high risk of harm six months before their release. In some cases, these were poorly attended and lacked a clarity of purpose, which in turn undermined robust risk management planning for release and information-sharing across the prison.

In a few prisons, prisoners subject to multi-agency public protection arrangements (MAPPA) had still not had their management levels confirmed when they were only a few weeks from release, rather than at least six months beforehand.

... there was little evidence of pre-release risk management planning with the offender manager in the community... 50 prisoners who had served a sentence of over 12 months were due to be released; 24 of these had been assessed as presenting high or very high risk of harm, yet a clear MAPPA management level had been set in only 13. **Woodhill**

Prisoner progression

Recategorisation work was generally up to date and of reasonably good quality. Some prisons, for example Wandsworth, had worked hard to improve recategorisation, but most still faced the challenge of moving prisoners (particularly sex offenders) on to lower category prisons due to the lack of places nationally.

New assessment processes for home detention curfew (HDC) 'tagging', which came into operation in January 2018, had been effective in increasing the number of prisoners released on HDC and on time. Procedures had been streamlined after it had been recognised that 'the previous process had become overly bureaucratic and tended to frustrate the objectives of the scheme.'²⁴ Some prisoners were not released on HDC because of factors outside the prison's control.

Delays in release were often caused by issues... such as very short sentences and a failure by the community-based offender manager to confirm the suitability of the address to which the prisoner was to be released... 15 prisoners were still in prison, despite being approved for release on HDC, owing to the lack of places in Bail Accommodation and Support Services (BASS) hostels. **High Down**

Addressing offending behaviour

Prisoners often faced long delays in transferring to prisons that ran relevant courses. Even if they were in a prison that delivered the programmes they needed, they were often assessed and found to be unsuitable for them. This was particularly evident with sex offenders.

... 48% of sexual offenders were not suitable for accredited programmes, for example, because of the length of time left to serve or because they could not work in groups. **Hull**

²³ A tariff is the minimum time to serve, set by the court, before prisoners on IPPs can be considered for release.

²⁴ HMPPS Prison Service Instruction 01/2018. 'Home Detention Curfew Process'. Available at <http://www.justice.gov.uk/downloads/offenders/psipso/psi-2018/psi-pi-01-2018-home-curfew.pdf>

There was often no alternative offence-focused work (whether one-to-one or in groups) for prisoners deemed too low risk for accredited programmes for sex offenders. They were frequently released having done no structured work to explore why they offended. For all categories of offenders, some prisons found it difficult to achieve their programme completion targets.

Two nationally accredited offending behaviour programmes were still being delivered: the thinking skills programme (TSP) and Resolve, designed to address violence and aggression. The programme team had struggled with staffing and delivering programmes during the previous year. Ninety-one men had been scheduled to complete one of the courses... Only 29 had completed and no TSP courses had been delivered. *The Mount*

There were some new programmes aimed at prisoners convicted of sexual or violent offences; positively, these now included some targeted at those in denial of their offending behaviour.

Sex offender thematic

In the summer of 2018, we carried out a joint thematic inspection with HMI Probation. The report, *Management and supervision of men convicted of sexual offences*, was published in January 2019.²⁵ The inspection found that the overall quality of offender management work in custody was poor. Weaknesses included:

- Offender supervisors did not always know who was on their caseload and many described their approach as 'firefighting', and 'reactive rather than proactive'.
- Accredited programmes were too often seen as the only way of working with prisoners convicted of sex offences. Too little work was done to reduce the risk of reoffending for those not participating in a programme.
- Too few prison officers were trained and supported to identify risk of harm or to deliver suitable interventions.
- In many cases, prisoners who fell under MAPPA level 1 (the majority of sex offenders) did not have their risk levels and needs adequately reviewed before release.
- Inadequate joint work between NPS staff in the community and prison offender management teams resulted in poor risk management and release plans.
- Some sex offenders were released from training prisons that did not have community rehabilitation company (CRC)²⁶ resettlement and through-the-gate services.
- Effective release planning for sex offenders was compromised by the lack of suitable accommodation (including places in approved premises), and we found some examples of budget hotels being used to accommodate prisoners on release.

²⁵ HMI Prisons and HMI Probation (2019). *Management and supervision of men convicted of sexual offences*. Available at <https://www.justiceinspectorates.gov.uk/hmiprobation/inspections/sexualoffencethematic/>

²⁶ Since May 2015, rehabilitation services, both in custody and after release, have been organised through CRCs which are responsible for work with medium- and low-risk offenders. The NPS has maintained responsibility for high- and very high-risk offenders.

Release planning

Joint work between CRCs and offender management units (OMUs) had improved in some prisons, such as Kirkham. However, this was not consistent; for example, at Oakwood CRC staff told us their work with all prisoners was limited by the terms of the contract.

There was sometimes a lack of joint work between the CRC and OMU offender supervisor in setting up the prisoner's release plan, which was a weakness, particularly in high risk of harm cases.

Most prisoners now had a resettlement plan prepared by the CRC. However, the quality was still often limited, with no support for perpetrators of domestic violence or prisoners involved in sex working, and little to address education, drugs and alcohol, mental health or relationship issues. Peer workers provided access to some support.

The Resettlement and Advice Line and Peer Helpline (RALPH) was a telephone helpline managed by prisoner peer workers. It was highly effective in promoting access to resettlement help, alongside answering a range of other queries presented by prisoners, and was well used, dealing with about 215 queries a week. **Oakwood**

The quality of CRC work in the weeks leading up to release was variable but it was good in some prisons, such as at Spring Hill, Hindley and Leicester. Some prisons were developing community drop-in centres (usually in the visitors' centre) to help prisoners who had been released.

After release, prisoners could receive help and advice from the Outside Links facility, which helped them with ongoing difficulties and supported successful resettlement. **Peterborough**

Accommodation

Homelessness on release from prison is a serious and rapidly growing problem, which is known to be associated with a higher risk of reoffending. Government figures show that fewer than half of prisoners released between October 2016 and January 2018 went out to settled accommodation, while there had been a 20-fold increase in rough sleeping on release.²⁷ Our inspection findings reflected this concerning picture. Few released prisoners found accommodation unless it was with family or friends – despite the efforts of specialist agencies.

Despite the hard work of the housing advisers, 50% of the prisoners released during the previous six months had said that they would be homeless or only had temporary accommodation to go to.

High Down

Similarly, at The Mount, about a quarter of released prisoners were homeless, despite support from St Mungo's, and at Peterborough 29% were released without a known address, despite the efforts of St Giles Trust. Both agencies gave homeless prisoners a community contact to help with emergency accommodation. However, there was no post-release follow-up to establish if prisoners had subsequently obtained sustainable accommodation (lasting 12 weeks or more).

²⁷ 'Homelessness on release from prison by quarter'. Freedom of Information Request, 15 September 2018; response 27 September 2018. Available at https://www.whatdotheyknow.com/request/homelessness_on_release_from_pri#incoming-1240602

Northern Ireland inspection

We continue to inspect prisons in Northern Ireland by invitation from the Criminal Justice Inspectorate Northern Ireland (CJINI). These inspections are conducted jointly with CJINI and other partner inspectorates in Northern Ireland. In April 2018, we inspected Maghaberry Prison.

Maghaberry is a very complex prison, holding remand, determinate and indeterminate sentence male prisoners, as well as 'separated paramilitary prisoners'. When we conducted a full unannounced inspection of the prison in May 2015, we had found it to be unsafe, unstable and disrespectful. Following that inspection we made nine high-level recommendations to address these deficits, and we followed these up to assess progress at a further full inspection in January 2016, and two subsequent low-impact visits to the prison in September 2016 and April 2017.

It was, therefore, encouraging that at the inspection in April 2018 we found that outcomes for prisoners had improved in many areas. Violence had reduced considerably, living conditions were better and the regime was delivered consistently, with enhanced opportunities for prisoners. Resettlement work remained a strength. Nevertheless, we still had major concerns about the care provided to prisoners vulnerable to self-harm and suicide.

4

Women in prison



This section reviews three inspections of women's prisons – Low Newton, Send and Styal. The findings reported are based on *Expectations: Criteria for assessing the treatment of and conditions for women in prisons*, published in June 2014.

- We judged outcomes against safety to be good or reasonably good in the three prisons, but the availability of drugs was a problem.
- Staff-prisoner relationships were a real strength, and support for prisoners in personal crisis was good overall.
- Outcomes for prisoners in purposeful activity were too variable; learning and skills provision was not sufficiently good at one prison.
- Offender management work needed to improve, and too many prisoners were released without sustainable accommodation.
- Resettlement work was often supported by positive projects to address trauma and abuse, but work to promote family ties needed further attention.

Outcomes in the three women's prisons we inspected continued to be generally better than we see in many male prisons: all were judged as good or reasonably good in the areas of safety, respect and resettlement. However, purposeful activity had deteriorated from good to not sufficiently good at Send, and from good to reasonably good at Styal.

Outcome of previous recommendations

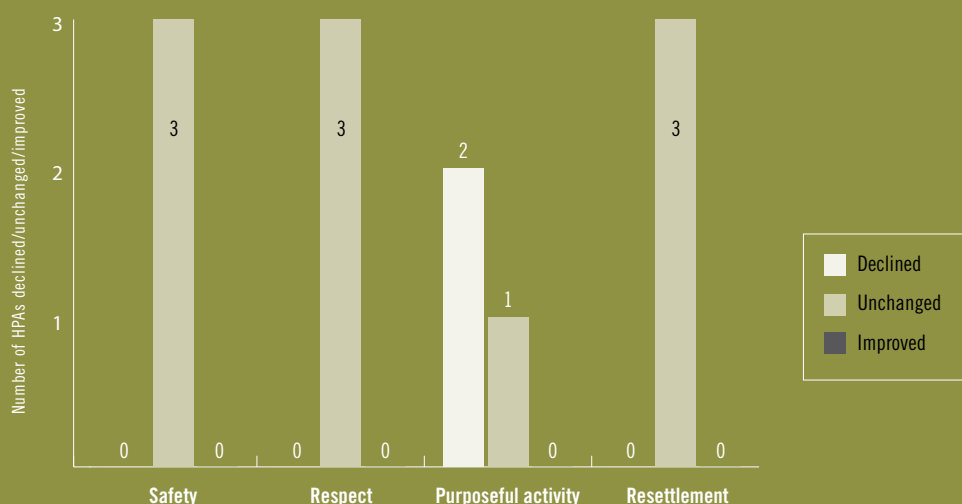
In the three women's prisons reported on in 2018–19:

- 54% of our previous recommendations in safety had been achieved, 17% partially achieved and 29% not achieved
- 51% of our previous recommendations in respect had been achieved, 11% partially achieved and 38% not achieved
- 53% of our previous recommendations in purposeful activity had been achieved, 35% partially achieved and 12% not achieved
- 59% of our previous recommendations in resettlement had been achieved, 14% partially achieved and 27% not achieved.

Figure 11: Outcomes in inspections of women's prisons reported on in 2018–19

	Safety	Respect	Purposeful activity	Resettlement
Low Newton	Reasonably good	Good	Good	Reasonably good
Send	Good	Good	Not sufficiently good	Good
Styal	Good	Reasonably good	Reasonably good	Good

Figure 12: Outcome changes from previous inspection of women's prisons (3)



Strategic context

In April 2018, the management of prisoners in women's prisons was restructured, with the Ministry of Justice taking on strategic policy responsibility and HMPPS overseeing the operational delivery of policies.

In June 2018, the government published its *Female Offender Strategy*.²⁸ The strategy aims to see fewer women coming into contact with the criminal justice system and sent to custody, particularly for short sentences, and a higher proportion managed in the community. It also aims to improve conditions for those in custody, and sets out plans to pilot five 'residential prisoners' centres' across England and Wales. We welcomed publication of the strategy, and would like to see continuous assessment from HMPPS on its overall effectiveness.

New Expectations

During 2019–20, we will be carrying out a complete review of our *Expectations* for prisoners in women's prisons. The review, the first since the first edition published in 2014, will be undertaken in consultation with a wide range of stakeholders. It will aim to update our criteria for assessing the treatment of and conditions for prisoners in women's prison in light of changes such as the reduced number of places, an increase in complex cases and a rise in mental health needs.

Key inspection findings

Prisoners coming into women's prisons continued to report a very high level of problems, such as worries about money, housing, physical and mental health, and substance use; at Styal, for example, 95% of prisoners in our survey said that they had problems when they arrived.

Reception and first night processes for new arrivals were reasonably good, including safety interviews.

Relatively few prisoners said they felt unsafe. Levels of violence continued to be much lower than in men's prisons and most was minor. Data collection and analysis of safer custody information were good at each prison, and there had been some innovative work to support prisoner well-being. At Low Newton, many staff and a small number of prisoners had received trauma-informed training (to enable them to respond effectively to the effects of trauma), and prisoner welfare representatives had been trained to provide additional support.

Management of antisocial behaviour was reasonably good. Send had introduced challenge, support and intervention plans (CSIP),²⁹ an improved approach to tackling antisocial behaviour that placed greater emphasis on addressing the prisoner's underlying problems. Incentives to promote positive behaviour were used effectively at Send.

Vouchers for Sendsations [a clothing shop in the prison] and for the hairdressers were valued by women and were used effectively as competition prizes to promote positive behaviour. **Send**

Levels of self-harm were very high and had increased throughout the women's estate by 24% in 2018.³⁰ However, a small number of prisoners often accounted for a large number of these incidents, with an estimated 8.3 incidents per individual,³¹ which reflected the complex needs of those in women's prisons. Patterns of self-harm were well analysed in each prison, and the use of assessment, care in custody and teamwork (ACCT) case management for at-risk prisoners was good overall.

²⁸ Ministry of Justice (2018). *Female Offender Strategy*. Available at https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/719819/female-offender-strategy.pdf

²⁹ See footnote 5.

³⁰ Ministry of Justice (2019). *Safety in Custody Statistics, England and Wales: Deaths in Prison Custody to March 2019, Assaults and Self-Harm to December 2018*. Available at <https://www.gov.uk/government/statistics/safety-in-custody-quarterly-update-to-december-2018>.

³¹ *Ibid.*

Initial ACCT assessments were comprehensive and reviews took place on time. We saw positive examples of families invited into reviews and, in one case, the husband of a woman in custody for the first time. **Styal**

There were some positive initiatives to support prisoners' well-being.

Women were given cards they could slip under their cell doors at night if they needed support and wished to contact staff without alerting other prisoners. **Low Newton**

The availability of drugs was a problem in two of the three prisons, most significantly at Low Newton where it was perceived to be growing and where drug supply reduction work was not robust enough. There was good practice and innovation in psychosocial support at Send and Styal.

Women could access a wide range of drug and alcohol interventions at different levels of intensity. Peer support, mutual aid and service user involvement were an integral part of service provision and development. **Send**

Most prisoners with drug and/or alcohol problems were given good support in their early days but some at Styal were not effectively monitored during their period of stabilisation. At Low Newton and Styal, prescribing was not based on an individual approach, so did not provide continuity and support.

Living conditions for prisoners were good and mostly clean, but at Low Newton some prisoners were sharing cells designed for one.

Staff-prisoner relationships were good in all three prisons and had a positive impact across all aspects of prison life. Styal had a very strong focus on improving decency, but while most staff were respectful and caring a small number were less engaged with the prisoners. The management of equality and diversity work was generally improving.

Health provision and governance were reasonably good in all three prisons, and most prisoner needs were met. In our survey, 67% of prisoners said they had mental health problems, and we found good support for them.

Patient-led initiatives, such as the hearing voices group, the Recovery Café and the Inspire group, encouraged women to be involved in their own recovery, helping to boost their self-esteem and confidence. **Low Newton**

However, in two of the prisons prisoners who needed to be transferred to secure mental health units waited far too long – up to 15 months for one case at Low Newton.

Both Send and Low Newton had problems with the supply and management of medicines, which compromised continuity of care and patient safety. This triggered Care Quality Commission (CQC) regulation notices at both sites. Dental provision was good at Styal and Low Newton, but prisoners at Send could wait up to seven months for some routine care.

Time out of cell was very good in all three prisons, with prisoners spending on average nine hours a day out of their cells. At Send, most could have over 10 hours a day out of their cell from Monday to Thursday, and over nine hours from Friday to Sunday.

Ofsted rated the overall effectiveness of learning, skills and work provision in two of the prisons as good. We generally found reliable regimes, sufficient activity places and good quality teaching. Managers had a clear vision for learning, skills and work provision, supported by good partnership working.

Leaders and managers had successfully developed the learning, skills and work provision to meet the needs of the women at the prison, focusing particularly well on their empowerment, employability and enterprise skills. **Low Newton**

However, Send lacked a robust and well-informed strategic plan to develop the learning, skills and work offered, to maximise training and learning opportunities and give prisoners better opportunities to develop their personal and employability skills, and gain qualifications that would be useful on release.

The quality of offender management work was too variable across all three prisons, and offender supervisors had limited contact with their prisoners, particularly in low and medium risk of harm cases. Risk management planning was not always of good enough quality, and prisoners subject to multi-agency public protection arrangements (MAPPA) did not always have their management levels confirmed far enough ahead of release. However, at Low Newton, the senior probation officer regularly reviewed risk management plans for all high and very high risk of harm prisoners to ensure those subject to MAPPA were identified early enough.

Styal had developed an innovative scheme to support prisoners who were highly likely to reoffend.

Managers had identified 20 women who returned to the prison repeatedly and prioritised them for high intensity multidisciplinary casework, both inside the prison and beyond. Records indicated an impressive level of continuing support. **Styal**

The use of release on temporary licence continued but had reduced in two prisons as more prisoners were released on home detention curfew. Styal had developed an open unit outside the secure perimeter that allowed prisoners to make a gradual transition to release.

The quality of prisoners' resettlement plans remained mixed. Most resettlement provision was good, but the number of prisoners released without suitable and sustainable accommodation was a concern. Styal estimated that only 65% left the prison with sustainable accommodation (against a target of 85%).

The range of accredited programmes was limited but some prisons had developed non-accredited interventions to address offending behaviour. Low Newton offered the comprehensive Primrose programme, consisting of tailored interventions for those with very complex needs.

Send and Styal had an impressive range of support for prisoners who had experienced abuse.

Children and families

Support to help prisoners maintain contact with their families and friends continues to be particularly important in women's prisons, but is often made harder because so many are held a long way from home. The support available varied from prison to prison. Late starts to some visits sessions were an avoidable frustration but most sessions provided a positive experience for families, including children. However, not all prisoners received visits.

Not enough was known about the reasons for the lack of visits or how to address the impact this had on women and their families. **Low Newton**

There was little use of other means for prisoners to maintain contact with their families, such as video-calling.

5

Children in custody



This section draws on four inspections of young offender institutions (YOIs) holding boys aged 15 to 18 and four inspections of three secure training centres (STCs) holding children (boys and girls) aged 12 to 18. Inspections took place jointly with Ofsted (Estyn in Wales), the Care Quality Commission and, from September 2018, HMI Probation. All the findings from inspections in this section are based on *Expectations for children and young people*, published in June 2012, and the framework for inspecting STCs, published in February 2014.³²

Young offender institutions

- We found improvement in outcomes in the YOI estate in all of our four healthy prison tests, with most improvement in respect and purposeful activity.
- There had been some positive initiatives and improvements in behaviour management, but these had not yet been embedded and the number of violent incidents remained very high.
- Time out of cell was still not good enough for most children in YOIs, but when they attended education or training the provision was mostly of good quality.
- Despite the efforts of resettlement staff, some children were still released to unsuitable accommodation – or no accommodation at all.

Outcome of previous recommendations

In the YOIs reported on in 2018–19:

- 54% of our previous recommendations in the area of safety had been achieved, 7% partially achieved and 39% not achieved
- 38% of our previous recommendations in the area of respect had been achieved, 18% partially achieved and 44% not achieved
- 53% of our previous recommendations in the area of purposeful activity had been achieved, 20% partially achieved and 27% not achieved
- 45% of our previous recommendations in the area of resettlement had been achieved, 13% partially achieved and 43% not achieved.

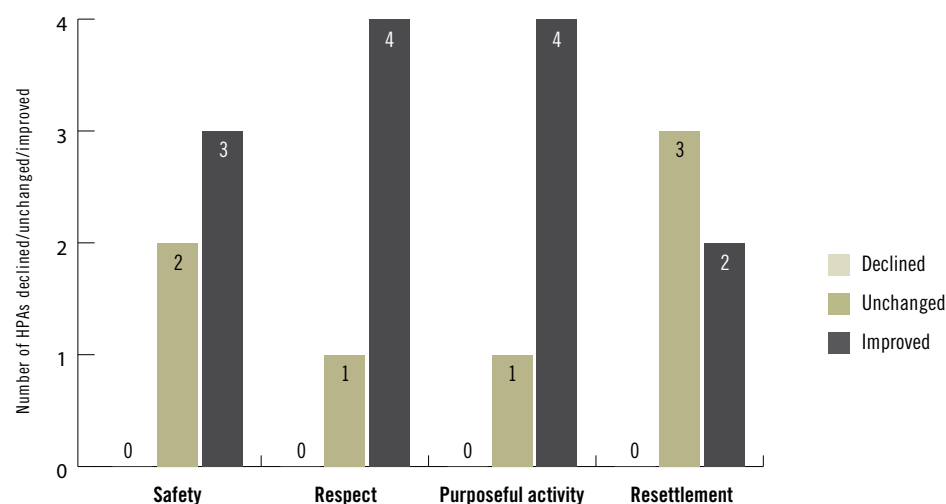
Figure 13: Outcomes in YOIs inspected in 2018–19³³

	Safety	Respect	Purposeful activity	Resettlement
Feltham A	Reasonably good	Reasonably good	Not sufficiently good	Reasonably good
Parc	Reasonably good	Good	Good	Reasonably good
Werrington	Reasonably good	Good	Reasonably good	Good
Wetherby	Not sufficiently good	Reasonably good	Reasonably good	Good
Keppel Unit	Good	Good	Reasonably good	Good

³² The December 2018 inspection of Medway piloted a new Ofsted inspection framework.

³³ There were separate assessments for the Keppel Unit at Wetherby, making five sets of assessments for the four inspections.

Figure 14: Outcomes changes from previous inspections of YOIs (5)³⁴



Early days in custody

In our survey, 74% of children said they felt safe on their first night in custody. While we identified some improvements across the estate in this area, there were also concerns.

Transport arrangements between court and custody continued to be a serious issue, with children still travelling alongside adults.

In our survey, 37% of boys said that they travelled in the same transport as adults, which was inappropriate and contributed to late arrivals because adult prisoners were dropped off first. *Wetherby and Keppel*

Arrivals in establishments could be late, limiting screening processes in reception with the risk that information could be missed. More specifically, at Parc we found some delays in HMPPS categorisation of restricted-status children³⁵ entering custody – many had to wait up to a week for a decision and were unable to speak to their families during this time, even under supervision. This caused considerable distress to children entering custody.

While children were still spending too long locked in cells during their early days in custody, there was evidence of good practice in their reception, and thorough induction. Most first night interviews took place in private, and staff requested information from a wide range of sources on children new to custody.

Safeguarding

Most establishments demonstrated well-established child protection and safeguarding procedures. They had good links with local safeguarding children boards, as well as multidisciplinary meetings attended by staff from all areas. Most staff were aware of safeguarding processes and were confident in raising issues. However, safeguarding meetings needed to be more action-focused.

³⁴ There were separate assessments for the Keppel Unit at Wetherby, making five sets of assessments for the four inspections.

³⁵ Children whose escape would present a serious risk to the public and who are required to be held in designated secure accommodation.

Inquiry into child sexual abuse in custody

HMI Prisons gave written and oral evidence to the Independent Inquiry into Child Sexual Abuse, which published its investigation report on *Sexual Abuse of Children in Custodial Institutions: 2009–2017* in February 2019.³⁶

Our evidence, based on our inspections, pointed to some delays in application of child protection systems, and the need for child sexual abuse in custody to be seen in the context of the wider experience of children. We consistently find that institutions holding children are not safe enough. The everyday nature of violence and intimidation affects the likelihood that children will trust the institution to protect them if they report sexual abuse from other children or staff. We also raised the need to build caring and effective relationships between staff and children to address children's reluctance to raise concerns about victimisation.

Suicide and self-harm prevention

There had been no self-inflicted deaths in YOIs during 2018–19, and none since January 2012. Levels of self-harm had remained the same at Wetherby and Werrington and were lower than other establishments. They had decreased at both Feltham and Parc, but remained high on the Keppel Unit, reflecting its more vulnerable population.

Generally, we found good, comprehensive and multidisciplinary application of assessment, care in custody and teamwork (ACCT) case management for children at risk. For example, at Werrington duty governors carried out daily quality assurance of ACCTs and the safeguarding team followed up any identified weaknesses. Children at risk of self-harm were generally positive about their care.

We observed good quality interactions between staff and children who were being monitored on ACCTs and children spoke positively about the care they received from staff. **Feltham A**

Staff at Werrington had a good understanding of the potential impact of receiving a long sentence on children's emotional well-being. However, across the estate, children on ACCTs spent too much time locked up, and overnight checks on them were timed too predictably.

Behaviour management, violence and antisocial behaviour

While violence and poor behaviour remained everyday features, there had been some improvements in practice to tackle them since our thematic inspection into behaviour management published in March 2018.³⁷

Assaults on boys had reduced by a third and assaults on staff had reduced by more than 80%. This was a significant achievement given the complex population. All incidents were investigated and an impressive team of trained officers facilitated some effective conflict resolution. **Feltham A**

However, many children continued to feel unsafe. In our survey, 35% of children said they had felt unsafe in their current YOI and 12% said they felt unsafe at the time of the inspection.

Most behaviour management strategies had made a welcome shift towards instilling a reward-led culture to encourage good behaviour. In the incentives and earned privileges scheme, more children had achieved gold standard and more quickly than previously. These positive initiatives needed to be embedded more widely.

³⁶ Independent Inquiry into Child Sexual Abuse (2019). *Sexual Abuse of Children in Custodial Institutions: 2009–2017 Investigation Report*. Available at <https://www.iicsa.org.uk/reports/cici>

³⁷ HMI Prisons (2018). *Incentivising and promoting good behaviour*. Available at <https://www.justiceinspectorates.gov.uk/hmiprison/wp-content/uploads/sites/4/2018/03/Incentivising-and-promoting-good-behaviour-Web-2018.pdf>

Bullying, however, remained a serious issue, with some establishments having no arrangements to identify bullying and intimidation or thefts of property bought from the prison shop. There was also an absence of adequate formal support for victims. Nonetheless, we did identify good practice at Parc.

Unit staff were alert to signs of bullying and intimidation... Staff had identified concerns about canteen purchases and routinely marked goods to provide evidence of theft.

Parc

The enhanced community units at Feltham, Wetherby and Werrington were also encouraging responsible behaviour and a better sense of community.

Use of force

In our survey, 49% of children said that they had been physically restrained through minimising and managing physical restraint (MMPR) while in custody. Use of force had increased at Werrington, Wetherby and on the Keppel Unit. At some establishments there was evidence of poor de-escalation techniques. However, we also saw many cases where staff intervened to protect children from serious harm, and use of force had decreased at Feltham and Parc.

Governance of use of force continued to show improvements during 2018–19.

A weekly MMPR review meeting was chaired by the governor with an impressive multi-disciplinary attendance by managers, health care, psychology, safeguarding staff, child protection coordinators and a member of the Youth Custody Service. All incidents of force were reviewed using CCTV or body camera footage and the MMPR coordinator provided a detailed overview. Feltham A

We remained concerned that staff use of body-worn cameras was not yet consistent across the estate and had even declined in some establishments, despite the safeguards they offer for staff and children.

The use of pain-inducing techniques in the children's estate is also still a concern. In October 2018, the Ministry of Justice announced a review into the use of pain-inducing techniques, to be led by Charlie Taylor. HMI Prisons provided evidence from our thematic and establishment inspections to inform the review. Among other points, we stressed the need to focus on de-escalating incidents to reduce the requirement to use force. The following is an instance where staff used restraint rather than attempting to de-escalate the situation.

In one case that we reviewed a boy had been required to move cell because his behaviour had been poor the previous night. Staff entered the cell and the boy said he did not want to move. With little discussion or negotiation, and with no present threat to anyone, the boy was restrained... nobody had prepared the cell he was moving to and as a result he was held under full restraint for several minutes. There was no attempt to de-escalate.

Wetherby and Keppel

Segregation and separation

Use of segregation and separation varied, and had started to rise again after the fall we noted last year. Its use remained commendably low at Parc and had reduced at Wetherby, where it was restricted to children who displayed the most challenging behaviour. However, it had increased at Werrington, with an average stay of eight days in the unit.

The regime was impoverished and there was not enough in place to mitigate the harmful effects of long periods of isolation.

Werrington

Segregation units still provided generally grim living conditions, and we saw stark, dirty and poorly furnished units at Feltham (now decommissioned). Despite this, governance of children on segregation units was generally good, and relationships between staff and children were mostly positive.

Significant improvements had been made to the segregation unit... A new proactive management team were based full time on the unit working alongside other departments, including a dedicated psychology team. There was a clear focus on reintegration and regular unit meetings were held to implement and improve the segregation strategy. **Wetherby and Keppel**

Feltham had made notable improvements in the management of children who were separated on normal location, who could access more time out of their cell each day. However, children separated on normal location generally received far less time out of cell than their fellow residents.

Living conditions and relationships

Living conditions remained inconsistent, both between establishments and within them, but some had made efforts to improve cleanliness and the condition of communal areas. However, we continued to find toilets with no seats or adequate screening, and too many dirty cells. Children's access to daily showers varied, but in our survey 69% said they could shower every day.

Access to telephones also varied, with in-cell provision at Parc, but the use of communal telephones at other sites depended on the regime and the prison's ability to provide it. Wetherby had introduced mobile trolley phones.

Staff-child relationships were generally positive, patient and caring in all the establishments and notably at Parc, where 82% of children in our survey said that most staff treated them with respect.

Diversity

Strategic management of equality and diversity work had improved. Feltham had robust systems to investigate all discrimination complaints but Wetherby had no dedicated resource for this, which affected the timeliness of investigations. Consultation with minority groups was increasing but was not comprehensive anywhere.

About half the children who responded to our survey were from a black or minority ethnic background. They were less likely than white children – 59% compared with 73% – to report that most staff treated them with respect, and only 56%, compared with 81%, said they could shower daily. Only 51% of Muslim children said that staff treated them with respect, compared with 70% of non-Muslims.

Children with disabilities were also less likely than those without to say that most staff had treated them with respect (51% compared with 69%). They were more likely to say they had felt unsafe (52% compared with 31%).

Health care

Health care provision was consistently good and child-focused on all sites, with frequent examples of good practice. Clinical governance and partnership working were effective. We commended primary care, dentistry, pharmacy and medicines management services. Feltham allowed children to order their own prescriptions, which was innovative and promoted personal responsibility. However, there were difficulties in getting children to appointments on time at Wetherby and Feltham.

[Health care] did-not-attend rates were too high (35% from June to November 2017) because not enough custody officers were available to escort the boys. The clinical time wasted was unacceptable. **Feltham A**

Mental health provision was good. Facilities varied, with some prisons having inpatient units, but the standard of care was consistent. Prison managers in Feltham frequently used the inpatient unit to hold children for non-clinical reasons, which disrupted the care provided for those who needed it. More positively, a mental health practitioner at Feltham saw all victims of assaults and attended ACCT reviews.

Time out of cell

Time out of cell for most children had improved, but only Werrington and Parc achieved our expectation of 10 hours a day out of cell – and this was not the case

for every child in their care. Feltham and Wetherby averaged seven hours and Keppel eight, which at weekends was reduced to as low as four hours in the latter two. During our roll checks, we found 17% to 20% of children at Feltham, Wetherby and Werrington locked up during the day, when we would expect them to be taking part in education and activities.

In our survey, only 41% of children at Feltham said that they had daily association with others, but the figure at all other sites was much higher. Time in the open air also varied, from only 43% of children at Wetherby and 55% at Feltham saying they had daily exercise outside, to 79% at Werrington.

Taking part in activities

Figure 15: Ofsted assessments in YOIs holding children 2018–19³⁸

	Overall effectiveness of learning and skills and work	Outcomes for children and young people	Quality of learning	Personal development	Leadership and management skills
Outstanding	0	0	0	0	0
Good	1	1	1	1	1
Requires improvement	1	1	1	1	1
Inadequate	2	2	2	2	2
Total	4	4	4	4	4

Figure 16: Estyn assessments in YOIs holding children 2018–19

	Standards	Well-being and attitudes to learning	Teaching and learning experiences	Care, support and guidance	Leadership and management
Excellent	1	0	1	1	0
Good	0	1	0	0	1
Adequate and needs improvement	0	0	0	0	0
Unsatisfactory and needs urgent improvement	0	0	0	0	0
Total	1	1	1	1	1

³⁸ Including separate assessments for the Keppel Unit at Wetherby.

Leadership and management of education had improved and there continued to be enough education places for the population. Improved partnership working between prison and education managers at Wetherby had led to raised standards. At Feltham, managers had reduced the number of interruptions to education and improved attendance.

However, 'keep-apart' lists to separate children in conflict with each other and other measures to prevent violence continued to affect attendance and punctuality. There was also not enough outreach provision for children who could not attend education, and many received far less than the 15 hours' education they were entitled to.

Some prisons contracted the Kinetic youth work social enterprise to provide enrichment activities, such as games and youth clubs, which children across the estate valued.

Provision for resettlement

Resettlement provision for children at all establishments was good or reasonably good. There was effective casework, children's understanding of resettlement plans was clear and there was suitable support, although at Werrington this was hampered by some staff shortfalls. At Feltham, a child's sentence or remand plan was not central to driving their progress through their sentence, and at Parc it did not adequately consider risk, which affected safe reintegration into the community for some children.

Care for looked-after children in prisons was consistently good, with prison-based social workers to advocate on behalf of children at all establishments. However, support from local authorities remained inconsistent.

There was good support to help children maintain and build relationships with their families, but regular visits were difficult for many because of the distance children were held from home. Only 36% of children at Parc and 27% at Wetherby said it was easy for their family and friends to visit.

Although release planning had improved, there were still concerns about the lack of provision of suitable accommodation for children before their release. This undermined all aspects of release planning and meant some children had no accommodation identified for them on the day they were released. This was a particular problem for looked-after children.

Revised *Expectations* for children in custody

In 2018–19 we carried out a review of our *Expectations* for children in custody. The aim was to bring them up to date to ensure we continue to fulfil our responsibility to deliver independent and objective assessments of outcomes for children. The revised *Expectations* were published in November 2018 after extensive consultation, and are based on and referenced against international and regional human rights standards.³⁹ The revised *Expectations* will apply to reports published in 2019–20.

We have retained our four healthy prison tests but made some substantial revisions to reflect the particular needs of children, and have renamed our 'respect' test as 'care'.

Because of the inherent vulnerability of all children, our *Expectations* for children remain more specific and demanding than those for other detainees. We hope that they support establishments in improving the outcomes for children in their care.

³⁹ HMI Prisons (2018). *Expectations: Criteria for assessing the treatment of children and conditions in prisons*. Available at <https://www.justiceinspectorates.gov.uk/hmiprison/wp-content/uploads/sites/4/2018/11/Childrens-Expectations-FINAL-261118-2.pdf>

Secure training centres

- Outcomes for children in all three STCs remained a cause for concern.
- We continued to find high levels of violence and use of force.
- All three centres had experienced significant staff turnover, and systems to manage children's behaviour were undermined by inconsistent application by staff.

It was clear from our previous annual report that the overall effectiveness of STCs required significant change if outcomes for children were to improve. Although some progress had been made, all three establishments were, this year, still assessed as requiring improvement (see figure 17).

In our survey, 77% of children said that they felt safe on their first night. However, 26% said that they had felt unsafe in their current STC and 11% felt unsafe at the time of inspection.

Behaviour management was undermined by chronic inconsistency of application. The level of violence in STCs remains the highest per head of those held in any type of establishment we inspect. The number of incidents had reduced slightly at Rainsbrook but remained high overall. At our Medway inspection in February 2018, there had been 74 assaults on staff and 83 fights or assaults between children in the previous six months. A substantial proportion of children held in STCs also reported experiencing bullying or intimidation. The deficiencies in behaviour management affected outcomes across all areas.

In our survey, 62% of children in STCs said they had been physically restrained since they had arrived – compared with 49% in YOIs. The use of pain-inducing techniques continued to affect outcomes for children in all STCs.

Pain-inducing techniques have been used on 11 occasions since the start of 2018. This is an increase. On many occasions, these techniques failed to achieve their desired outcome of speeding up the child's compliance, and the restraints were concluded using other means. **Oakhill**

Figure 17: Outcomes in inspections of secure training centres 2018–19⁴⁰

	Medway (February 2018)	Oakhill	Rainsbrook
Overall effectiveness	Requires improvement	Requires improvement	Requires improvement
The safety of children	Requires improvement	Requires improvement	Requires improvement
Promoting positive behaviour	Requires improvement	Inadequate	Requires improvement
The care of young people	Requires improvement	Requires improvement	Requires improvement
The achievement of children	Requires improvement	Requires improvement	Good
The resettlement of children	Requires improvement	Requires improvement	Good
The health of children	Good	Good	Requires improvement
The effectiveness of leaders and managers	Requires improvement	Requires improvement	Requires improvement

	Medway (December 2018)
Overall experience and progress of children and young people	Requires improvement to be good
How well children and young people are helped and protected	Requires improvement to be good
The quality of education and related activities	Good
The health of children and young people	Good
The effectiveness of leaders and managers	Requires improvement to be good

⁴⁰ In the December 2018 inspection of Medway, Ofsted piloted its new inspection framework using different criteria in making judgements.

However, there are signs that governance of use of force is becoming more rigorous. Although staff did not always use body-worn cameras, their use was increasing, aiding transparency and the safeguarding of both children and staff.

There had been some improvements in the recruitment and retention of well-trained frontline staff, and the use of new approaches.

A new permanent senior leadership team has been recently established, which strongly supports the director's strategic vision for an improved model of care for young people in custody. The approach is rooted in a context of child development, psychological and trauma-based informed formulations, plans and interventions.

Rainsbrook

Safeguarding was also showing signs of improvement, with links to local safeguarding children boards. Living units at Medway had improved and were child-friendly.

6

Immigration detention



This section reports on the inspection of three immigration removal centres (IRCs), six short-term holding facilities (STHFs), four overseas charter flight removals and the family detention facilities in Tinsley House IRC. The closure of Campsfield House IRC was announced shortly after our inspection there. All our findings are based on the fourth edition of our *Expectations: Criteria for assessing the conditions for and treatment of immigration detainees*, published in January 2018.

- The three IRCs and the family detention facilities inspected have tended to deliver some of the better outcomes in the estate, and continued to do so. However, we still found deterioration in outcomes at each centre.
- Fewer immigration detainees were held than in the past but some were held for prolonged periods. There was still no time limit on detention for detainees.
- Violence was rare but anxiety about immigration status and removal led to many detainees feeling unsafe.
- The Home Office's adults at risk procedures were not sufficiently effective in preventing the detention of vulnerable people.
- Preparation for removal and release remained good at most centres.
- Conditions in STHFs were generally adequate.
- We expressed serious concerns about the disproportionate use of restraint on overseas removals.

In the year ending March 2019, 24,333 people entered detention, a decrease of 8% on the previous year and the lowest level since comparable records began in 2009.⁴¹ The reduction in immigration detention became particularly marked following the Windrush scandal in 2018 (when it emerged that some longstanding residents from Commonwealth countries had been wrongly deported) and subsequent changes in the immigration system. At the end of March 2019, 1,481 people were held in the immigration detention estate and a further 355 in prisons under immigration powers.⁴² These figures do not include those held in non-residential STHFs.

Important reports during the year included Stephen Shaw's progress report on the welfare of vulnerable detainees,⁴³ and an investigation into abuses at Brook House IRC.⁴⁴ There was also significant parliamentary scrutiny of immigration detention by the Home Affairs Committee and the Joint Human Rights Committee, to which HMI Prisons provided evidence.

Outcome of previous recommendations

In the IRCs reported on in 2018–19:

- 38% of our previous recommendations in the area of safety had been achieved, 8% partially achieved and 54% not achieved
- 48% of our previous recommendations in the area of respect had been achieved, 5% partially achieved and 47% not achieved
- 20% of our previous recommendations in the area of activities had been achieved, 30% partially achieved and 50% not achieved
- 32% of our previous recommendations in the area of preparation for removal and release had been achieved, 11% partially achieved and 58% not achieved.

⁴¹ National Statistics (2019). *How many people are detained or returned?* Available at <https://www.gov.uk/government/publications/immigration-statistics-year-ending-march-2019/how-many-people-are-detained-or-returned>

⁴² *Ibid.*

⁴³ Shaw, Stephen (2018). *Assessment of government progress in implementing the report on the welfare in detention of vulnerable persons*. Available at https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/728376/Shaw_report_2018_Final_web_accessible.pdf

⁴⁴ Verita (2018). Kate Lampard and Ed Marsden. *Independent investigation into concerns about Brook House immigration removal centre*. Available at <https://www.verita.net/wp-content/uploads/2018/12/G4S-version-report.pdf>

Figure 18: Outcomes in inspections of IRCs 2018–19⁴⁵

IRC and contractor	Safety	Respect	Activities	Preparation for removal and release
Campsfield House (Mitie Care and Custody)	Reasonably good	Reasonably good	Good	Good
Dungavel House (GEO Group UK)	Good	Reasonably good	Good	Good
Tinsley House (G4S)	Reasonably good	Reasonably good	Reasonably good	Good
Family Detention, Tinsley House (G4S)	Reasonably good	Good	Good	Reasonably good

IRC outcomes

Although outcomes for detainees in all the centres were good or reasonably good, there had been a decline in outcomes for respect at Dungavel and Campsfield, and for safety and purposeful activity at Tinsley House IRC.

Safety

In our surveys, 41% of detainees said that they felt unsafe. We offered confidential interviews to every detainee in each centre, partly to help us understand such findings. Nearly all interviewed detainees said that they felt physically safe and did not fear assault from other detainees or staff. However, many said they feared removal, or that the uncertainties associated with open-ended and prolonged detention exacerbated stress and affected feelings of safety. In Tinsley House, many detainees also told us staff had threatened to have them transferred to the neighbouring Brook House IRC; it was a concern that detainees and staff regarded removal to another IRC as a punishment.

A proportion of staff were also interviewed in each centre, and none reported seeing excessive or unnecessary use of force.

Safeguarding and vulnerability

The Home Office's adults at risk policy was not effective in keeping vulnerable people out of detention and some were held for prolonged periods. In our analysis of casework, we regularly found detainees held for long periods, and some were considered by the Home Office to be adults at risk of harm in detention.

Poor Home Office planning had led to the detention of a partially paralysed man who required assistance with washing, dressing and eating... Social services failed to provide him with supported accommodation and he was detained for a further five weeks before being removed from the UK. **Campsfield House**

Many rule 35 reports⁴⁶ failed to provide sufficient information and judgements to Home Office decision makers. The Home Office maintained detention in most cases despite the rule 35 report being accepted as evidence of torture. Immigration histories were cited as countervailing factors in favour of detention.

All of the Home Office replies accepted evidence of torture, but only three of the 10 led to release. **Dungavel House**

It was also a concern that rule 35 reports were rarely submitted on any grounds other than torture.

⁴⁵ There were separate assessments for the Family Detention Unit at Tinsley House, making four sets of assessments for the three inspections.

⁴⁶ Rule 35 requires notification to Home Office Immigration and Enforcement if a detainee's health is likely to be injuriously affected by detention, including if they may have been the victim of torture.

No rule 35 reports had been submitted on the grounds of a suicide risk in the previous six months. This was despite the fact that 29 detainees... had been placed on constant observations during that period because staff were concerned about an imminent risk of self-harm or suicide.

Tinsley House

In our previous two annual reports, we reported the worryingly high numbers of deaths in detention or very soon after release, including of people taking their own lives. Two more detention-related deaths took place this year – at Harmondsworth and Morton Hall. This remains a serious concern, but is an improvement on the five deaths that took place in the last reporting year. Unlike the prison and police services – and the Prisons and Probation Ombudsman – in its published statistics, the Home Office only records deaths that occurred in a detention facility; it does not include those that have taken place shortly after release. This divergent practice is unhelpful, and we hope it will be revised.

At Dungavel House, it was positive that all detainees subject to case management as a result of self-harm risk received a mental health assessment to ensure that their risks and needs were fully considered. In response to a previous recommendation, Tinsley House had created a dedicated care suite that could be used for people in crisis.

Home Office staff had good awareness of the National Referral Mechanism (which identifies, protects and supports victims of trafficking), but most detention custody officers did not. Centre staff usually understood whistle-blowing policies but few had used them.

Length of detention

Most detainees were removed or released within two months but a few were held for very lengthy periods.

Nine detainees had been held for over six months, three of whom had been held for over a year. The longest detention was for 17 months. **Campsfield House**

Removals failed for a variety of reasons, but some detentions were prolonged due to factors within the Home Office's control. Difficulties in arranging overseas escorts had also lengthened detention, especially when medical professionals were required.

It generally took far too long, up to three months, to arrange escorted removals, prolonging detention unreasonably. In one case, an escorted removal had been cancelled on three occasions owing to staff shortages and on a fourth because of an administrative mix-up. **Campsfield House**

Proportionality of security

Physical security arrangements were mostly proportionate. Detainees generally had good freedom of movement. At Campsfield House, detainees could move freely around the centre until 11pm and they were not locked in their rooms overnight. Detainees were no longer routinely handcuffed when attending hospital appointments. There was little evidence of drug use in centres.

Physical conditions and staffing

The standard of accommodation had deteriorated substantially at Campsfield House and Dungavel House, which had broken or missing furniture, damp and mould. We were told of a programme of refurbishment at Dungavel House. Campsfield was later closed.

Detainees were usually very positive about the way they were treated by staff. In our surveys, 81% of detainees said that most staff treated them with respect, and in our confidential interviews they were usually very positive about staff.

Relationships between staff and detainees were excellent and a key strength of the centre. This positive culture underpinned much of the centre's stability and helped alleviate detainees' distress and anxiety.

Dungavel House

Health care

Detainees' health care needs were largely met, but at Campsfield House there were weaknesses in governance, resulting in two Care Quality Commission requirement notices to improve. At Campsfield House and Dungavel House detainees interpreted for fellow detainees during health care appointments, which compromised accuracy and confidentiality.

Preparation for removal and release

Visitors' groups provided good support to detainees. Detainees had good access to welfare services at all centres.

The level of support detainees received was impressive and welfare officers worked proactively to help them. **Tinsley House**

Visits provision was good. At Campsfield House detainees could take their visits in an outdoor area, and at Dungavel visitors could eat together with detainees.

Detainees could contact the outside world by telephone, fax and email. At Dungavel, internet access was too slow, and at Tinsley House too many legitimate websites were blocked. Detainees could still not use video-calling or social media, which remained unnecessary restrictions.

Family detention

This was our first inspection of the new family detention facilities at Tinsley House, which consisted of two distinct areas: the pre-departure accommodation (PDA), which replaced the previous Cedars PDA in West Sussex; and a smaller unit for border returns detainees. The latter held families with children who had usually been refused entry at an airport and were being returned the next day. The PDA held families who had refused voluntary return, usually for no more than five days. In the 11 months that the PDA had been opened, only 19 families had been detained, of whom four were removed.

Staff provided impressive care and support to families, and detention was strictly time-limited. Safeguarding procedures were well

developed. However, while the treatment of families was generally good, we were concerned about the harmful effect of arrest and detention on children.

The arrest, detention and attempted removal of families from the UK was harmful to children and often ineffective... some children had witnessed their parents being restrained, but after this traumatic process, nearly 80% of families were simply released. **Family Detention, Tinsley House**

The PDA is within the grounds of an IRC and was not as welcoming or as open as the accommodation at Cedars had been, but was still a decent and carefully designed environment. Activities were well planned, and children and families had enough to do. The positive, child-centred welfare team included three social workers. Voluntary organisations worked with families to address their concerns about destination countries.

Short-term holding facilities

Outcome of previous recommendations

In the STHFs reported on in 2018–19:

- 25% of our previous recommendations in the area of safety had been achieved, 3% partially achieved and 72% not achieved
- 57% of our previous recommendations in the area of respect had been achieved, and 38% not achieved⁴⁷
- 20% of our previous recommendations in the area of activities had been achieved, 60% partially achieved and 20% not achieved
- none of our previous recommendations in the area of preparation for removal and release had been achieved.

Staff-detainee relationships remained a strength in STHFs, and some facilities had been refurbished. Most detainees did not have access to time outside, sleeping facilities or natural light, but for short stays the conditions were reasonable. However, some detainees were held for too long. At Cayley House, one detainee arrived from

⁴⁷ There was insufficient evidence to form a judgement on one recommendation.

Colnbrook IRC, less than five miles away, at 2am for a flight nine hours later. A pregnant woman detained at Cayley House had an especially poor experience; she arrived at the facility at 2pm and was held overnight while awaiting an escort vehicle to take her to an IRC so that she could sleep. She did not get to her bedroom in the IRC until 6.30am. However, she was then woken again at 9am and taken back to Cayley House for a flight 12 hours later.

Internet or email were not available at any non-residential facilities, but were easily accessible at Larne residential facility. Unrelated men and women were sometimes held together in the Heathrow facilities. Children were occasionally held in the non-residential facilities, but usually for short periods. Border Force staff at Heathrow promoted and safeguarded the welfare of children, and safeguarding and ‘modern slavery’ teams had received enhanced training.

Overseas escorts

We inspected four charter flight removals during the reporting period – one to Nigeria and Ghana, one to Pakistan and two to multiple European countries.⁴⁸ The operations were generally conducted efficiently, but we had serious concerns about the use of restraints on the latter two flights.

Nearly all detainees were placed in waist restraint belts for the entire journey. The documentation and our own observations showed that, in many cases, restraints were not necessary, proportionate or reasonable. Detainees’ compliance was not tested during the journey, and restraints remained in place for longer than necessary. **Third country unit removal to France, Austria and Bulgaria**

In several cases, the use of the belts clearly could not be justified by the detainee’s behaviour. For example, one man was placed in a belt simply because he had taken too long to finish a call to his solicitor and was kept in it despite... being fully compliant throughout. **Third country unit removal to France and Bulgaria**

In light of our findings and following constructive discussions, the Home Office undertook a thorough review of use of force and restraints during overseas removals and committed to making improvements, including in use of de-escalation. We will judge the effectiveness of the measures taken in further escorts inspections in the coming year.

On the whole, relationships between escorts and detainees were functional. While some staff worked hard to put detainees at ease, on some flights, escorts talked over their heads and were loud and jocular at a time of heightened stress for detainees. Detainees were unable to use toilets without the door left ajar, and they were not given blankets and pillows.

At a subsequent inspection of a charter removal operation there had been little progress, and it was clear that senior managers were unaware of shortcomings in internal assurance mechanisms.

⁴⁸ The UK is party to the Dublin convention, a European Union law that determines which EU member state is responsible for considering an asylum claim, and allows member states to transfer an asylum seeker to the responsible state. The Home Office’s Third Country Unit manages such removals to and from the UK.

7

Police custody



All the findings from inspections in this section are based on the third edition of *Expectations for police custody: Criteria for assessing the treatment of and conditions for detainees in police custody*, published jointly with HM Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) in 2016, and revised in 2018. This section draws on nine inspections of police custody suites in: Cheshire, City of London, Derbyshire, Merseyside, Metropolitan Police Service (MPS), Norfolk and Suffolk, Northamptonshire, Nottinghamshire and Thames Valley.

All inspections of police custody in England and Wales are conducted jointly with HMICFRS and are unannounced. We visit custody suites during the day and night, including early morning visits to observe transfers to court and shift handovers, and night-time and weekend visits to observe the range of detainees held in custody. All police custody inspections also include an analysis of custody records and cases.

- We found many positive features in the approach to custody, but work was still required in several key areas to deliver consistently good outcomes for detainees.
- All police forces were committed to reducing the number of vulnerable people brought into custody. However, provision of appropriate adult services, including for vulnerable adults, was frequently not sufficient.
- We wrote to all chief constables in 2018 expressing concerns about governance and oversight of the use of force, and this was still a cause of concern in five forces and an area for improvement in the remaining four.
- The identification of risk was generally good but its subsequent management was not always appropriate or robust enough.

- In all the police forces, the requirements of aspects of codes C and/or G of the Police and Criminal Evidence Act 1984 were not met consistently.
- Although there had been efforts to reduce the time children spent in custody, too many were still detained overnight in police cells when they had been charged and refused bail, generally due to the lack of alternative local authority accommodation.
- Provision of health services had mostly improved, with enhanced oversight helping to improve care for detainees.
- Support for people with mental ill health was much improved.

Outcome of previous recommendations and areas for improvement⁴⁹

In the police forces reported on in 2018–19:

- 40% of our previous recommendations and areas for improvement for strategy had been achieved, 27% partially achieved and 33% not achieved
- 24% of our previous recommendations and areas for improvement for treatment and conditions had been achieved, 31% partially achieved and 45% not achieved
- 29% of our previous recommendations and areas for improvement for individual rights had been achieved, 6% partially achieved and 65% not achieved
- 83% of our previous recommendations and areas for improvement for health care had been achieved, 2% partially achieved and 15% not achieved.

⁴⁹ These applied to the *Expectations* used before revisions in 2018.

Leadership

In our inspections of police custody, we often found good treatment of and conditions for detainees. Unfortunately, this was not always the case and some detainees had negative experiences.

At a strategic level, we saw clear and strong governance of the custody functions. However, in some forces, this did not always translate into effective day-to-day management and oversight of custody suites and the provision for detainees. Performance information, particularly on the use of force, appropriate adults (AAs), ethnicity and protected characteristics, and Mental Health Act assessments, was insufficient and/or unreliable in all the forces, except for Cheshire.

There were no data to monitor the overall time detainees were held in custody, or waiting times for Mental Health Act assessments. Some of the data provided for our case audits were also unreliable. Without comprehensive and accurate data, the force was unable to demonstrate that it could assess how well custody services were performing, identify trends or inform organisational learning. **Northamptonshire**

The detention of people in police custody is governed by the Police and Criminal Evidence Act 1984 (PACE) and its codes of practice. We expect police forces to comply with the requirements of PACE, but in all our inspections we found that elements of the relevant codes of practice were not always met. Notably, we had repeated concerns about reviews of detentions, which were not always properly focused on the best interests of detainees.

... many reviews were conducted too early and over the telephone without good justification, and detainees were not always reminded at the earliest opportunity that a review had taken place while they were asleep. **Cheshire**

The quality of custody records was generally not good enough. There was often a lack of detail to justify decision making – such as for the removal of detainee clothing – and important data, such as request and arrival times for appropriate adults, were often missing. Without this information, forces could not assure themselves that decisions were effective and in the best interest of detainees.

The quality of custody records was generally poor, and they lacked a comprehensive and clear narrative of events. There was an over-reliance on drop-down scripts, important information was sometimes missing, and not all events, actions or decisions were recorded... quality assurance processes... were not sufficiently robust or appropriately focused, and had failed to identify extensive non-compliance with code C of PACE. There was little further scrutiny from more senior managers. **Derbyshire**

Risk assessment and detainee safety

The standard of initial risk assessments was generally good. However, the ongoing management of risk was not always individualised or robust enough. Observations to ensure that detainees were properly cared for were often not set at a level that took account of all the presenting risks.

The 2017 review into deaths and serious incidents in police custody by Dame Elish Angiolini highlighted the significant risks for detainees under the influence of drugs and/or alcohol.⁵⁰ As a result of this review, we adapted our methodology to focus more closely on how these detainees were cared for. In many forces, detainees clearly under the influence of drugs and/or alcohol were not identified or roused as required by *Authorised Professional Practice – detention and custody*.⁵¹ More broadly, adherence to observation levels was also not always achieved. We found a few checks that were late, which was a concern for detainees assessed as more vulnerable, such as those at risk of suicide or self-harm or under the influence of drugs and/or alcohol.

⁵⁰ Rt. Hon. Dame Elish Angiolini DBE QC (2017). *Report of the Independent Review of Deaths and Serious Incidents in Police Custody*. Available at <https://www.gov.uk/government/publications/deaths-and-serious-incidents-in-police-custody>

⁵¹ Available at <https://www.app.college.police.uk/app-content/detention-and-custody-2/>

... custody staff did not always understand that observation levels needed to reflect the risks posed, and some were set inappropriately. Some staff were also unaware of the need to rouse intoxicated detainees, and cell visits were carried out by different detention officers, which limited their ability to notice any changes in a detainee's behaviour or mood over time.

Merseyside

Some forces did not manage the risk for individual detainees in the best way and often applied a blanket approach. Most forces continued the routine removal of detainees' shoelaces and clothing with cords with no individual risk assessment to justify the measure. However, with a couple of exceptions (Cheshire and Nottinghamshire) when police removed clothing there was mostly good attention to maintaining detainees' dignity.

We expect anti-rip clothing to be used as a last resort but it was frequently used routinely as a tool to manage risk. Its use was often accompanied by levels of observations that did not indicate a significant presenting risk. We also saw anti-rip clothing used on detainees routinely if they failed to answer risk assessment questions.

The use of anti-rip clothing to manage non-compliant detainees or those with a history of self-harm without an individual risk assessment was often accompanied by a low level of observation. This did not reflect the suggested risks that required clothing to be removed. **Norfolk and Suffolk**

We saw some very good attention to ensuring detainees, particularly the most vulnerable, were released safely, but also some cases where there was an insufficient focus on release arrangements. The recording of pre-release risk assessments on custody records was often poor; there was often no consideration of the original risks that detainees presented when they were booked in or what, if any, arrangements were made to mitigate these and support them in returning home safely. Custody suites did not always have petty cash and travel warrants

to enable detainees to get home on their release, which was a concern given the remote location of some suites.

Staff did not check the safety and welfare of detainees with any rigour before their release. Custody sergeants did not routinely ask detainees how they planned to travel home or check if they had the means to travel after their release... we saw detainees who were vulnerable leaving the custody suite, during the night, in pyjamas, and others released without shoes, yet staff did not notice this. **Nottinghamshire**

Conditions and detainee care

The quality of the accommodation in custody suites was mostly good, with thorough cleaning regimes and maintenance. However, we identified potential ligature points in many suites that could have been easily identified and remedied through routine cell inspection and maintenance. Once notified, forces generally responded well by addressing the potential ligature points or managing and offsetting the risks.

Interaction between custody staff and detainees was mostly good, with clear efforts by staff to establish positive and respectful relationships.

The detainees we observed were treated with respect, empathy and consideration for their dignity and welfare. **City of London**

Provision of food and drink was good, and forces had enough foodstuffs to meet a variety of dietary and religious needs. However, other aspects of detainee care were not always good enough. The provision of showers, exercise and reading materials for detainees was generally poor and certainly not routine. Detainees still had to ask for toilet paper and sanitary items, rather than staff offering these as a matter of course. Many detainees had their footwear removed and were not given a suitable replacement, and often walked around the custody suite barefoot or in socks.

In our custody record analysis, only 9% of all detainees were offered a shower, and only half of those held over 24 hours. Although exercise yards with fresh air and natural light were available at most custody suites, access to them was rare, and facilitated for only 3% of detainees.

Thames Valley

Meeting the needs of female detainees

In six of our inspections we reported that the distinct needs of women in custody were not met consistently or sufficiently. Shortfalls in their care included not stocking an adequate range of menstrual care products, and not offering these routinely. In two inspections we reported that some male staff were uncomfortable discussing menstrual care for female detainees in their care. In Thames Valley, we highlighted the degrading treatment of a woman who did not receive menstrual care products when she requested them and was subsequently left with soiled clothes during her stay in police custody.

In 2018, the Home Office consulted on changes to PACE to reflect requirements for better menstrual care for female detainees. We hope that this will result in improved outcomes for women in custody.

Use of force

In 2018, HMI Prisons and HMICFRS wrote jointly to all chief constables to advise them of our ongoing concerns about the use of force in police custody. Despite this, we continued to see a lack of governance and oversight in its use. In some forces there was an under-recording of the use of force against detainees. There was little evidence that incidents were critically reviewed, either for their proportionality or the restraint techniques used.

It was positive that custody staff often went to considerable efforts to de-escalate challenging situations without resorting to the use of force. However, where force had been used on detainees, we frequently found insufficient recording of the incident on the custody record, and the necessary

documentation to justify the use of force was not completed. We highlighted use of force as a cause of concern or area for improvement in all nine police forces. We are concerned that this critical area does not attract the oversight and level of governance we would expect from force leaderships.

... when force was used, the governance and oversight of incidents were not adequate, and the MPS did not have appropriate mechanisms to assure itself, the Mayor's Office for Policing and Crime (MOPAC) and the public that the use of force in detention and custody was safe and proportionate. We found some inaccuracy, as well as under-reporting, of the use of force, and not all officers submitted individual use of force forms, as required... Our main concerns related to the length of time some detainees remained in 'spit and bite' guards (spit hoods), poor techniques, and the proportionality of some of the force used for the risks posed. Metropolitan Police

Strip searches were generally warranted and properly justified. The dignity of the detained person was mostly maintained as far as possible. However, some of the data provided by forces indicated a high proportion of strip searches, suggesting the possible inclusion of data on removal of clothing for safety reasons.

Children and vulnerable people in police custody

In our interviews with frontline officers, it was positive to be told that arrest was used as a last resort when dealing with children and other vulnerable people. In the custody suites we saw good interaction between staff and detained children, and clear efforts to minimise their time in custody and ensure they were released safely. It was also positive that forces applied some oversight and scrutiny to how long children remained in custody.

All forces were aware of the requirement in the Children and Young Persons Act 1933 for a female officer to be assigned to girls in custody to ensure their care and welfare needs were met. However, in only four of our inspections did records give assurance that this happened routinely.

There were still significant delays in the attendance of AAs for both children and other vulnerable people. In many cases they were only asked to attend at the time of the interview – meaning that the detainees did not receive early and ongoing support throughout their stay in custody. Of particular concern, some children and vulnerable adults were subjected to police processes, such as fingerprinting, without the presence of an AA; this did not meet the requirements of PACE.

... some custody sergeants told us that an AA would only be requested once the detainee interview had been arranged. Our analysis of custody records showed that the time detainees waited for an AA to arrive varied widely – ranging from 21 minutes to just over 18 hours. **Norfolk and Suffolk**

Despite forces' attempts to minimise children's time in custody this was not always achieved. The lack of provision of local authority beds remained an issue, with far too many children detained after charge and spending the night, and sometimes the weekend, in police cells because suitable alternative accommodation was not available.

Force data showed that of the 68 requests for accommodation made in the year to 30 September 2018, just one child was transferred out of custody. This was a poor outcome for children held overnight. **Nottinghamshire**

Health care

Each force commissioned health services individually, which created some variation in how services operated. Some forces were supported by NHS England and most had shown improvements since they were last inspected, with enhanced oversight helping to improve care for detainees. For example, Thames Valley had improved significantly because of robust clinical governance. However, arrangements in the Metropolitan Police Service were more fragmented, with some inequitable provision.

Patient care in police custody was generally good, and most detainees were seen within proper timescales. However, there was variation in access to health professionals and waiting times, even within forces. In Norfolk and Suffolk, for example, although most detainees were seen promptly based on need, only 33% of detainees at the Aylsham suite were seen within the agreed timescales.

Health services had improved significantly since our previous inspection. Clinical governance arrangements were robust and patient care was generally good.

Thames Valley

More health care environments, particularly in the newer suites, now complied with infection control standards, and most detainees could access critical medicines and symptomatic relief for drug and alcohol withdrawal. All forces, except Thames Valley, enabled detainees to access opiate substitution therapy, in line with national guidance, although only Northamptonshire provided detainees with a supply of medicines to take to court; the failure to provide detainees with their medication created risk of relapse for those experiencing alcohol withdrawal. Access to nicotine replacement therapy varied between forces.

Most forces had seen a reduction in drug and alcohol practitioners delivering in-suite support. Only Merseyside and Derbyshire had good provision, and drug arrest referral workers were embedded across the Derbyshire suites. This overall deterioration in provision had affected outcomes for detainees, with lost opportunities to divert individuals from criminal justice services. Without specialist face-to-face support, they were less likely to engage with services (and could possibly revert to offending triggered by their substance use) or to be identified as substance users needing confidential help.

There had been greater investment and improvements in mental health support in all the forces. Dedicated mental health workers provided good support in most suites, and people were now detained in custody under

section 136 of the Mental Health Act⁵² only in exceptional circumstances. The majority of forces had also established effective partnership arrangements with local mental health trusts. Most force areas had street triage arrangements that, coupled with mental health input to police control rooms, were successfully diverting some vulnerable people away from custody. However, virtually all forces often had significant delays in organising mental health assessments and the onward transfer to hospital for detainees under the Mental Health Act.

Criminal justice liaison and diversion (CJLD) services provided excellent support to detainees with vulnerabilities, particularly those with mental ill health. However, a small but significant number of detainees experiencing a mental health crisis had to wait for too long to be assessed and transferred to mental health facilities.

Merseyside Police

Inspecting Terrorism Act detention

In November 2018, we published, in conjunction with HMICFRS, the first-ever *Expectations: criteria for assessing the treatment of and conditions for detainees in designated TACT custody suites*.⁵³ Drawn up after consultation with a small expert reference group, and based on and referenced against international and regional human rights standards, these are the standards by which we inspect outcomes for people detained for terrorist or terrorism-related offences in specially designated custody suites. The *Expectations* build on the already well-established criteria we use for the inspection of police custody, while recognising the distinct experience for detainees held in TACT custody, including the application of different legislation and potentially lengthier detention times.

With inspectors from HMICFRS, we completed our first inspection of the five TACT custody suites in England and Wales in early 2019, with the report to be published in summer 2019.

⁵² Section 136 of the Mental Health Act 1983 enables a police officer to remove, from a public place, someone who they believe to be suffering from a mental disorder and in need of immediate care and control, and take them to a place of safety. In exceptional circumstances, and if they are 18 or over, the place of safety may be police custody.

⁵³ HMI Prisons and HMICFRS (2018). *Expectations: criteria for assessing the treatment of and conditions for detainees in designated TACT custody suites*. Available at <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/tact-custody-expectations/>

8

Court custody



All the findings from inspections in this section are based on *Expectations: Criteria for assessing the treatment of and conditions for detainees in court custody*, published in June 2012. This section draws on three inspections of court custody facilities in North and West Yorkshire, Thames Valley, and Lincolnshire, Leicestershire & Rutland and Northamptonshire, covering nine Crown courts, 19 magistrates' courts, two combined courts and one immigration and asylum chamber.

- There was a strategic commitment to improving the welfare of and outcomes for detainees. Improvements were tangible but more work was needed.
- Positively, hearings for remand cases and those involving children and vulnerable people were prioritised.
- Individual rights of detainees were generally met but some spent too long in court custody.
- The identification and management of risk, throughout custody and before release, were not always robust enough.
- There was still excessive use of handcuffs and searching in secure and controlled court custody facilities.
- Despite some concerted attention to improving the environments, physical conditions overall in court cells were still not good enough.
- The lack of consistent mental health support for detainees was a concern.

Leadership, strategy and planning

The strategic management of court custody facilities was improving. One of the key features to delivering good outcomes for detainees is a strong working relationship between the three key agencies responsible for the provision of court custody – HM Courts & Tribunals Service (HMCTS), Prisoner Escort and Custody Services (PECS) and the contracted provider (GEOAmeY in all three clusters). In the three clusters inspected, those working relationships were positive overall.

We saw a genuine strategic commitment to improve outcomes for detainees across all inspected court clusters, with a clear focus on welfare and driving up standards. Positively, this focus was resulting in improvements in some key areas, but further work was still needed.

The 'Improving the experience of those in custody at court' group met quarterly and was attended by senior managers from the three key agencies, including representatives from the HMCTS estates department and, more recently, one of the lay observers. **North and West Yorkshire**

GEOAmeY staffing, particularly in Thames Valley, was not always sufficient and training was not always comprehensive enough. Many staff we interviewed had only limited knowledge of procedures for such issues as safeguarding referrals.

There was a good attitude among court custody staff. They were committed and wanted to do a good job but they were often over-stretched or not trained well enough to do what was expected of them. **Thames Valley**

Lay observers provided regular, independent scrutiny of custody facilities. Their reports were well received and often used to identify and drive improvements.

Individual rights

There was a generally good focus on ensuring that the individual rights of detainees were met during their stay in court custody. Positively, we saw clear evidence in all clusters that the courts prioritised cases for people in custody, particularly those involving children or the vulnerable.

Although less of a problem than previously, some detainees were still held in custody for longer than necessary. This was sometimes for reasons outside the courts' control, including delays in: the attendance of duty solicitors, which had the knock-on effect of delaying the hearing; escort vehicles waiting for all women to be dealt with by the court before moving them to a women's prison;

the transfer of children to secure accommodation; and securing formal authority to release a person from prison.

We expect detainees to appear before the first available court, and saw courts across all clusters that were prepared to accept detainees presented by the police when they had capacity to deal with their case. The outcome for these detainees was that they generally spent less unnecessary time in police custody and a custodial environment.

Court proceedings involving detained children or vulnerable detainees were prioritised where possible. Magistrates' courts also accepted detainees from the police up to and sometimes beyond 4pm, as long as the court was still sitting, which was unusual but appropriate, and reduced some unnecessary overnight stays in police custody. **North and West Yorkshire**

Treatment and conditions

HMCTS was now more proactive in taking responsibility for and investing in court custody facilities. The custody environments in Lincolnshire, Leicestershire & Rutland and Northamptonshire, and North and West Yorkshire were better than we usually see, but the conditions in Thames Valley were poor overall.

Most detainees travelled to court from local police stations and prisons and did not experience unnecessarily lengthy journeys. However, women and children were routinely transported together with adult men, and the partitions in vehicles were not always used to safeguard or protect them from potential abuse. Some detainees were left in vehicles once they arrived at the court, with effects on their comfort.

Detainees were generally disembarked swiftly on arrival at court. However, when delays were experienced, vehicle engines were switched off, which shut down the heating system. The inspection was conducted during a particularly cold spell and some detainees were left shivering.

Thames Valley

Most courts had secure vehicle docks that protected detainees from media and public attention. Where this was not the case, staff were sensitive and did what they could to protect detainees from public view.

Custody staff generally did their best to look after and meet the individual needs of detainees, who mostly told us that they felt well treated. However, there was variation in the approach to detainee care and meeting individual and diverse needs. Detainees were usually given sufficient food and drinks and, although not routine, there was some improvement in the provision of reading materials to occupy them during their relatively short stays.

While a suitable range of women's sanitary products was available, they were not routinely offered to female detainees. Accessible facilities for detainees with disabilities or mobility issues were often limited. Despite good supplies of religious artefacts, they were rarely offered to detainees. The needs of transgender detainees were often not well understood. Although the number of children in court custody was reducing, and we saw few during our inspections, staff had received little training on their specific needs and essentially treated them in the same way as they did adults.

Despite some limited improvements, the identification and management of detainee risk were not always rigorous enough. The person escort records (PERs) were the main source of information used to assess risk, and it was unhelpful and posed significant risk that their quality – from both the police and prisons – was often poor. Staff briefings were often insufficient to convey important information concerning risk. Although better than in our previous inspections, we still found some staff who did not adhere to the required frequency of observations set for detainees. However, risk assessments completed for detainees who arrived after being remanded or sentenced by the court were generally better.

The initial assessment of detainee risk lacked rigour. The recently introduced reception checklist was a potentially useful tool but was not yet used consistently and staff were not always responsive to detainees' answers. The quality of information in person escort records (PERs) was variable but often not adequate to inform an assessment of risk. Those detained after appearing on bail were generally given a more careful initial risk assessment... there was no consistent approach to sharing important information about risks posed by individual detainees... The management of risk was generally better. With relatively few exceptions, most detainees were checked at the required frequency. **Lincolnshire, Leicestershire & Rutland and Northamptonshire**

As in previous inspections, we saw both excessive handcuffing and searching of detainees, including children. Court custody environments are generally secure and controlled, and these actions were often routine and not based on an individual risk assessment. It was, however, encouraging that the approach was far more proportionate in the Lincolnshire, Leicestershire & Rutland and Northamptonshire cluster.

The arrangements for ensuring detainees could get home safely after release were improving overall. However, while some custody staff were very alert to ensuring that detainees had the means to get home safely, this was not always the case.

Detainees were not routinely asked if they needed help with their travel arrangements before leaving custody. Although rail travel warrants were available in all suites, petty cash was not always offered if bus or taxi fares were more suitable. There were disparities between courts in the way that petty cash was accessed by staff, and detainees were not always provided with the financial support they needed to travel home safely after release. **Thames Valley**

Health care

There was little demand for general health services in court custody. A professional health advice helpline was available but not widely used. Most custody staff had received first aid training but had few opportunities to practise and retain confidence in their skills. Few custody staff had received any training to support detainees with mental ill health, and the lack of mental health practitioners to support detainees was a significant gap across the court custody estate.

The lack of embedded liaison and diversion practitioners was a significant gap in many courts. Some benefited from a service provided by mental health practitioners, which was invaluable to both detainees and court custody staff. However, the inequitable service affected the care and support provided to some detainees. **Lincolnshire, Leicestershire & Rutland and Northamptonshire**

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The Inspectorate in 2018–19

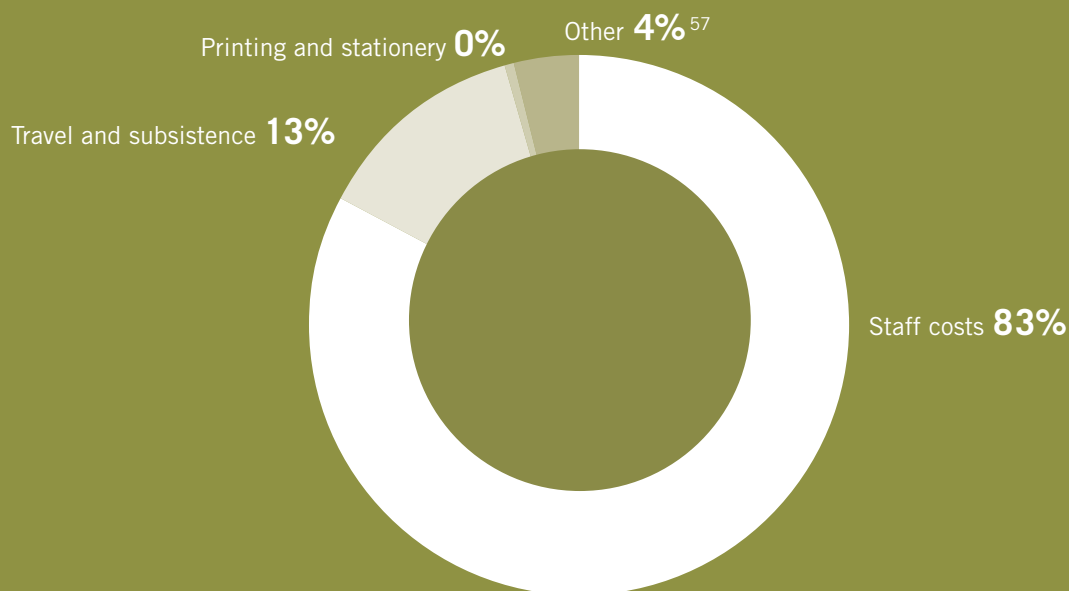


Income and expenditure – 1 April 2018 to 31 March 2019

Income	£
MoJ (prisons and court cells)	3,622,000
Home Office (immigration detention)	352,220
Home Office (HMICFRS/police custody)	300,000
Youth Justice Board/Youth Justice Commissioning Team (YJCT) (children's custody)	119,866
Other income (HMI Probation, Prisons and Probation Ombudsman, STC, Ministry of Defence, Border Force, Criminal Justice Inspection Northern Ireland, NPM Members)	174,341
Total	4,568,427

Expenditure	£	%
Staff costs ⁵⁴	3,849,447	83%
Travel and subsistence	593,178	13%
Printing and stationery	20,062	0.4%
Information technology and telecommunications ⁵⁵	27,772	3.8%
Translators	15,458	
Meetings and refreshments ⁵⁶	300	
Training and development	43,646	
Other costs (including recruitment costs, conferences and professional memberships)	87,222	
Total	4,637,085	

Expenditure 1 April 2018 to 31 March 2019



⁵⁴ Includes extra staff recruited in year to resource new Independent Review of Progress (IRP) work, fee-paid inspectors, secondees and joint inspection/partner organisations costs, e.g. General Pharmaceutical Council and contribution to secretariat support of the Joint Criminal Justice Inspection Chief Inspectors Group.

⁵⁵ Includes the cost of renewing licenses to software (SPSS and SNAP) used by HMI Prisons researchers to process and analyse survey data.

⁵⁶ Includes the cost of two-day induction event for 14 new inspectors which included staff employed to create an additional inspection team to provide resources to carry out new IRP work.

⁵⁷ 'Other' includes IT, translators, meetings and refreshments, recruitment, conferences, training and development.

Inspectorate staffing – 1 April 2018 to 31 March 2019

Our staff and fee-paid associates come from a range of professional backgrounds. While many have experience of working in prisons, others have expertise in social work, probation, law, youth justice, health care and drug treatment, social research and policy. The majority of staff are permanent, but we also take inspectors on loan from HMPPS and other organisations. Currently, 12 staff are loaned from HMPPS, and their experience and familiarity with current practice are invaluable.

Staff engagement

Every year we gather feedback from our staff. In 2018, we once again participated in the Civil Service People Survey, commissioned by the Cabinet Office and carried out by ORC International. The survey was completed by 53% of HM Inspectorate of Prisons staff and survey results indicated a score of 81% on the staff engagement index. This was a very strong result; some 15 percentage points higher than even ‘high performing units’ across the civil service. We launched our People Strategy in August 2017 which addresses some of the feedback from the Civil Service People Survey, in particular learning and development (up 3% in the 2018 survey).

Staff and associates – 1 April 2018 to 31 March 2019

	Peter Clarke	Chief Inspector
	Martin Lomas	Deputy Chief Inspector
	Barbara Buchanan	Senior Personal Secretary to the Chief Inspector
	Nabila Heematally	Administrative Support Officer to the Deputy Chief Inspector
A Team (adult males)	Alison Perry	A Team Leader
	Natalie Heeks	Inspector
	Jade Richards	Inspector
	Paul Rowlands	Inspector
	Jonathan Tickner	Inspector
O Team (women)	Sandra Fieldhouse	O Team Leader
	Fionnuala Gordon	Inspector
	Jeanette Hall	Inspector
	Ian Macfadyen	Inspector
	Emma Sunley	Inspector
	Darren Wilkinson	Inspector
	Caroline Wright	Inspector
Y Team (children and young adults)	Deborah Butler	Y Team Leader
	Ian Dickens	Inspector
	David Foot	Inspector
	Angela Johnson	Inspector
	Angus Mulready-Jones	Inspector
	Alice Oddy	Inspector
	David Owens	Inspector
	Esra Sari	Inspector
	Rebecca Stanbury	Inspector
	Nadia Syed	Inspector

I Team (immigration detention)	Hindpal Singh Bhui	I Team Leader
	Beverley Alden	Inspector
	Colin Carroll	Inspector
	Michael Dunkley	Inspector
	Tamara Pattinson	Inspector
	Fran Russell	Inspector
	Kam Sarai	Inspector
P team (police custody)	Kellie Reeve	Acting P Team Leader
	Fiona Shearlaw	Inspector
Health Services Team	Tania Osborne	Head of Health Services Inspection
	Steve Eley	Health Inspector
	Shaun Thomson	Health Inspector
Research, Development and Thematics	Catherine Shaw	Head of Research, Development and Thematics
	Helen Ranns	Senior Researcher
	Sharlene Andrew	Researcher
	Amilcar Johnson	Researcher
	Joe Simmonds	Researcher
	Patricia Taflan	Researcher
	Claudia Vince	Researcher
	Charli Bradley	Research Assistant
	Becky Duffield	Research Assistant
	Rachel Duncan	Research Trainee
	Holly Tuson	Research Trainee
Secretariat	Louise Hopper	Head of Secretariat
	Lesley Young	Head of Finance, HR and Inspection Support
	John Steele	Chief Communications Officer
	Louise Finer	Senior Policy Officer and NPM Coordinator
	Jade Glenister	Senior Policy Officer and NPM Coordinator (Acting)
	Tamsin Williamson	Publications Manager
	Stephen Seago	Inspection Support Manager
	Caroline Fitzgerald	Inspection Support Officer
	John Huby	Inspection Support Officer
Fee-paid associates	Jon Allen	Inspector
	Anne Clifford	Editor
	Paddy Doyle	Inspector
	Sigrid Engelen	Drugs and Alcohol inspector
	Monika Green	Publications Assistant
	Martyn Griffiths	Inspector
	Deri Hughes-Roberts	Inspector
	Keith Humphreys	Inspector
	Maureen Jamieson	Health Inspector
	Martin Kettle	Inspector
	Brenda Kirsch	Editor
	Adrienne Penfield	Editor
	Yasmin Prabhudas	Editor
	Jayne Price	Researcher

Staff and associates who left this reporting year	Gordon Riach	Inspector
	Andy Rooke	Inspector
	Christopher Rush	Inspector
	Sean Sullivan	Inspector
	Paul Tarbuck	Inspector
	Liz Walsh	Inspector
	Tamara Al Janabi	Senior Researcher
	Clair Andrew	Publications Assistant
	Lee Bruckshaw	Inspector
	Francesca Cooney	Inspector
	Karen Dillon	Inspector
	Anna Edmundson	Senior Policy Officer (NPM)
	Laura Green	Researcher
	Natalie-Anne Hall	Researcher
	Yvonne McGuckian	Inspector
	Keith McInnis	Inspector
	Gabriella Morris	Inspection Support Officer (Policy)
	Stephen Oliver-Watts	Inspector
	Anna O'Rourke	Head of Secretariat
	Majella Pearce	Health Inspector
	Alastair Pearson	Inspector
	Simon Pyke	Inspector
	Emma Seymour	Researcher
	Emily Spilman	Research Trainee
	Beth Wilson	Research Trainee

Stakeholder feedback

We conduct an annual online survey of stakeholders. A link to the questionnaire is distributed to our mailing list of contacts by email. To reach a wider range of stakeholders we also publicise the survey via staff and professional bulletins, place a link on our website and on staff email footers, and alert our Twitter followers. During November 2018 we received 311 valid responses to the survey.

Feedback was generally very positive about a range of our communications. Over 80% of stakeholders who completed the survey had seen HMI Prisons represented in the national newspapers, radio, TV or in online media. Nearly 90% of respondents said that it was easy or very easy to find what they were looking for on our website. Around 90% of respondents who had used the web-based *Expectations* for men's prisons found them easy to locate on the HMI Prisons website, and a similar proportion reported that they were either very or quite easy to use.

Our reports continue to be positively received, with favourable scores of over 75% in relation to each of length, structure, language, quantity of information, ease of navigation and treatment of diversity issues. However, a majority of respondents agreed that our reports could do more to highlight positive findings or good practice. A very high proportion (86%) of respondents reported that they had looked at our 2017–18 annual report.

We asked stakeholders whether they agreed or disagreed with a series of statements relating to HMI Prisons' strategic themes:⁵⁸

- 89% agreed/strongly agreed that 'HMIP has fulfilled its statutory duty to report accurately, impartially and publicly on the treatment and conditions for detainees'
- 84% agreed/strongly agreed that 'HMIP has provided constructive challenge to those responsible for the establishments it inspects'
- 83% agreed/strongly agreed that 'Evidence from HMIP inspections has informed policy and practice'

- 81% agreed/strongly agreed that 'HMIP staff have the necessary skills and expertise to deliver quality inspections'
- 85% agreed/strongly agreed that 'HMIP has managed its resources efficiently, accounting for its performance and demonstrating value for money'
- 74% agreed/strongly agreed that 'HMIP has worked collaboratively with its criminal justice partners and other key stakeholders'

Communications

We issued nearly 70 media releases on inspection and thematic reports during the year. Many attracted broadcast and newspaper interest – both at regional and national level. In the case of HMP Birmingham, the Chief Inspector's Urgent Notification (UN) generated international media interest. The two other UNs in 2018–19, at HMPs Exeter and Bedford, also brought a significant focus on the Inspectorate's work. Our evidence informed debate and comment across the whole media spectrum, from the Financial Times and Daily Mail to the Morning Star, and increasingly in the 'Twittersphere'.

The Chief Inspector was invited on a number of occasions to talk about prisons on the Radio Four *Today* programme – as well as on a wide range of other national and regional programmes. We continued to publish our work on our website (launched in 2014, and on a shared platform with other justice inspectorates and independent from the government website, gov.uk). Our Twitter feed attracted new followers each month, rising from just under 9,500 at the end of March 2018 to well over 11,500 by the end of the year. There were high levels of engagement with some tweets and the feed continued to enable us to highlight the publication of new reports, advertise jobs within the Inspectorate and tell people which establishments our teams were inspecting each week.

⁵⁸ All percentages exclude those who responded 'don't know/can't say'.

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Appendices

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Inspection reports published 1 April 2018 to 31 March 2019

ESTABLISHMENT	DATE PUBLISHED
Spring Hill	10 April 2018
Humber	17 April 2018
Hindley	1 May 2018
Feltham A	9 May 2018
Medway STC	11 May 2018
Third country unit removal to France, Austria and Bulgaria	15 May 2018
Nottingham	16 May 2018
Long Lartin	22 May 2018
Leicester	31 May 2018
Northamptonshire police custody suites	1 June 2018
Werrington	5 June 2018
Low Newton	6 June 2018
Belmarsh	12 June 2018
Woodhill	19 June 2018
Thames Valley police custody suites	20 June 2018
Pakistan escort	28 June 2018
Leeds Waterside Court STHF	28 June 2018
Cayley House STHF	6 July 2018
Oakwood	10 July 2018
Wandsworth	13 July 2018
Dovegate therapeutic community	17 July 2018
Thames Valley court custody	19 July 2018
Third country unit removal to France and Bulgaria	24 July 2018
Wetherby and Keppel	26 July 2018
Oakhill STC	6 August 2018
Hull	7 August 2018
Derbyshire police custody suites	22 August 2018
Tinsley House IRC	30 August 2018
Tinsley House IRC Family Detention Unit	30 August 2018
High Down	4 September 2018
Styal	5 September 2018
Deerbolt	11 September 2018
Larne House STHF	18 September 2018
Drumkeen House STHF	18 September 2018
The Mount	27 September 2018
Norfolk & Suffolk police custody suites	2 October 2018
Exeter	9 October 2018
Chelmsford	12 October 2018
Ranby	18 October 2018
Wakefield	1 November 2018
Kirkham	6 November 2018
Merseyside police custody suites	15 November 2018
Dungavel House IRC	16 November 2018
Manchester	20 November 2018
Send	21 November 2018

Inspection reports published 1 April 2018 to 31 March 2019 *(Continued)*

ESTABLISHMENT	DATE PUBLISHED
Maghaberry	27 November 2018
Peterborough (men)	27 November 2018
Rainsbrook STC	27 November 2018
Nigeria and Ghana escort	29 November 2018
Birmingham	4 December 2018
North and West Yorkshire court custody	11 December 2018
Isis	18 December 2018
Lowdham Grange	8 January 2019
Swinfen Hall	10 January 2019
Metropolitan Police custody suites	15 January 2019
Bedford	22 January 2019
Campsfield House IRC	25 January 2019
Medway STC	29 January 2019
Cheshire police custody suites	1 February 2019
Channings Wood	5 February 2019
Featherstone	7 February 2019
Durham	12 February 2019
Maidstone	19 February 2019
Parc Young Persons' Unit	26 February 2019
Hollesley Bay	5 March 2019
Heathrow Airport Terminal 3 STHF	7 March 2019
Heathrow Airport Terminal 4 STHF	7 March 2019
Lancaster Farms	12 March 2019
Lincolnshire, Leicestershire & Rutland and Northamptonshire court custody	13 March 2019
Stoke Heath	19 March 2019
Onley	21 March 2019
Nottinghamshire police custody suites	26 March 2019
City of London police custody suites	26 March 2019

Healthy prison and establishment assessments 1 April 2018 to 31 March 2019

HEALTHY PRISON / ESTABLISHMENT ASSESSMENTS					
ESTABLISHMENT	TYPE OF INSPECTION	SAFETY	RESPECT	PURPOSEFUL ACTIVITY	REHABILITATION AND RELEASE PLANNING ⁵⁹
LOCAL PRISONS					
Bedford	Unannounced	1	1	1	2
Belmarsh	Unannounced	3	2	1	3
Birmingham	Unannounced	1	1	1	1
Chelmsford	Unannounced	1	2	1	3
Durham	Unannounced	1	3	2	2
Exeter	Unannounced	1	2	2	3
High Down	Unannounced	2	3	1	2
Hull	Unannounced	3	3	3	3
Leicester	Unannounced	2	3	3	3
Manchester	Unannounced	2	2	2	3
Nottingham	Announced	1	2	2	2
Peterborough (men)	Unannounced	2	3	3	4
Wandsworth	Unannounced	2	2	1	3
Woodhill	Unannounced	1	3	1	3
HIGH SECURITY PRISONS					
Long Lartin	Unannounced	3	2	2	3
Wakefield	Unannounced	3	4	3	3
TRAINING PRISONS					
Channings Wood	Unannounced	2	2	2	2
Featherstone	Announced	2	3	3	3
Hindley	Unannounced	2	2	1	3
Humber	Unannounced	2	3	2	3
Isis	Unannounced	2	3	2	2
Lancaster Farms	Unannounced	3	3	2	2
Lowdham Grange	Unannounced	2	3	4	3
Maidstone	Unannounced	3	3	1	2
Oakwood	Unannounced	3	4	4	3
Onley	Unannounced	1	2	2	2
The Mount	Unannounced	2	2	1	1
Ranby	Unannounced	2	3	3	2
Stoke Heath	Unannounced	3	3	2	3
Swinfen Hall	Unannounced	2	2	1	3
OPEN PRISONS					
Hollesley Bay	Unannounced	4	4	3	3
Kirkham	Unannounced	4	3	3	3
Spring Hill	Unannounced	4	3	3	3

KEY TO TABLE

Numeric:

- 1 – Outcomes for prisoners/detainees are poor
- 2 – Outcomes for prisoners/detainees are not sufficiently good
- 3 – Outcomes for prisoners/detainees are reasonably good
- 4 – Outcomes for prisoners/detainees are good

⁵⁹ Resettlement in women's prisons.

Healthy prison and establishment assessments 1 April 2018 to 31 March 2019 *(Continued)*

		HEALTHY PRISON / ESTABLISHMENT ASSESSMENTS			
ESTABLISHMENT	TYPE OF INSPECTION	SAFETY	RESPECT	PURPOSEFUL ACTIVITY	REHABILITATION AND RELEASE PLANNING
WOMEN'S PRISONS					
Low Newton	Unannounced	3	4	4	3
Send	Unannounced	4	4	2	4
Styal	Unannounced	4	3	3	4
YOUNG ADULT PRISONS					
Deerbolt	Unannounced	3	3	2	2
THERAPEUTIC COMMUNITY					
Dovegate TC	Unannounced	4	4	3	3
CHILDREN'S ESTABLISHMENTS					
Feltham A	Unannounced	3	3	2	3
Parc CYP	Unannounced	3	4	4	3
Keppel	Unannounced	4	4	3	4
Werrington	Unannounced	3	4	3	4
Wetherby	Unannounced	2	3	3	4
EXTRA-JURISDICTION					
Maghaberry	Unannounced	2	3	2	4
IMMIGRATION REMOVAL CENTRES					
Campsfield House	Unannounced	3	3	4	4
Dungavel House	Unannounced	4	3	4	4
Tinsley House	Unannounced	3	3	3	4
Tinsley House Family Detention Unit	Unannounced	3	4	4	4

KEY TO TABLE

- Numeric:**
- 1 – Outcomes for prisoners/detainees are poor
 - 2 – Outcomes for prisoners/detainees are not sufficiently good
 - 3 – Outcomes for prisoners/detainees are reasonably good
 - 4 – Outcomes for prisoners/detainees are good

Recommendations accepted in action plans received 1 April 2018 to 31 March 2019

ESTABLISHMENT	RECOMMENDATIONS			ACCEPTED			PARTIALLY ACCEPTED (includes recommendations accepted in principle / accepted subject to resources)			REJECTED		
	MR	R	Total	MR	R	Total	MR	R	Total	MR	R	Total
LOCAL PRISONS												
Nottingham	8	31	39	4	18	22	4	9	13	0	4	4
Leicester	4	42	46	3	31	34	1	6	7	0	5	5
Belmarsh	6	34	40	4	27	31	0	6	6	2	1	3
Woodhill	3	58	61	3	46	49	0	6	6	0	6	6
Wandsworth	7	56	63	4	36	40	3	14	17	0	6	6
Hull	4	40	44	4	29	33	0	7	7	0	4	4
High Down	4	56	60	2	41	43	2	12	14	0	3	3
Exeter	5	42	47	5	30	35	0	6	6	0	6	6
Chelmsford	10	0	10	6	0	6	3	0	3	1	0	1
Manchester	5	62	67	3	43	46	2	10	12	0	9	9
Peterborough men	2	56	58	2	42	44	0	10	10	0	4	4
Birmingham	9	50	59	9	44	53	0	6	6	0	0	0
Bedford	7	54	61	6	44	50	1	6	7	0	4	4
Durham	–	–	–	–	–	–	–	–	–	–	–	–
Total	74	581	655	55 (74%)	431 (74%)	486 (74%)	16 (22%)	98 (17%)	114 (17%)	3 (4%)	52 (9%)	55 (8%)
CATEGORY B TRAINING PRISONS												
Dovegate TC	1	24	25	1	22	23	0	2	2	0	0	0
Lowdham Grange	6	66	72	6	60	66	0	5	5	0	1	1
Total	7	90	97	7 (100%)	82 (91%)	89 (92%)	0 (0%)	7 (8%)	7 (7%)	0 (0%)	1 (1%)	1 (1%)
CATEGORY C TRAINING PRISONS												
Humber	3	52	55	2	39	41	1	6	7	0	7	7
Hindley	4	48	52	0	39	39	3	7	10	1	2	3
Oakwood	3	31	34	3	28	31	0	1	1	0	2	2
Deerbolt (YA)	3	49	52	1	37	38	2	8	10	0	4	4
The Mount	6	63	69	5	43	48	1	16	17	0	4	4
Ranby	4	38	42	4	32	36	0	3	3	0	3	3
Isis	4	37	41	4	30	34	0	3	3	0	4	4
Swinfen Hall	4	53	57	3	46	49	1	4	5	0	3	3
Channings Wood	–	–	–	–	–	–	–	–	–	–	–	–
Featherstone	4	42	46	3	32	35	1	9	10	0	1	1
Maidstone	–	–	–	–	–	–	–	–	–	–	–	–
Lancaster Farms	–	–	–	–	–	–	–	–	–	–	–	–
Onley	–	–	–	–	–	–	–	–	–	–	–	–
Stoke Heath	–	–	–	–	–	–	–	–	–	–	–	–
Total	35	413	448	25 (71%)	326 (79%)	351 (78%)	9 (26%)	57 (14%)	66 (15%)	1 (3%)	30 (7%)	31 (7%)

KEY TO TABLE

Hyphen (–) – Indicates that outstanding action plans were not returned within the specified deadline following publication of the inspection report, or were not due until after the end of the annual reporting period (31 March 2019)

MR – Main recommendations

R – Recommendations

Recommendations accepted in action plans received 1 April 2018 to 31 March 2019 *(Continued)*

ESTABLISHMENT	RECOMMENDATIONS			ACCEPTED			PARTIALLY ACCEPTED (includes recommendations accepted in principle / accepted subject to resources)			REJECTED		
	MR	R	Total	MR	R	Total	MR	R	Total	MR	R	Total
HIGH SECURITY PRISONS												
Long Lartin	3	46	49	1	27	28	1	12	13	1	7	8
Wakefield	3	49	52	3	32	35	0	11	11	0	6	6
Total	6	95	101	4 (67%)	59 (62%)	63 (62%)	1 (17%)	23 (24%)	24 (24%)	1 (17%)	13 (14%)	14 (14%)
OPEN PRISONS												
Spring Hill	2	27	29	0	23	23	2	3	5	0	1	1
Kirkham	2	35	37	2	28	30	0	5	5	0	2	2
Hollesley Bay	–	–	–	–	–	–	–	–	–	–	–	–
Total	4	62	66	2 (50%)	51 (82%)	53 (80%)	2 (50%)	8 (13%)	10 (15%)	0 (0%)	3 (5%)	3 (5%)
WOMEN'S PRISONS												
Low Newton	3	27	30	1	15	16	1	5	6	1	7	8
Styal	3	40	43	1	30	31	0	6	6	2	4	6
Send	1	25	26	1	19	20	0	3	3	0	3	3
Total	7	92	99	3 (43%)	64 (70%)	67 (68%)	1 (14%)	14 (15%)	15 (15%)	3 (43%)	14 (15%)	17 (17%)
CHILDREN AND YOUNG PEOPLE'S ESTABLISHMENTS												
Feltham A	3	48	51	2	35	37	1	10	11	0	3	3
Werrington	1	26	27	1	18	19	0	4	4	0	4	4
Wetherby & Keppel	3	52	55	3	38	41	0	10	10	0	4	4
Parc	–	–	–	–	–	–	–	–	–	–	–	–
Total	7	126	133	6 (86%)	91 (72%)	97 (73%)	1 (14%)	24 (19%)	25 (19%)	0 (0%)	11 (9%)	11 (8%)
PRISON TOTAL	140	1,459	1,599	102 (73%)	1,104 (76%)	1,206 (75%)	30 (21%)	231 (16%)	261 (16%)	8 (6%)	124 (8%)	132 (8%)

KEY TO TABLE

Hyphen (–) – Indicates that outstanding action plans were not returned within the specified deadline following publication of the inspection report, or were not due until after the end of the annual reporting period (31 March 2019)

MR – Main recommendations

R – Recommendations

Recommendations accepted in action plans received 1 April 2018 to 31 March 2019 (Continued)

ESTABLISHMENT	RECOMMENDATIONS			ACCEPTED			PARTIALLY ACCEPTED (includes recommendations accepted in principle / accepted subject to resources)			REJECTED		
	MR	R	Total	MR	R	Total	MR	R	Total	MR	R	Total
IMMIGRATION REMOVAL CENTRES												
Tinsley House	2	48	50	0	37	37	2	7	9	0	4	4
Tinsley House Family Detention Unit	1	12	13	1	8	9	0	3	3	0	1	1
Dungavel House	2	32	34	2	24	26	0	6	6	0	2	2
Campsfield House	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	5	92	97	3	69	72	2	16	18	0	7	7
SHORT-TERM HOLDING FACILITIES												
Leeds Waterside Court	0	9	9	0	2	2	0	4	4	0	3	3
Cayley House	0	11	11	0	6	6	0	4	4	0	1	1
Larne House	0	10	10	0	4	4	0	3	3	0	3	3
Drumkeen House	0	5	5	0	2	2	0	1	1	0	2	2
Heathrow Airport Terminal 3	–	–	–	–	–	–	–	–	–	–	–	–
Heathrow Airport Terminal 4	–	–	–	–	–	–	–	–	–	–	–	–
Total	0	35	35	0	14	14	0	12	12	0	9	9
OVERSEAS ESCORTS												
Pakistan	0	12	12	0	9	9	0	2	2	0	1	1
Nigeria and Ghana	0	18	18	0	17	17	0	0	0	0	1	1
France and Bulgaria	0	7	7	0	5	5	0	2	2	0	0	0
France, Austria and Bulgaria	0	11	11	0	9	9	0	1	1	0	1	1
Total	0	48	48	0	40	40	0	5	5	0	3	3
EXTRA JURISDICTION												
Maghaberry Prison	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total	0	0	0	0	0	0	0	0	0	0	0	0
COURTS												
Thames Valley courts	5	17	22	4	12	16	1	3	4	0	2	2
North and West Yorkshire courts	2	27	29	2	20	22	0	3	3	0	4	4
Total	7	44	51	6	32	38	1	6	7	0	6	6

KEY TO TABLE

Hyphen (-) – Indicates that outstanding action plans were not returned within the specified deadline following publication of the inspection report, or were not due until after the end of the annual reporting period (31 March 2019)

MR – Main recommendations

R – Recommendations

N/A – Indicates no recommendations were made as the establishment was due to close or no action plan was required

Recommendations achieved in inspection reports published 1 April 2018 to 31 March 2019

RECOMMENDATIONS (excluding recommendations no longer relevant and good practice)			ACHIEVED			PARTIALLY ACHIEVED			NOT ACHIEVED			
ESTABLISHMENT	MR	R	Total	MR	R	Total	MR	R	Total	MR	R	Total
LOCAL PRISONS												
Nottingham	6	42	48	0	12	12	2	11	13	4	19	23
Leicester	5	63	68	1	30	31	1	7	8	3	26	29
Belmarsh	5	53	58	0	11	11	0	10	10	5	32	37
Woodhill	4	72	76	1	24	25	1	2	3	2	46	48
Wandsworth	5	81	86	1	22	23	2	16	18	2	43	45
Hull	4	61	65	2	28	30	1	2	3	1	31	32
High Down	4	76	80	0	31	31	1	1	2	3	44	47
Exeter	4	51	55	0	19	19	2	4	6	2	28	30
Chelmsford	6	57	63	0	16	16	2	13	15	4	28	32
Manchester	2	73	75	1	27	28	0	5	5	1	41	42
Peterborough (men)	1	39	40	1	19	20	0	4	4	0	16	16
Birmingham	4	65	69	0	12	12	0	3	3	4	50	54
Bedford	5	63	68	0	19	19	2	3	5	3	41	44
Durham	5	60	65	3	17	20	1	3	4	1	40	41
Total	60	856	916	10 (17%)	287 (34%)	297 (32%)	15 (25%)	84 (10%)	99 (11%)	35 (58%)	485 (57%)	520 (57%)
CATEGORY B TRAINING PRISONS												
Dovegate TC	3	44	47	2	22	24	1	10	11	0	12	12
Lowdham Grange	4	64	68	0	24	24	1	4	5	3	36	39
Total	7	108	115	2 (29%)	46 (43%)	48 (42%)	2 (29%)	14 (13%)	16 (14%)	3 (43%)	48 (44%)	51 (44%)
CATEGORY C TRAINING PRISONS												
Humber	4	64	68	0	28	28	2	17	19	2	19	21
Hindley	6	55	61	1	14	15	4	11	15	1	30	31
Oakwood	7	60	67	4	45	49	1	1	2	2	14	16
Deerbolt (YA)	4	54	58	0	32	32	1	5	6	3	17	20
The Mount	5	59	64	0	19	19	2	3	5	3	37	40
Ranby	5	42	47	2	28	30	1	3	4	2	11	13
Isis	7	60	67	2	34	36	3	3	6	2	23	25
Swinfen Hall	5	58	63	1	24	25	2	8	10	2	26	28
Channings Wood	4	60	64	0	22	22	0	1	1	4	37	41
Featherstone	6	76	82	3	44	47	2	2	4	1	30	31
Maidstone	3	51	54	0	14	14	1	8	9	2	29	31
Lancaster Farms	4	60	64	0	21	21	2	10	12	2	29	31
Onley	6	64	70	0	24	24	0	3	3	6	37	43
Stoke Heath	6	64	70	3	36	39	0	1	1	3	27	30
Total	72	827	899	16 (22%)	385 (47%)	401 (45%)	21 (29%)	76 (9%)	97 (11%)	35 (49%)	366 (44%)	401 (45%)

KEY TO TABLE

MR – Main recommendations
R – Recommendations

Recommendations achieved in inspection reports published 1 April 2018 to 31 March 2019 *(Continued)*

RECOMMENDATIONS (excluding recommendations no longer relevant and good practice)			ACHIEVED			PARTIALLY ACHIEVED			NOT ACHIEVED			
ESTABLISHMENT	MR	R	Total	MR	R	Total	MR	R	Total	MR	R	Total
HIGH SECURITY PRISONS												
Long Lartin	6	60	66	1	23	24	3	9	12	2	28	30
Wakefield	3	41	44	0	20	20	1	7	8	2	14	16
Total	9	101	110	1 (11%)	43 (43%)	44 (40%)	4 (44%)	16 (16%)	20 (18%)	4 (44%)	42 (42%)	46 (42%)
OPEN PRISONS												
Spring Hill	4	50	54	1	20	21	2	11	13	1	19	20
Kirkham	2	51	53	0	30	30	0	4	4	2	17	19
Hollesley Bay	2	28	30	0	14	14	0	1	1	2	13	15
Total	8	129	137	1 (13%)	64 (50%)	65 (47%)	2 (25%)	16 (12%)	18 (13%)	5 (63%)	49 (38%)	54 (39%)
WOMEN'S PRISONS												
Low Newton	2	54	56	1	29	30	0	9	9	1	16	17
Styal	1	56	57	1	29	30	0	10	10	0	17	17
Send	2	35	37	2	19	21	0	5	5	0	11	11
Total	5	145	150	4 (80%)	77 (53%)	81 (54%)	0 (0%)	24 (17%)	24 (16%)	1 (20%)	44 (30%)	45 (30%)
CHILDREN AND YOUNG PEOPLE'S ESTABLISHMENTS												
Feltham A	5	76	81	1	31	32	2	16	18	2	29	31
Werrington	2	42	44	0	24	24	1	8	9	1	10	11
Wetherby & Keppel	5	72	77	1	36	37	0	4	4	4	32	36
Parc	3	30	33	0	18	18	1	1	2	2	11	13
Total	15	220	235	2 (13%)	109 (50%)	111 (47%)	4 (27%)	29 (13%)	33 (14%)	9 (60%)	82 (37%)	91 (39%)
PRISON TOTAL												
	176	2,386	2,562	36 (20%)	1,011 (42%)	1,047 (41%)	48 (27%)	259 (11%)	307 (12%)	92 (52%)	1,116 (47%)	1,208 (47%)

RECOMMENDATIONS (excluding recommendations no longer relevant and good practice)												
ESTABLISHMENT				ACHIEVED			PARTIALLY ACHIEVED			NOT ACHIEVED		
IMMIGRATION REMOVAL CENTRES	MR	R	Total	MR	R	Total	MR	R	Total	MR	R	Total
Tinsley House	1	54	55	1	20	21	0	4	4	0	30	30
Tinsley House Family Detention Unit	0	25	25	0	14	14	0	0	0	0	11	11
Dungavel House	2	32	34	0	10	10	1	5	6	1	17	18
Campsfield House	1	39	40	0	17	17	0	3	3	1	19	20
Total	4	150	154	1 (25%)	61 (41%)	62 (40%)	1 (25%)	12 (8%)	13 (8%)	2 (50%)	77 (51%)	79 (51%)

KEY TO TABLE

MR – Main recommendations
R – Recommendations

Recommendations achieved in inspection reports published 1 April 2018 to 31 March 2019 *(Continued)*

ESTABLISHMENT		RECOMMENDATIONS (excluding recommendations no longer relevant and good practice)		ACHIEVED			PARTIALLY ACHIEVED			NOT ACHIEVED		
SHORT-TERM HOLDING FACILITIES	MR	R	Total	MR	R	Total	MR	R	Total	MR	R	Total
Leeds Waterside Court	0	16	16	0	11	11	0	1	1	0	4	4
Cayley House	0	20	20	0	7	7	0	1	1	0	12	12
Larne House	0	10	10	0	2	2	0	1	1	0	7	7
Drumkeen House	0	4	4	0	0	0	0	0	0	0	4	4
Heathrow Airport Terminal 3	0	20	20	0	3	3	0	1	1	0	16	16
Heathrow Airport Terminal 4	0	19	19	0	5	5	0	1	1	0	13	13
Total	0	89	89	0 (0%)	28 (31%)	28 (31%)	0 (0%)	5 (6%)	5 (6%)	0 (0%)	56 (63%)	56 (63%)
POLICE CUSTODY												
Northamptonshire police	2	18	20	1	4	5	0	2	2	1	12	13
Thames Valley police	2	22	24	1	6	7	1	8	9	0	8	8
Derbyshire police	4	12	16	2	4	6	0	1	1	2	7	9
Norfolk & Suffolk police	0	15	15	0	9	9	0	5	5	0	1	1
Merseyside police	2	27	29	0	9	9	2	10	12	0	8	8
Metropolitan police	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cheshire police	3	12	15	3	4	7	0	3	3	0	5	5
Nottinghamshire police	3	16	19	3	6	9	0	1	1	0	9	9
City of London police	1	23	24	0	12	12	1	6	7	0	5	5
Total	17	145	162	10 (59%)	54 (37%)	64 (40%)	4 (24%)	36 (25%)	40 (25%)	3 (18%)	55 (38%)	58 (36%)
OVERSEAS ESCORTS												
Pakistan	0	11	11	0	2	2	0	0	0	0	9	9
Nigeria and Ghana	0	14	14	0	3	3	0	2	2	0	9	9
Total	0	25	25	0 (0%)	5 (20%)	5 (20%)	0 (0%)	2 (8%)	2 (8%)	0 (0%)	18 (72%)	18 (72%)
EXTRA JURISIDCTIONS												
Maghaberry Prison	9	0	9	0	0	0	9	0	9	0	0	0
Total	9	0	9	0 (0%)	0 (0%)	0 (0%)	9 (100%)	0 (0%)	9 (100%)	0 (0%)	0 (0%)	0 (0%)

KEY TO TABLE

MR – Main recommendations
R – Recommendations
N/A – Not a follow up inspection, so no judgements on recommendations

Prisoner survey responses (adult men): ethnicity/religion

		Black and minority ethnic men	White men	Muslim	Non-Muslim
	Number of completed questionnaires returned	1,814	4,031	977	4,814
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	10%	6%	9%	7%
	Are you 25 years of age or younger?	34%	20%	34%	22%
	Are you 50 years of age or older?	8%	17%	4%	16%
	Are you 70 years of age or older?	0%	2%	0%	1%
1.3	Are you from a minority ethnic group?			87%	20%
1.4	Have you been in this prison for less than 6 months?	39%	45%	39%	44%
1.5	Are you currently serving a sentence?	88%	88%	89%	88%
	Are you on recall?	6%	10%	6%	9%
1.6	Is your sentence less than 12 months?	8%	12%	6%	12%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	3%	4%	3%	3%
7.1	Are you Muslim?	47%	3%		
11.3	Do you have any mental health problems?	30%	48%	29%	45%
12.1	Do you consider yourself to have a disability?	23%	38%	22%	36%
19.1	Do you have any children under the age of 18?	49%	50%	44%	51%
19.2	Are you a foreign national?	15%	7%	16%	8%
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	2%	6%	2%	6%
19.4	Have you ever been in the armed services?	4%	8%	3%	7%
19.5	Is your gender female or non-binary?	1%	1%	1%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	2%	4%	2%	4%
19.7	Do you identify as transgender or transsexual?	2%	2%	1%	2%
ARRIVAL AND RECEPTION					
2.1	Were you given up-to-date information about this prison before you came here?	16%	18%	17%	17%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	43%	44%	42%	45%
2.3	When you were searched in reception, was this done in a respectful way?	75%	83%	73%	82%
2.4	Overall, were you treated very / quite well in reception?	76%	83%	75%	82%
2.5	When you first arrived, did you have any problems?	78%	75%	78%	76%

In this table the following analyses is presented:

- responses of prisoners from black and minority ethnic groups are compared with those of white prisoners
- Muslim prisoners' responses are compared with those of non-Muslim prisoners

Please note that these analyses are based on responses from prisoners in male establishments only.

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

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

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

		Black and minority ethnic men	White men	Muslim	Non-Muslim
2.5	Did you have problems with:				
	– Getting phone numbers?	34%	33%	35%	32%
	– Contacting family?	36%	33%	36%	34%
	– Arranging care for children or other dependents?	3%	3%	3%	3%
	– Contacting employers?	5%	4%	3%	4%
	– Money worries?	20%	20%	18%	20%
	– Housing worries?	15%	15%	12%	15%
	– Feeling depressed?	32%	37%	30%	36%
	– Feeling suicidal?	9%	13%	8%	13%
	– Other mental health problems?	14%	25%	13%	23%
	– Physical health problems?	13%	16%	12%	15%
	– Drugs or alcohol (e.g. withdrawal)?	7%	18%	8%	15%
	– Getting medication?	18%	24%	18%	23%
	– Needing protection from other prisoners?	7%	8%	8%	8%
	– Lost or delayed property?	29%	19%	31%	20%
	For those who had any problems when they first arrived:				
2.6	Did staff help you to deal with these problems?	28%	34%	29%	32%
FIRST NIGHT AND INDUCTION					
3.1	Before you were locked up on your first night, were you offered:				
	– Tobacco or nicotine replacement?	58%	69%	60%	67%
	– Toiletries / other basic items?	50%	52%	46%	53%
	– A shower?	35%	38%	36%	38%
	– A free phone call?	48%	46%	45%	46%
	– Something to eat?	73%	74%	71%	75%
	– The chance to see someone from health care?	59%	59%	57%	60%
	– The chance to talk to a Listener or Samaritans?	21%	26%	20%	25%
	– Support from another prisoner (e.g. Insider or buddy)?	20%	23%	19%	23%
	– None of these?	8%	6%	9%	6%
3.2	On your first night in this prison, was your cell very / quite clean?	32%	39%	31%	38%
3.3	Did you feel safe on your first night here?	64%	72%	60%	71%
3.4	In your first few days here, did you get:				
	– Access to the prison shop/canteen?	36%	38%	37%	37%
	– Free PIN phone credit?	45%	51%	45%	50%
	– Numbers put on your PIN phone?	41%	43%	43%	42%
3.5	Have you had an induction at this prison?	91%	90%	91%	90%
	For those who have had an induction:				
3.5	Did your induction cover everything you needed to know about this prison?	48%	56%	49%	54%
ON THE WING					
4.1	Are you in a cell on your own?	59%	60%	61%	59%
4.2	Is your cell call bell normally answered within 5 minutes?	19%	25%	19%	24%
4.3	On the wing or houseblock you currently live on:				
	– Do you normally have enough clean, suitable clothes for the week?	62%	66%	63%	65%
	– Can you shower every day?	80%	87%	83%	85%
	– Do you have clean sheets every week?	60%	70%	61%	68%
	– Do you get cell cleaning materials every week?	50%	59%	51%	57%
	– Is it normally quiet enough for you to relax or sleep at night?	62%	62%	60%	63%
	– Can you get your stored property if you need it?	21%	26%	22%	25%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	51%	61%	51%	59%
FOOD AND CANTEEN					
5.1	Is the quality of the food in this prison very / quite good?	34%	41%	33%	40%
5.2	Do you get enough to eat at meal-times always / most of the time?	31%	36%	30%	36%

		Black and minority ethnic men	White men	Muslim	Non-Muslim
5.3	Does the shop / canteen sell the things that you need?	46%	64%	48%	61%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	56%	74%	54%	71%
6.2	Are there any staff here you could turn to if you had a problem?	59%	73%	56%	71%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	24%	32%	23%	31%
6.4	Do you have a personal officer?	71%	73%	72%	72%
For those who have a personal officer:					
6.4	Is your personal or named officer very / quite helpful?	41%	49%	41%	47%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	7%	9%	7%	9%
6.6	Do you feel that you are treated as an individual in this prison?	37%	44%	36%	43%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	47%	48%	48%	47%
	If so, do things sometimes change?	28%	34%	26%	33%
FAITH					
7.1	Do you have a religion?	87%	62%	100%	64%
For those who have a religion:					
7.2	Are your religious beliefs respected here?	65%	71%	64%	70%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	66%	70%	69%	69%
7.4	Are you able to attend religious services, if you want to?	87%	86%	88%	86%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	22%	31%	23%	30%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	58%	54%	57%	55%
8.3	Are you able to use a phone every day (if you have credit)?	81%	88%	81%	87%
8.4	Is it very / quite easy for your family and friends to get here?	38%	38%	35%	39%
8.5	Do you get visits from family/friends once a week or more?	21%	19%	22%	19%
For those who get visits:					
8.6	Do visits usually start and finish on time?	41%	50%	41%	48%
8.7	Are your visitors usually treated respectfully by staff?	65%	77%	61%	75%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	86%	89%	88%	88%
For those who know what the unlock and lock-up times are supposed to be:					
9.1	Are these times usually kept to?	48%	60%	46%	59%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	23%	24%	22%	24%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	7%	11%	8%	10%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	33%	32%	34%	32%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	4%	6%	4%	5%
9.4	Do you have time to do domestics more than 5 days in a typical week?	45%	56%	45%	54%
9.5	Do you get association more than 5 days in a typical week, if you want it?	53%	62%	53%	61%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	54%	64%	54%	62%
9.7	Do you typically go to the gym twice a week or more?	55%	43%	55%	45%
9.8	Do you typically go to the library once a week or more?	46%	48%	46%	48%
For those who get visits:					
9.9	Does the library have a wide enough range of materials to meet your needs?	42%	64%	46%	59%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	65%	73%	63%	72%
For those who have made an application:					
10.2	Are applications usually dealt with fairly?	40%	55%	37%	53%
	Are applications usually dealt with within 7 days?	31%	39%	31%	38%
10.3	Is it easy for you to make a complaint?	56%	60%	54%	60%

		Black and minority ethnic men	White men	Muslim	Non-Muslim
For those who have made a complaint:					
10.4	Are complaints usually dealt with fairly?	22%	31%	19%	31%
	Are complaints usually dealt with within 7 days?	22%	25%	21%	25%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	31%	27%	33%	27%
For those who need it, is it easy to:					
10.6	Communicate with your solicitor or legal representative?	40%	44%	40%	43%
	Attend legal visits?	48%	54%	49%	53%
	Get bail information?	13%	19%	14%	17%
For those who have had legal letters:					
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	56%	53%	59%	53%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	– Doctor?	31%	32%	28%	33%
	– Nurse?	51%	55%	48%	55%
	– Dentist?	15%	16%	13%	16%
	– Mental health workers?	20%	24%	19%	24%
11.2	Do you think the quality of the health service is very / quite good from:				
	– Doctor?	46%	48%	44%	48%
	– Nurse?	53%	59%	50%	59%
	– Dentist?	32%	33%	31%	33%
	– Mental health workers?	22%	28%	19%	28%
11.3	Do you have any mental health problems?	30%	48%	29%	45%
For those who have mental health problems:					
11.4	Have you been helped with your mental health problems in this prison?	34%	41%	30%	40%
11.5	Do you think the overall quality of the health services here is very / quite good?	39%	43%	36%	43%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	23%	38%	22%	36%
For those who have a disability:					
12.2	Are you getting the support you need?	28%	32%	22%	32%
12.3	Have you been on an ACCT in this prison?	11%	21%	12%	19%
For those who have been on an ACCT:					
12.4	Did you feel cared for by staff?	45%	48%	44%	48%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	32%	44%	33%	41%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	10%	20%	9%	18%
For those who had / have an alcohol problem:					
13.2	Have you been helped with your alcohol problem in this prison?	53%	58%	44%	59%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	18%	33%	19%	30%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	10%	17%	12%	15%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	7%	11%	8%	10%
For those who had / have a drug problem:					
13.6	Have you been helped with your drug problem in this prison?	38%	52%	29%	52%
13.7	Is it very / quite easy to get illicit drugs in this prison?	34%	54%	37%	50%
13.8	Is it very / quite easy to get alcohol in this prison?	22%	31%	24%	29%
SAFETY					
14.1	Have you ever felt unsafe here?	53%	50%	54%	50%
14.2	Do you feel unsafe now?	27%	23%	31%	23%

		Black and minority ethnic men	White men	Muslim	Non-Muslim
14.3	Have you experienced any of the following from other prisoners here:				
	– Verbal abuse?	29%	37%	30%	35%
	– Threats or intimidation?	26%	33%	27%	31%
	– Physical assault?	16%	19%	16%	18%
	– Sexual assault?	2%	3%	2%	2%
	– Theft of canteen or property?	23%	27%	24%	26%
	– Other bullying / victimisation?	16%	19%	16%	18%
	– Not experienced any of these from prisoners here	58%	51%	58%	52%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	30%	34%	31%	33%
14.5	Have you experienced any of the following from staff here:				
	– Verbal abuse?	36%	29%	39%	29%
	– Threats or intimidation?	31%	22%	34%	22%
	– Physical assault?	14%	10%	17%	10%
	– Sexual assault?	3%	2%	3%	2%
	– Theft of canteen or property?	13%	8%	13%	9%
	– Other bullying / victimisation?	22%	14%	23%	15%
	– Not experienced any of these from staff here	49%	61%	44%	60%
14.6	If you were being bullied / victimised by staff here, would you report it?	46%	47%	43%	47%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	36%	40%	35%	40%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	27%	42%	26%	40%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	15%	12%	18%	12%
For those who have been restrained in the last 6 months:					
15.4	Did anyone come and talk to you about it afterwards?	19%	20%	16%	21%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	11%	9%	13%	9%
For those who have spent one or more nights in the segregation unit in the last 6 months:					
15.6	Were you treated well by segregation staff?	47%	60%	43%	60%
	Could you shower every day?	56%	61%	56%	59%
	Could you go outside for exercise every day?	61%	71%	64%	68%
	Could you use the phone every day (if you had credit)?	51%	57%	55%	54%
EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	– Education?	51%	58%	52%	57%
	– Vocational or skills training?	28%	35%	29%	34%
	– Prison job?	34%	45%	34%	43%
	– Voluntary work outside of the prison?	4%	6%	4%	6%
	– Paid work outside of the prison?	3%	4%	4%	4%
16.2	In this prison, have you done the following activities:				
	– Education?	81%	75%	81%	76%
	– Vocational or skills training?	67%	62%	68%	62%
	– Prison job?	78%	78%	79%	77%
	– Voluntary work outside of the prison?	38%	32%	39%	33%
	– Paid work outside of the prison?	37%	31%	38%	31%
For those who have done the following activities, do you think they will help you on release:					
	– Education?	63%	59%	63%	59%
	– Vocational or skills training?	67%	61%	66%	63%
	– Prison job?	38%	42%	37%	41%
	– Voluntary work outside of the prison?	59%	52%	60%	53%
	– Paid work outside of the prison?	65%	58%	66%	59%
16.3	Do staff encourage you to attend education, training or work?	48%	54%	45%	54%

	Black and minority ethnic men	White men	Muslim	Non-Muslim
PLANNING AND PROGRESSION				
17.1 Do you have a custody plan?	51%	49%	53%	49%
For those who have a custody plan:				
17.2 Do you understand what you need to do to achieve your objectives or targets?	83%	83%	83%	83%
17.3 Are staff helping you to achieve your objectives or targets?	37%	51%	38%	49%
17.4 In this prison, have you done:				
– Offending behaviour programmes?	52%	48%	56%	48%
– Other programmes?	44%	43%	48%	43%
– One to one work?	36%	37%	42%	36%
– Been on a specialist unit?	20%	20%	21%	19%
– ROTL - day or overnight release?	22%	20%	24%	20%
For those who have done the following, did they help you to achieve your objectives or targets:				
– Offending behaviour programmes?	71%	72%	73%	72%
– Other programmes?	65%	68%	64%	68%
– One to one work?	59%	72%	62%	69%
– Been on a specialist unit?	41%	55%	48%	52%
– ROTL - day or overnight release?	60%	70%	61%	68%
PREPARATION FOR RELEASE				
18.1 Do you expect to be released in the next 3 months?	23%	25%	20%	26%
For those who expect to be released in the next 3 months:				
18.2 Is this prison very / quite near to your home area or intended release address?	43%	50%	40%	50%
18.3 Is anybody helping you to prepare for your release?	46%	54%	44%	52%
18.4 Do you need help to sort out the following for when you are released:				
– Finding accommodation?	58%	64%	54%	63%
– Getting employment?	67%	58%	64%	60%
– Setting up education or training?	57%	45%	57%	47%
– Arranging benefits?	62%	68%	58%	66%
– Sorting out finances?	58%	55%	57%	55%
– Support for drug or alcohol problems?	33%	50%	35%	46%
– Health / mental health support?	39%	54%	37%	51%
– Social care support?	34%	37%	31%	37%
– Getting back in touch with family or friends?	36%	40%	37%	39%
18.4 Are you getting help to sort out the following for when you are released, if you need it:				
– Finding accommodation?	28%	36%	28%	34%
– Getting employment?	21%	24%	22%	23%
– Setting up education or training?	17%	20%	19%	20%
– Arranging benefits?	19%	27%	19%	25%
– Sorting out finances?	11%	24%	14%	21%
– Support for drug or alcohol problems?	31%	48%	22%	47%
– Health / mental health support?	24%	29%	17%	29%
– Social care support?	16%	21%	13%	20%
– Getting back in touch with family or friends?	21%	32%	28%	30%
FINAL QUESTION ABOUT THIS PRISON				
20.1 Do you think your experiences in this prison have made you less likely to offend in the future?	50%	51%	49%	51%

Prisoner survey responses (adult men): foreign nationals/travellers

		Foreign nationals	British nationals		
		548	5,133	287	5,349
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	7%	7%	10%	7%
	Are you 25 years of age or younger?	22%	24%	25%	24%
	Are you 50 years of age or older?	8%	15%	6%	14%
	Are you 70 years of age or older?	0%	1%	0%	1%
1.3	Are you from a minority ethnic group?	48%	29%	11%	32%
1.4	Have you been in this prison for less than 6 months?	51%	42%	45%	43%
1.5	Are you currently serving a sentence?	77%	89%	84%	88%
	Are you on recall?	3%	9%	15%	8%
1.6	Is your sentence less than 12 months?	13%	11%	9%	11%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	1%	4%	4%	3%
7.1	Are you Muslim?	29%	16%	6%	17%
11.3	Do you have any mental health problems?	22%	45%	54%	42%
12.1	Do you consider yourself to have a disability?	20%	35%	51%	33%
19.1	Do you have any children under the age of 18?	47%	50%	65%	49%
19.2	Are you a foreign national?			14%	9%
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	8%	5%		
19.4	Have you ever been in the armed services?	16%	6%	13%	6%
19.5	Is your gender female or non-binary?	3%	1%	5%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	5%	4%	8%	4%
19.7	Do you identify as transgender or transsexual?	3%	2%	10%	1%
ARRIVAL AND RECEPTION					
2.1	Were you given up-to-date information about this prison before you came here?	20%	17%	18%	17%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	47%	44%	38%	45%
2.3	When you were searched in reception, was this done in a respectful way?	80%	81%	76%	81%
2.4	Overall, were you treated very / quite well in reception?	77%	81%	76%	81%
2.5	When you first arrived, did you have any problems?	76%	76%	83%	76%

In this table the following analyses is presented:

- responses of foreign national prisoners are compared with those of British national prisoners
 - responses of prisoners from traveller communities are compared with those of prisoners not from traveller communities
- Please note that these analyses are based on responses from prisoners in male establishments only.

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

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

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

		Foreign nationals	British nationals	Travellers	Non-travellers
2.5	Did you have problems with:				
	– Getting phone numbers?	32%	33%	36%	33%
	– Contacting family?	34%	34%	39%	34%
	– Arranging care for children or other dependents?	4%	3%	5%	3%
	– Contacting employers?	6%	4%	7%	4%
	– Money worries?	23%	20%	24%	20%
	– Housing worries?	13%	15%	15%	15%
	– Feeling depressed?	32%	36%	41%	35%
	– Feeling suicidal?	9%	12%	19%	12%
	– Other mental health problems?	13%	23%	28%	21%
	– Physical health problems?	10%	16%	21%	15%
	– Drugs or alcohol (e.g. withdrawal)?	5%	15%	20%	14%
	– Getting medication?	16%	23%	26%	22%
	– Needing protection from other prisoners?	6%	8%	13%	8%
	– Lost or delayed property?	22%	22%	26%	22%
	For those who had any problems when they first arrived:				
2.6	Did staff help you to deal with these problems?	34%	31%	30%	32%
FIRST NIGHT AND INDUCTION					
3.1	Before you were locked up on your first night, were you offered:				
	– Tobacco or nicotine replacement?	56%	67%	66%	66%
	– Toiletries / other basic items?	62%	50%	41%	52%
	– A shower?	41%	37%	31%	38%
	– A free phone call?	40%	47%	45%	46%
	– Something to eat?	72%	74%	64%	75%
	– The chance to see someone from health care?	52%	60%	51%	60%
	– The chance to talk to a Listener or Samaritans?	24%	25%	25%	25%
	– Support from another prisoner (e.g. Insider or buddy)?	23%	22%	25%	22%
	– None of these?	8%	6%	9%	6%
3.2	On your first night in this prison, was your cell very / quite clean?	44%	36%	32%	37%
3.3	Did you feel safe on your first night here?	63%	70%	61%	70%
3.4	In your first few days here, did you get:				
	– Access to the prison shop/canteen?	48%	36%	40%	37%
	– Free PIN phone credit?	47%	49%	54%	49%
	– Numbers put on your PIN phone?	47%	42%	41%	43%
3.5	Have you had an induction at this prison?	87%	90%	92%	90%
	For those who have had an induction:				
3.5	Did your induction cover everything you needed to know about this prison?	55%	53%	51%	53%
ON THE WING					
4.1	Are you in a cell on your own?	55%	60%	57%	60%
4.2	Is your cell call bell normally answered within 5 minutes?	32%	22%	20%	23%
4.3	On the wing or houseblock you currently live on:				
	– Do you normally have enough clean, suitable clothes for the week?	65%	65%	56%	65%
	– Can you shower every day?	80%	85%	78%	85%
	– Do you have clean sheets every week?	67%	66%	62%	67%
	– Do you get cell cleaning materials every week?	58%	56%	54%	56%
	– Is it normally quiet enough for you to relax or sleep at night?	60%	62%	57%	62%
	– Can you get your stored property if you need it?	28%	24%	25%	25%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	63%	57%	52%	59%
FOOD AND CANTEEN					
5.1	Is the quality of the food in this prison very / quite good?	48%	38%	39%	39%
5.2	Do you get enough to eat at meal-times always / most of the time?	39%	34%	33%	35%
5.3	Does the shop / canteen sell the things that you need?	49%	60%	58%	59%

		Foreign nationals	British nationals	Travellers	Non-travellers
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	65%	68%	64%	68%
6.2	Are there any staff here you could turn to if you had a problem?	67%	69%	66%	69%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	29%	30%	34%	30%
6.4	Do you have a personal officer?	76%	72%	68%	73%
	For those who have a personal officer:				
6.4	Is your personal or named officer very / quite helpful?	46%	47%	51%	46%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	9%	8%	11%	8%
6.6	Do you feel that you are treated as an individual in this prison?	46%	41%	39%	42%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	49%	47%	50%	47%
	If so, do things sometimes change?	33%	32%	38%	32%
FAITH					
7.1	Do you have a religion?	89%	68%	80%	69%
	For those who have a religion:				
7.2	Are your religious beliefs respected here?	71%	68%	69%	69%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	59%	70%	66%	69%
7.4	Are you able to attend religious services, if you want to?	81%	87%	79%	87%
CONTACT WITH FAMILY AND FRIENDS					
8.1	Have staff here encouraged you to keep in touch with your family / friends?	31%	28%	36%	28%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	49%	56%	58%	55%
8.3	Are you able to use a phone every day (if you have credit)?	84%	86%	83%	86%
8.4	Is it very / quite easy for your family and friends to get here?	24%	40%	35%	38%
8.5	Do you get visits from family/friends once a week or more?	18%	19%	25%	19%
	For those who get visits:				
8.6	Do visits usually start and finish on time?	53%	46%	49%	47%
8.7	Are your visitors usually treated respectfully by staff?	75%	72%	74%	73%
TIME OUT OF CELL					
9.1	Do you know what the unlock and lock-up times are supposed to be here?	86%	88%	81%	88%
	For those who know what the unlock and lock-up times are supposed to be:				
9.1	Are these times usually kept to?	54%	57%	56%	57%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	24%	23%	36%	23%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	5%	10%	6%	10%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	33%	32%	37%	32%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	2%	6%	3%	5%
9.4	Do you have time to do domestics more than 5 days in a typical week?	47%	54%	47%	53%
9.5	Do you get association more than 5 days in a typical week, if you want it?	44%	61%	48%	60%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	49%	62%	51%	61%
9.7	Do you typically go to the gym twice a week or more?	53%	46%	45%	46%
9.8	Do you typically go to the library once a week or more?	53%	47%	50%	47%
	For those who get visits:				
9.9	Does the library have a wide enough range of materials to meet your needs?	41%	59%	60%	57%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	64%	72%	69%	71%
	For those who have made an application:				
10.2	Are applications usually dealt with fairly?	45%	51%	47%	51%
	Are applications usually dealt with within 7 days?	39%	36%	37%	36%
10.3	Is it easy for you to make a complaint?	49%	60%	60%	59%

		Foreign nationals	British nationals	Travellers	Non-travellers
For those who have made a complaint:					
10.4	Are complaints usually dealt with fairly?	29%	28%	26%	28%
	Are complaints usually dealt with within 7 days?	26%	24%	24%	24%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	26%	28%	40%	27%
For those who need it, is it easy to:					
10.6	Communicate with your solicitor or legal representative?	37%	43%	45%	42%
	Attend legal visits?	42%	53%	53%	52%
	Get bail information?	16%	16%	25%	16%
For those who have had legal letters:					
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	46%	55%	62%	53%
HEALTH CARE					
11.1	Is it very / quite easy to see:				
	– Doctor?	31%	32%	36%	32%
	– Nurse?	50%	54%	55%	54%
	– Dentist?	14%	16%	19%	16%
	– Mental health workers?	20%	23%	29%	23%
11.2	Do you think the quality of the health service is very / quite good from:				
	– Doctor?	45%	48%	48%	47%
	– Nurse?	53%	58%	57%	57%
	– Dentist?	32%	33%	35%	33%
	– Mental health workers?	21%	27%	33%	26%
11.3	Do you have any mental health problems?	22%	45%	54%	42%
For those who have mental health problems:					
11.4	Have you been helped with your mental health problems in this prison?	38%	39%	43%	39%
11.5	Do you think the overall quality of the health services here is very / quite good?	40%	42%	42%	42%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	20%	35%	51%	33%
For those who have a disability:					
12.2	Are you getting the support you need?	33%	31%	38%	30%
12.3	Have you been on an ACCT in this prison?	10%	19%	31%	17%
For those who have been on an ACCT:					
12.4	Did you feel cared for by staff?	50%	47%	41%	48%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	35%	40%	46%	40%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	12%	17%	26%	16%
For those who had / have an alcohol problem:					
13.2	Have you been helped with your alcohol problem in this prison?	51%	58%	64%	57%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	14%	30%	40%	28%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	7%	16%	24%	14%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	10%	10%	18%	9%
For those who had / have a drug problem:					
13.6	Have you been helped with your drug problem in this prison?	41%	50%	48%	49%
13.7	Is it very / quite easy to get illicit drugs in this prison?	24%	50%	55%	47%
13.8	Is it very / quite easy to get alcohol in this prison?	16%	29%	40%	27%
SAFETY					
14.1	Have you ever felt unsafe here?	52%	50%	58%	50%
14.2	Do you feel unsafe now?	27%	24%	34%	24%

		Foreign nationals	British nationals	Travellers	Non-travellers
14.3	Have you experienced any of the following from other prisoners here:				
	– Verbal abuse?	22%	36%	40%	34%
	– Threats or intimidation?	18%	32%	34%	31%
	– Physical assault?	11%	19%	22%	18%
	– Sexual assault?	2%	2%	6%	2%
	– Theft of canteen or property?	23%	26%	33%	26%
	– Other bullying / victimisation?	12%	18%	20%	18%
	– Not experienced any of these from prisoners here	60%	52%	45%	53%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	46%	31%	38%	32%
14.5	Have you experienced any of the following from staff here:				
	– Verbal abuse?	22%	32%	35%	31%
	– Threats or intimidation?	17%	25%	29%	24%
	– Physical assault?	7%	12%	16%	11%
	– Sexual assault?	2%	2%	5%	2%
	– Theft of canteen or property?	8%	10%	17%	9%
	– Other bullying / victimisation?	11%	17%	18%	16%
	– Not experienced any of these from staff here	65%	56%	46%	58%
14.6	If you were being bullied / victimised by staff here, would you report it?	57%	45%	49%	46%
BEHAVIOUR MANAGEMENT					
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	38%	39%	39%	39%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	30%	38%	37%	38%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	13%	13%	20%	13%
For those who have been restrained in the last 6 months:					
15.4	Did anyone come and talk to you about it afterwards?	24%	19%	24%	19%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	7%	10%	18%	9%
For those who have spent one or more nights in the segregation unit in the last 6 months:					
15.6	Were you treated well by segregation staff?	74%	54%	65%	54%
	Could you shower every day?	55%	59%	57%	58%
	Could you go outside for exercise every day?	72%	66%	67%	67%
	Could you use the phone every day (if you had credit)?	41%	55%	55%	54%
EDUCATION, SKILLS AND WORK					
16.1	In this prison, is it easy to get into the following activities:				
	– Education?	52%	57%	50%	57%
	– Vocational or skills training?	26%	34%	31%	33%
	– Prison job?	38%	42%	34%	42%
	– Voluntary work outside of the prison?	5%	6%	13%	5%
	– Paid work outside of the prison?	5%	4%	9%	4%
16.2	In this prison, have you done the following activities:				
	– Education?	78%	77%	80%	77%
	– Vocational or skills training?	58%	64%	71%	63%
	– Prison job?	71%	79%	81%	78%
	– Voluntary work outside of the prison?	33%	34%	51%	33%
	– Paid work outside of the prison?	32%	32%	49%	32%
For those who have done the following activities, do you think they will help you on release:					
	– Education?	70%	59%	66%	60%
	– Vocational or skills training?	65%	63%	60%	63%
	– Prison job?	48%	40%	52%	40%
	– Voluntary work outside of the prison?	55%	54%	58%	54%
	– Paid work outside of the prison?	59%	60%	69%	60%

		Foreign nationals	British nationals		Travellers	Non-travellers
16.3	Do staff encourage you to attend education, training or work?	50%	53%		51%	53%
PLANNING AND PROGRESSION						
17.1	Do you have a custody plan?	40%	51%		46%	50%
For those who have a custody plan:						
17.2	Do you understand what you need to do to achieve your objectives or targets?	80%	83%		78%	83%
17.3	Are staff helping you to achieve your objectives or targets?	47%	46%		50%	46%
17.4	In this prison, have you done:					
	– Offending behaviour programmes?	35%	51%		64%	49%
	– Other programmes?	36%	44%		59%	43%
	– One to one work?	32%	37%		55%	36%
	– Been on a specialist unit?	21%	19%		42%	19%
	– ROTL - day or overnight release?	18%	21%		37%	20%
For those who have done the following, did they help you to achieve your objectives or targets:						
	– Offending behaviour programmes?	77%	72%		67%	72%
	– Other programmes?	66%	67%		59%	68%
	– One to one work?	70%	68%		71%	67%
	– Been on a specialist unit?	50%	51%		50%	51%
	– ROTL - day or overnight release?	41%	68%		60%	67%
PREPARATION FOR RELEASE						
18.1	Do you expect to be released in the next 3 months?	31%	24%		30%	25%
For those who expect to be released in the next 3 months:						
18.2	Is this prison very / quite near to your home area or intended release address?	34%	50%		53%	48%
18.3	Is anybody helping you to prepare for your release?	38%	53%		61%	51%
18.4	Do you need help to sort out the following for when you are released:					
	– Finding accommodation?	55%	63%		64%	62%
	– Getting employment?	53%	62%		61%	61%
	– Setting up education or training?	55%	48%		61%	48%
	– Arranging benefits?	50%	67%		66%	66%
	– Sorting out finances?	53%	56%		61%	56%
	– Support for drug or alcohol problems?	31%	47%		57%	45%
	– Health / mental health support?	33%	51%		58%	49%
	– Social care support?	32%	37%		47%	36%
	– Getting back in touch with family or friends?	46%	38%		60%	38%
18.4	Are you getting help to sort out the following for when you are released, if you need it:					
	– Finding accommodation?	25%	35%		41%	33%
	– Getting employment?	28%	22%		30%	22%
	– Setting up education or training?	25%	19%		35%	18%
	– Arranging benefits?	18%	26%		37%	24%
	– Sorting out finances?	19%	20%		33%	19%
	– Support for drug or alcohol problems?	30%	46%		46%	45%
	– Health / mental health support?	30%	28%		38%	28%
	– Social care support?	17%	20%		32%	19%
	– Getting back in touch with family or friends?	37%	28%		35%	29%
FINAL QUESTION ABOUT THIS PRISON						
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	52%	51%		49%	51%

Prisoner survey responses (adult men): disability, over 50 and under 25

		Have a disability	Do not have a disability		Over 50	Under 50		25 and under	Over 25
	Number of completed questionnaires returned	1,927	3,793		808	5,100		1,445	4,463
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION									
1.2	Are you under 21 years of age?	6%	7%			8%		29%	
	Are you 25 years of age or younger?	20%	26%						
	Are you 50 years of age or older?	17%	12%						18%
	Are you 70 years of age or older?	2%	1%		8%				
1.3	Are you from a minority ethnic group?	21%	36%		17%	33%		43%	27%
1.4	Have you been in this prison for less than 6 months?	46%	41%		34%	45%		44%	43%
1.5	Are you currently serving a sentence?	86%	89%		92%	87%		86%	88%
	Are you on recall?	12%	7%		6%	9%		7%	9%
1.6	Is your sentence less than 12 months?	14%	9%		9%	11%		11%	11%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	4%	3%		4%	3%		0%	4%
7.1	Are you Muslim?	11%	20%		5%	19%		24%	15%
11.3	Do you have any mental health problems?	77%	25%		32%	44%		40%	43%
12.1	Do you consider yourself to have a disability?				40%	33%		28%	35%
19.1	Do you have any children under the age of 18?	50%	50%		25%	54%		32%	56%
19.2	Are you a foreign national?	6%	11%		6%	10%		9%	10%
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	8%	4%		2%	6%		5%	5%
19.4	Have you ever been in the armed services?	8%	6%		14%	5%		3%	8%
19.5	Is your gender female or non-binary?	1%	1%		1%	1%		1%	1%
19.6	Are you homosexual, bisexual or other sexual orientation?	5%	3%		5%	4%		3%	4%
19.7	Do you identify as transgender or transsexual?	3%	1%		2%	2%		1%	2%
ARRIVAL AND RECEPTION									
2.1	Were you given up-to-date information about this prison before you came here?	15%	18%		18%	17%		16%	18%
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	39%	47%		47%	43%		44%	44%
2.3	When you were searched in reception, was this done in a respectful way?	76%	83%		87%	79%		74%	82%
2.4	Overall, were you treated very / quite well in reception?	77%	82%		87%	80%		75%	82%
2.5	When you first arrived, did you have any problems?	90%	69%		73%	77%		75%	76%

In this table the following analyses is presented:

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

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

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

Please note that these analyses are based on responses from prisoners in male establishments only.

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

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

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

		Have a disability	Do not have a disability	Over 50	Under 50	25 and under	Over 25
2.5	Did you have problems with:						
	– Getting phone numbers?	37%	31%	29%	34%	30%	34%
	– Contacting family?	38%	32%	27%	35%	35%	34%
	– Arranging care for children or other dependents?	4%	2%	2%	3%	2%	3%
	– Contacting employers?	4%	4%	3%	4%	3%	4%
	– Money worries?	28%	16%	16%	21%	18%	21%
	– Housing worries?	23%	11%	16%	15%	12%	16%
	– Feeling depressed?	53%	26%	32%	36%	31%	37%
	– Feeling suicidal?	22%	7%	10%	12%	12%	12%
	– Other mental health problems?	43%	11%	14%	23%	18%	23%
	– Physical health problems?	30%	7%	24%	13%	9%	17%
	– Drugs or alcohol (e.g. withdrawal)?	23%	9%	9%	15%	8%	16%
	– Getting medication?	37%	15%	23%	22%	15%	24%
	– Needing protection from other prisoners?	13%	5%	6%	8%	8%	8%
	– Lost or delayed property?	24%	21%	16%	23%	26%	21%
	For those who had any problems when they first arrived:						
2.6	Did staff help you to deal with these problems?	31%	32%	43%	30%	24%	34%
FIRST NIGHT AND INDUCTION							
3.1	Before you were locked up on your first night, were you offered:						
	– Tobacco or nicotine replacement?	65%	65%	53%	68%	67%	65%
	– Toiletries / other basic items?	48%	53%	55%	51%	49%	52%
	– A shower?	32%	40%	37%	38%	38%	37%
	– A free phone call?	43%	48%	38%	48%	49%	45%
	– Something to eat?	72%	76%	72%	74%	73%	75%
	– The chance to see someone from health care?	61%	59%	55%	60%	56%	60%
	– The chance to talk to a Listener or Samaritans?	23%	26%	23%	25%	21%	26%
	– Support from another prisoner (e.g. Insider or buddy)?	21%	23%	24%	22%	17%	24%
	– None of these?	7%	7%	6%	7%	8%	6%
3.2	On your first night in this prison, was your cell very / quite clean?	34%	39%	55%	34%	27%	40%
3.3	Did you feel safe on your first night here?	60%	74%	73%	69%	66%	70%
3.4	In your first few days here, did you get:						
	– Access to the prison shop/canteen?	35%	39%	40%	37%	36%	38%
	– Free PIN phone credit?	48%	50%	43%	50%	47%	50%
	– Numbers put on your PIN phone?	39%	45%	46%	42%	40%	43%
3.5	Have you had an induction at this prison?	87%	91%	88%	90%	91%	90%
	For those who have had an induction:						
3.5	Did your induction cover everything you needed to know about this prison?	49%	56%	58%	53%	50%	55%
ON THE WING							
4.1	Are you in a cell on your own?	61%	59%	69%	58%	55%	61%
4.2	Is your cell call bell normally answered within 5 minutes?	23%	23%	29%	22%	19%	24%
4.3	On the wing or houseblock you currently live on:						
	– Do you normally have enough clean, suitable clothes for the week?	58%	69%	81%	62%	62%	66%
	– Can you shower every day?	81%	87%	90%	84%	79%	87%
	– Do you have clean sheets every week?	64%	68%	81%	65%	59%	69%
	– Do you get cell cleaning materials every week?	54%	57%	68%	54%	46%	59%
	– Is it normally quiet enough for you to relax or sleep at night?	55%	66%	68%	61%	59%	63%
	– Can you get your stored property if you need it?	22%	26%	31%	24%	19%	27%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	57%	59%	76%	55%	51%	60%

		Have a disability	Do not have a disability	Over 50	Under 50	25 and under	Over 25
FOOD AND CANTEEN							
5.1	Is the quality of the food in this prison very / quite good?	37%	40%	52%	37%	33%	41%
5.2	Do you get enough to eat at meal-times always / most of the time?	30%	37%	52%	32%	30%	36%
5.3	Does the shop / canteen sell the things that you need?	59%	58%	63%	58%	59%	58%
RELATIONSHIPS WITH STAFF							
6.1	Do most staff here treat you with respect?	68%	69%	85%	65%	55%	72%
6.2	Are there any staff here you could turn to if you had a problem?	68%	70%	80%	67%	58%	72%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	32%	29%	38%	28%	24%	32%
6.4	Do you have a personal officer?	70%	74%	77%	72%	73%	72%
For those who have a personal officer:							
6.4	Is your personal or named officer very / quite helpful?	44%	47%	58%	44%	34%	50%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	8%	8%	10%	8%	6%	9%
6.6	Do you feel that you are treated as an individual in this prison?	39%	43%	48%	41%	38%	43%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	47%	48%	51%	47%	49%	47%
	If so, do things sometimes change?	30%	33%	42%	30%	25%	34%
FAITH							
7.1	Do you have a religion?	70%	70%	75%	69%	68%	71%
For those who have a religion:							
7.2	Are your religious beliefs respected here?	64%	71%	75%	67%	66%	69%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	66%	70%	72%	68%	64%	70%
7.4	Are you able to attend religious services, if you want to?	83%	89%	89%	86%	85%	87%
CONTACT WITH FAMILY AND FRIENDS							
8.1	Have staff here encouraged you to keep in touch with your family / friends?	27%	29%	35%	27%	23%	30%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	59%	53%	44%	57%	64%	52%
8.3	Are you able to use a phone every day (if you have credit)?	83%	87%	91%	85%	76%	89%
8.4	Is it very / quite easy for your family and friends to get here?	32%	41%	38%	38%	37%	39%
8.5	Do you get visits from family/friends once a week or more?	15%	21%	15%	20%	22%	18%
For those who get visits:							
8.6	Do visits usually start and finish on time?	47%	47%	60%	45%	39%	50%
8.7	Are your visitors usually treated respectfully by staff?	69%	74%	88%	71%	69%	74%
TIME OUT OF CELL							
9.1	Do you know what the unlock and lock-up times are supposed to be here?	86%	89%	90%	88%	86%	89%
For those who know what the unlock and lock-up times are supposed to be:							
9.1	Are these times usually kept to?	54%	58%	68%	55%	47%	60%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	31%	19%	18%	25%	30%	22%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	7%	11%	15%	9%	4%	12%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	39%	29%	26%	33%	43%	29%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	3%	6%	8%	5%	2%	6%
9.4	Do you have time to do domestics more than 5 days in a typical week?	47%	56%	62%	51%	41%	57%
9.5	Do you get association more than 5 days in a typical week, if you want it?	56%	62%	70%	58%	46%	64%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	57%	63%	66%	60%	57%	62%
9.7	Do you typically go to the gym twice a week or more?	36%	52%	29%	49%	45%	47%
9.8	Do you typically go to the library once a week or more?	45%	48%	48%	47%	37%	50%

		Have a disability	Do not have a disability	Over 50	Under 50	25 and under	Over 25
For those who get visits:							
9.9	Does the library have a wide enough range of materials to meet your needs?	59%	56%	64%	56%	51%	59%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS							
10.1	Is it easy for you to make an application?	67%	73%	80%	69%	66%	72%
For those who have made an application:							
10.2	Are applications usually dealt with fairly?	45%	53%	64%	48%	42%	53%
	Are applications usually dealt with within 7 days?	34%	38%	45%	35%	29%	39%
10.3	Is it easy for you to make a complaint?	58%	60%	63%	58%	55%	60%
For those who have made a complaint:							
10.4	Are complaints usually dealt with fairly?	28%	28%	42%	26%	22%	30%
	Are complaints usually dealt with within 7 days?	24%	24%	33%	23%	20%	26%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	35%	24%	14%	30%	33%	27%
For those who need it, is it easy to:							
10.6	Communicate with your solicitor or legal representative?	39%	44%	52%	41%	28%	47%
	Attend legal visits?	51%	53%	55%	52%	45%	54%
	Get bail information?	17%	17%	16%	17%	13%	18%
For those who have had legal letters:							
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	59%	51%	44%	55%	56%	53%
HEALTH CARE							
11.1	Is it very / quite easy to see:						
	– Doctor?	30%	33%	36%	31%	33%	31%
	– Nurse?	55%	53%	63%	52%	49%	55%
	– Dentist?	16%	16%	21%	15%	16%	16%
	– Mental health workers?	26%	22%	22%	23%	27%	22%
11.2	Do you think the quality of the health service is very / quite good from:						
	– Doctor?	45%	48%	58%	45%	45%	48%
	– Nurse?	57%	57%	71%	55%	52%	59%
	– Dentist?	30%	34%	39%	32%	32%	33%
	– Mental health workers?	33%	23%	23%	27%	30%	25%
11.3	Do you have any mental health problems?	77%	25%	32%	44%	40%	43%
For those who have mental health problems:							
11.4	Have you been helped with your mental health problems in this prison?	38%	41%	42%	39%	42%	38%
11.5	Do you think the overall quality of the health services here is very / quite good?	38%	44%	54%	40%	38%	43%
OTHER SUPPORT NEEDS							
12.1	Do you consider yourself to have a disability?	100%		40%	33%	28%	35%
For those who have a disability:							
12.2	Are you getting the support you need?	31%		43%	28%	30%	31%
12.3	Have you been on an ACCT in this prison?	32%	11%	15%	18%	19%	17%
For those who have been on an ACCT:							
12.4	Did you feel cared for by staff?	45%	51%	60%	46%	46%	48%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	42%	39%	52%	38%	29%	43%
ALCOHOL AND DRUGS							
13.1	Did you have an alcohol problem when you came into this prison?	26%	12%	14%	17%	12%	18%
For those who had / have an alcohol problem:							
13.2	Have you been helped with your alcohol problem in this prison?	55%	61%	63%	57%	57%	58%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	42%	22%	14%	31%	24%	30%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	23%	11%	5%	17%	14%	15%

		Have a disability	Do not have a disability	Over 50	Under 50	25 and under	Over 25
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	15%	7%	4%	11%	8%	10%
For those who had / have a drug problem:							
13.6	Have you been helped with your drug problem in this prison?	48%	51%	59%	49%	39%	52%
13.7	Is it very / quite easy to get illicit drugs in this prison?	58%	43%	43%	48%	37%	51%
13.8	Is it very / quite easy to get alcohol in this prison?	33%	26%	20%	29%	23%	29%
SAFETY							
14.1	Have you ever felt unsafe here?	65%	43%	45%	52%	50%	51%
14.2	Do you feel unsafe now?	36%	18%	18%	25%	24%	24%
14.3	Have you experienced any of the following from other prisoners here:						
	– Verbal abuse?	47%	28%	37%	34%	29%	36%
	– Threats or intimidation?	43%	25%	28%	31%	27%	32%
	– Physical assault?	26%	14%	12%	19%	20%	18%
	– Sexual assault?	4%	2%	2%	3%	2%	3%
	– Theft of canteen or property?	36%	21%	22%	26%	25%	26%
	– Other bullying / victimisation?	27%	13%	16%	18%	14%	19%
	– Not experienced any of these from prisoners here	38%	60%	49%	54%	59%	51%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	33%	32%	48%	30%	24%	36%
14.5	Have you experienced any of the following from staff here:						
	– Verbal abuse?	38%	28%	19%	33%	37%	29%
	– Threats or intimidation?	31%	21%	13%	27%	31%	23%
	– Physical assault?	16%	9%	4%	13%	17%	10%
	– Sexual assault?	2%	2%	1%	2%	3%	2%
	– Theft of canteen or property?	14%	8%	4%	11%	12%	9%
	– Other bullying / victimisation?	22%	14%	9%	18%	17%	16%
	– Not experienced any of these from staff here	47%	62%	72%	55%	50%	59%
14.6	If you were being bullied / victimised by staff here, would you report it?	45%	47%	60%	44%	39%	49%
BEHAVIOUR MANAGEMENT							
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	37%	40%	51%	37%	32%	41%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	35%	38%	51%	35%	25%	41%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	17%	11%	3%	15%	25%	10%
For those who have been restrained in the last 6 months:							
15.4	Did anyone come and talk to you about it afterwards?	22%	19%	13%	20%	20%	19%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	11%	8%	2%	11%	16%	7%
For those who have spent one or more nights in the segregation unit in the last 6 months:							
15.6	Were you treated well by segregation staff?	57%	56%	50%	57%	50%	61%
	Could you shower every day?	56%	61%	53%	59%	59%	59%
	Could you go outside for exercise every day?	62%	70%	71%	67%	64%	70%
	Could you use the phone every day (if you had credit)?	51%	57%	31%	56%	52%	57%
EDUCATION, SKILLS AND WORK							
16.1	In this prison, is it easy to get into the following activities:						
	– Education?	53%	58%	64%	55%	50%	58%
	– Vocational or skills training?	29%	35%	35%	33%	30%	34%
	– Prison job?	36%	45%	54%	40%	31%	45%
	– Voluntary work outside of the prison?	5%	6%	7%	6%	5%	6%
	– Paid work outside of the prison?	4%	4%	4%	4%	4%	4%

		Have a disability	Do not have a disability	Over 50	Under 50	25 and under	Over 25
16.2	In this prison, have you done the following activities:						
	– Education?	74%	78%	75%	77%	79%	76%
	– Vocational or skills training?	62%	64%	58%	64%	63%	64%
	– Prison job?	75%	79%	77%	78%	73%	79%
	– Voluntary work outside of the prison?	36%	33%	26%	35%	36%	33%
	– Paid work outside of the prison?	35%	31%	23%	34%	36%	31%
	For those who have done the following activities, do you think they will help you on release:						
	– Education?	58%	61%	54%	61%	60%	60%
	– Vocational or skills training?	59%	65%	55%	64%	62%	64%
	– Prison job?	42%	40%	40%	41%	41%	40%
	– Voluntary work outside of the prison?	54%	55%	48%	55%	56%	54%
	– Paid work outside of the prison?	58%	62%	57%	61%	62%	60%
16.3	Do staff encourage you to attend education, training or work?	49%	54%	58%	51%	48%	54%
PLANNING AND PROGRESSION							
17.1	Do you have a custody plan?	45%	52%	52%	49%	48%	50%
	For those who have a custody plan:						
17.2	Do you understand what you need to do to achieve your objectives or targets?	78%	85%	86%	82%	78%	84%
17.3	Are staff helping you to achieve your objectives or targets?	42%	49%	58%	45%	33%	51%
17.4	In this prison, have you done:						
	– Offending behaviour programmes?	51%	49%	47%	50%	44%	51%
	– Other programmes?	48%	42%	41%	44%	40%	45%
	– One to one work?	44%	34%	27%	38%	38%	36%
	– Been on a specialist unit?	24%	18%	15%	20%	21%	19%
	– ROTL - day or overnight release?	20%	21%	26%	20%	14%	23%
	For those who have done the following, did they help you to achieve your objectives or targets:						
	– Offending behaviour programmes?	69%	73%	72%	72%	64%	74%
	– Other programmes?	65%	68%	70%	66%	60%	69%
	– One to one work?	68%	67%	72%	67%	63%	69%
	– Been on a specialist unit?	54%	49%	57%	50%	47%	52%
	– ROTL - day or overnight release?	57%	69%	82%	63%	38%	72%
PREPARATION FOR RELEASE							
18.1	Do you expect to be released in the next 3 months?	29%	23%	18%	26%	26%	24%
	For those who expect to be released in the next 3 months:						
18.2	Is this prison very / quite near to your home area or intended release address?	49%	48%	52%	48%	45%	49%
18.3	Is anybody helping you to prepare for your release?	55%	49%	50%	52%	49%	52%
18.4	Do you need help to sort out the following for when you are released:						
	– Finding accommodation?	78%	52%	55%	63%	61%	62%
	– Getting employment?	65%	58%	42%	63%	63%	60%
	– Setting up education or training?	56%	44%	25%	51%	54%	46%
	– Arranging benefits?	80%	56%	62%	66%	60%	68%
	– Sorting out finances?	67%	48%	47%	57%	57%	55%
	– Support for drug or alcohol problems?	62%	34%	29%	47%	35%	49%
	– Health / mental health support?	78%	30%	41%	50%	45%	51%
	– Social care support?	55%	24%	28%	37%	34%	37%
	– Getting back in touch with family or friends?	52%	30%	30%	39%	31%	41%

		Have a disability	Do not have a disability	Over 50	Under 50	25 and under	Over 25
18.4	Are you getting help to sort out the following for when you are released, if you need it:						
	– Finding accommodation?	33%	35%	30%	34%	33%	34%
	– Getting employment?	20%	25%	15%	23%	24%	22%
	– Setting up education or training?	17%	22%	8%	20%	23%	18%
	– Arranging benefits?	26%	24%	27%	25%	20%	27%
	– Sorting out finances?	21%	19%	20%	20%	22%	19%
	– Support for drug or alcohol problems?	44%	47%	47%	45%	40%	46%
	– Health / mental health support?	30%	27%	40%	27%	29%	28%
	– Social care support?	19%	22%	31%	19%	25%	18%
	– Getting back in touch with family or friends?	29%	31%	35%	30%	40%	28%
FINAL QUESTION ABOUT THIS PRISON							
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	48%	52%	59%	49%	47%	52%

Prisoner survey responses: men and women

	Men's prisons	Women's prisons
Number of completed questionnaires returned	5,990	458
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION		
1.2 Are you under 21 years of age?	7%	2%
Are you 25 years of age or younger?	25%	14%
Are you 50 years of age or older?	14%	16%
Are you 70 years of age or older?	1%	0%
1.3 Are you from a minority ethnic group?	31%	15%
1.4 Have you been in this prison for less than 6 months?	43%	38%
1.5 Are you currently serving a sentence?	88%	92%
Are you on recall?	9%	7%
1.6 Is your sentence less than 12 months?	11%	18%
Are you here under an indeterminate sentence for public protection (IPP prisoner)?	3%	3%
7.1 Are you Muslim?	17%	4%
11.3 Do you have any mental health problems?	43%	67%
12.1 Do you consider yourself to have a disability?	34%	40%
19.1 Do you have any children under the age of 18?	50%	57%
19.2 Are you a foreign national?	10%	5%
19.3 Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	5%	6%
19.4 Have you ever been in the armed services?	7%	2%
19.5 Is your gender female or non-binary?		
19.6 Are you homosexual, bisexual or other sexual orientation?	4%	27%
19.7 Do you identify as transgender or transsexual?	2%	1%
ARRIVAL AND RECEPTION		
2.1 Were you given up-to-date information about this prison before you came here?	17%	18%
2.2 When you arrived at this prison, did you spend less than 2 hours in reception?	44%	59%
2.3 When you were searched in reception, was this done in a respectful way?	80%	87%
2.4 Overall, were you treated very / quite well in reception?	80%	87%
2.5 When you first arrived, did you have any problems?	76%	88%

In this table summary statistics from all adult prisoners surveyed in the annual report year 2018–2019 (1 April 2018 – 31 March 2019) are presented.

The comparator compares the responses of prisoners in male and female establishments.

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

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

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

		Men's prisons	Women's prisons
2.5	Did you have problems with:		
	– Getting phone numbers?	33%	29%
	– Contacting family?	34%	29%
	– Arranging care for children or other dependents?	3%	5%
	– Contacting employers?	4%	3%
	– Money worries?	20%	26%
	– Housing worries?	15%	25%
	– Feeling depressed?	35%	55%
	– Feeling suicidal?	12%	20%
	– Other mental health problems?	22%	39%
	– Physical health problems?	15%	22%
	– Drugs or alcohol (e.g. withdrawal)?	14%	32%
	– Getting medication?	22%	44%
	– Needing protection from other prisoners?	8%	5%
	– Lost or delayed property?	22%	16%
	For those who had any problems when they first arrived:		
2.6	Did staff help you to deal with these problems?	32%	44%
	FIRST NIGHT AND INDUCTION		
3.1	Before you were locked up on your first night, were you offered:		
	– Tobacco or nicotine replacement?	66%	69%
	– Toiletries / other basic items?	51%	62%
	– A shower?	37%	46%
	– A free phone call?	46%	70%
	– Something to eat?	74%	81%
	– The chance to see someone from health care?	59%	69%
	– The chance to talk to a Listener or Samaritans?	25%	36%
	– Support from another prisoner (e.g. Insider or buddy)?	22%	28%
	– None of these?	7%	4%
3.2	On your first night in this prison, was your cell very / quite clean?	37%	54%
3.3	Did you feel safe on your first night here?	69%	69%
3.4	In your first few days here, did you get:		
	– Access to the prison shop/canteen?	38%	25%
	– Free PIN phone credit?	49%	54%
	– Numbers put on your PIN phone?	42%	46%
3.5	Have you had an induction at this prison?	90%	89%
	For those who have had an induction:		
3.5	Did your induction cover everything you needed to know about this prison?	53%	54%
	ON THE WING		
4.1	Are you in a cell on your own?	59%	62%
4.2	Is your cell call bell normally answered within 5 minutes?	23%	30%
4.3	On the wing or houseblock you currently live on:		
	– Do you normally have enough clean, suitable clothes for the week?	65%	80%
	– Can you shower every day?	85%	94%
	– Do you have clean sheets every week?	67%	94%
	– Do you get cell cleaning materials every week?	56%	80%
	– Is it normally quiet enough for you to relax or sleep at night?	62%	69%
	– Can you get your stored property if you need it?	25%	35%
4.4	Are the communal / shared areas of your wing or houseblock normally very / quite clean?	58%	74%
	FOOD AND CANTEEN		
5.1	Is the quality of the food in this prison very / quite good?	39%	47%
5.2	Do you get enough to eat at meal-times always / most of the time?	35%	46%
5.3	Does the shop / canteen sell the things that you need?	58%	65%

		Men's prisons	Women's prisons
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	68%	75%
6.2	Are there any staff here you could turn to if you had a problem?	69%	80%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	30%	39%
6.4	Do you have a personal officer?	72%	88%
For those who have a personal officer:			
6.4	Is your personal or named officer very / quite helpful?	46%	56%
6.5	Do you regularly see prison governors, directors or senior managers talking to prisoners?	8%	14%
6.6	Do you feel that you are treated as an individual in this prison?	42%	49%
6.7	Are prisoners here consulted about things like food, canteen, health care or wing issues?	47%	64%
	If so, do things sometimes change?	32%	38%
FAITH			
7.1	Do you have a religion?	70%	69%
For those who have a religion:			
7.2	Are your religious beliefs respected here?	68%	80%
7.3	Are you able to speak to a Chaplain of your faith in private, if you want to?	69%	88%
7.4	Are you able to attend religious services, if you want to?	86%	91%
CONTACT WITH FAMILY AND FRIENDS			
8.1	Have staff here encouraged you to keep in touch with your family / friends?	28%	45%
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	55%	47%
8.3	Are you able to use a phone every day (if you have credit)?	86%	91%
8.4	Is it very / quite easy for your family and friends to get here?	38%	42%
8.5	Do you get visits from family/friends once a week or more?	19%	20%
For those who get visits:			
8.6	Do visits usually start and finish on time?	47%	58%
8.7	Are your visitors usually treated respectfully by staff?	73%	83%
TIME OUT OF CELL			
9.1	Do you know what the unlock and lock-up times are supposed to be here?	88%	96%
For those who know what the unlock and lock-up times are supposed to be:			
9.1	Are these times usually kept to?	57%	70%
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	24%	8%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	10%	23%
9.3	Do you usually spend less than 2 hours out of your cell on a typical Saturday or Sunday?	32%	16%
	Do you usually spend 10 hours or more out of your cell on a typical Saturday or Sunday?	5%	15%
9.4	Do you have time to do domestics more than 5 days in a typical week?	53%	67%
9.5	Do you get association more than 5 days in a typical week, if you want it?	59%	62%
9.6	Could you go outside for exercise more than 5 days in a typical week, if you wanted to?	60%	36%
9.7	Do you typically go to the gym twice a week or more?	46%	30%
9.8	Do you typically go to the library once a week or more?	47%	49%
For those who get visits:			
9.9	Does the library have a wide enough range of materials to meet your needs?	57%	64%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	71%	80%
For those who have made an application:			
10.2	Are applications usually dealt with fairly?	50%	63%
	Are applications usually dealt with within 7 days?	37%	45%
10.3	Is it easy for you to make a complaint?	59%	58%
For those who have made a complaint:			
10.4	Are complaints usually dealt with fairly?	28%	33%
	Are complaints usually dealt with within 7 days?	24%	26%
10.5	Have you ever been prevented from making a complaint here when you wanted to?	28%	34%
For those who need it, is it easy to:			

		Men's prisons	Women's prisons
10.6	Communicate with your solicitor or legal representative?	43%	47%
	Attend legal visits?	52%	61%
	Get bail information?	17%	25%
	For those who have had legal letters:		
10.7	Have staff here ever opened letters from your solicitor or legal representative when you were not present?	54%	52%
HEALTH CARE			
11.1	Is it very / quite easy to see:		
	– Doctor?	32%	22%
	– Nurse?	54%	52%
	– Dentist?	16%	17%
	– Mental health workers?	23%	30%
11.2	Do you think the quality of the health service is very / quite good from:		
	– Doctor?	47%	39%
	– Nurse?	57%	55%
	– Dentist?	33%	39%
	– Mental health workers?	27%	45%
11.3	Do you have any mental health problems?	43%	67%
	For those who have mental health problems:		
11.4	Have you been helped with your mental health problems in this prison?	39%	58%
11.5	Do you think the overall quality of the health services here is very / quite good?	42%	40%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	34%	40%
	For those who have a disability:		
12.2	Are you getting the support you need?	31%	35%
12.3	Have you been on an ACCT in this prison?	18%	41%
	For those who have been on an ACCT:		
12.4	Did you feel cared for by staff?	47%	55%
12.5	Is it very / quite easy for you to speak to a Listener if you need to?	40%	50%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	17%	24%
	For those who had / have an alcohol problem:		
13.2	Have you been helped with your alcohol problem in this prison?	58%	73%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	28%	42%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	15%	13%
13.5	Have you developed a problem with taking medication not prescribed to you since you have been in this prison?	10%	12%
	For those who had / have a drug problem:		
13.6	Have you been helped with your drug problem in this prison?	49%	67%
13.7	Is it very / quite easy to get illicit drugs in this prison?	48%	45%
13.8	Is it very / quite easy to get alcohol in this prison?	28%	9%
SAFETY			
14.1	Have you ever felt unsafe here?	51%	52%
14.2	Do you feel unsafe now?	24%	18%
14.3	Have you experienced any of the following from other prisoners here:		
	– Verbal abuse?	34%	43%
	– Threats or intimidation?	31%	35%
	– Physical assault?	18%	11%
	– Sexual assault?	2%	2%
	– Theft of canteen or property?	26%	24%
	– Other bullying / victimisation?	18%	24%
	– Not experienced any of these from prisoners here	53%	43%
14.4	If you were being bullied / victimised by other prisoners here, would you report it?	33%	48%

		Men's prisons	Women's prisons
14.5	Have you experienced any of the following from staff here:		
	– Verbal abuse?	31%	26%
	– Threats or intimidation?	25%	23%
	– Physical assault?	12%	3%
	– Sexual assault?	2%	1%
	– Theft of canteen or property?	10%	4%
	– Other bullying / victimisation?	17%	16%
	– Not experienced any of these from staff here	57%	59%
14.6	If you were being bullied / victimised by staff here, would you report it?	46%	55%
BEHAVIOUR MANAGEMENT			
15.1	Do the incentives or rewards in this prison (e.g. enhanced status) encourage you to behave well?	39%	45%
15.2	Do you feel you have been treated fairly in the behaviour management scheme (e.g. IEP) in this prison?	37%	44%
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	13%	4%
For those who have been restrained in the last 6 months:			
15.4	Did anyone come and talk to you about it afterwards?	20%	22%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	9%	7%
For those who have spent one or more nights in the segregation unit in the last 6 months:			
15.6	Were you treated well by segregation staff?	56%	65%
	Could you shower every day?	58%	69%
	Could you go outside for exercise every day?	67%	62%
	Could you use the phone every day (if you had credit)?	54%	58%
EDUCATION, SKILLS AND WORK			
16.1	In this prison, is it easy to get into the following activities:		
	– Education?	56%	73%
	– Vocational or skills training?	33%	49%
	– Prison job?	42%	64%
	– Voluntary work outside of the prison?	6%	8%
	– Paid work outside of the prison?	4%	8%
16.2	In this prison, have you done the following activities:		
	– Education?	77%	88%
	– Vocational or skills training?	64%	74%
	– Prison job?	78%	87%
	– Voluntary work outside of the prison?	34%	31%
	– Paid work outside of the prison?	33%	32%
For those who have done the following activities, do you think they will help you on release:			
	– Education?	60%	75%
	– Vocational or skills training?	63%	75%
	– Prison job?	40%	59%
	– Voluntary work outside of the prison?	54%	69%
	– Paid work outside of the prison?	61%	72%
16.3	Do staff encourage you to attend education, training or work?	52%	76%
PLANNING AND PROGRESSION			
17.1	Do you have a custody plan?	50%	68%
For those who have a custody plan:			
17.2	Do you understand what you need to do to achieve your objectives or targets?	83%	86%
17.3	Are staff helping you to achieve your objectives or targets?	46%	61%
17.4	In this prison, have you done:		
	– Offending behaviour programmes?	50%	60%
	– Other programmes?	44%	64%
	– One to one work?	37%	55%
	– Been on a specialist unit?	20%	25%
	– ROTL - day or overnight release?	21%	20%

		Men's prisons	Women's prisons
	For those who have done the following, did they help you to achieve your objectives or targets:		
	– Offending behaviour programmes?	72%	85%
	– Other programmes?	67%	83%
	– One to one work?	67%	83%
	– Been on a specialist unit?	50%	67%
	– ROTL - day or overnight release?	66%	75%
	PREPARATION FOR RELEASE		
18.1	Do you expect to be released in the next 3 months?	25%	28%
	For those who expect to be released in the next 3 months:		
18.2	Is this prison very / quite near to your home area or intended release address?	48%	43%
18.3	Is anybody helping you to prepare for your release?	51%	80%
18.4	Do you need help to sort out the following for when you are released:		
	– Finding accommodation?	62%	66%
	– Getting employment?	61%	64%
	– Setting up education or training?	49%	51%
	– Arranging benefits?	66%	75%
	– Sorting out finances?	56%	65%
	– Support for drug or alcohol problems?	45%	60%
	– Health / mental health support?	50%	58%
	– Social care support?	37%	40%
	– Getting back in touch with family or friends?	39%	44%
18.4	Are you getting help to sort out the following for when you are released, if you need it:		
	– Finding accommodation?	34%	47%
	– Getting employment?	23%	27%
	– Setting up education or training?	20%	21%
	– Arranging benefits?	25%	46%
	– Sorting out finances?	20%	30%
	– Support for drug or alcohol problems?	45%	66%
	– Health / mental health support?	28%	52%
	– Social care support?	19%	30%
	– Getting back in touch with family or friends?	30%	45%
	FINAL QUESTION ABOUT THIS PRISON		
20.1	Do you think your experiences in this prison have made you less likely to offend in the future?	51%	65%

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