



HM Chief Inspector of Prisons for England and Wales

Annual Report 2017–18

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Presented to Parliament pursuant to Section 5A of the Prison Act 1952
as amended by Section 57 of the Criminal Justice Act 1982.

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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

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, including escorts, throughout the UK
- 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.

Our remit is set out in section 5A of the Prison Act 1952 as amended by section 57 of the Criminal Justice Act 1982; Section 152 (5) of the Immigration and Asylum Act 1999; Section 46 (1) of the Immigration, Asylum and Nationality Act 2006; the Police and Justice Act 2006 section 28;

the Education and Inspection Act 2006 section 146; and the Criminal Justice and Courts Act 2015 section 9.

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 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. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK and coordinates its joint activities.

Our approach

All inspections of prisons, immigration detention facilities, police and court custody suites and military detention are conducted against published Expectations, which draw on and are referenced against international human rights standards.¹

Expectations for inspections of prisons and immigration detention facilities are based on four tests of a healthy establishment. For prisons, the four tests are:

- **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** – 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. The other forms of detention we inspect are also usually based on variants of these tests, as we describe in the relevant section of the report.

For inspections of prisons and immigration detention facilities, we make an assessment of outcomes for prisoners or detainees against each test. These range from good to poor as follows:

*Outcomes for prisoners/detainees are **good** against this healthy prison/establishment test*

There is no evidence that outcomes for prisoners/detainees are being adversely affected in any significant areas.

*Outcomes for prisoners/detainees are **reasonably good** against this healthy prison/establishment test*

There is evidence of adverse outcomes for prisoners/detainees in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.

*Outcomes for prisoners/detainees are **not sufficiently good** against this healthy prison/establishment test*

There is evidence that outcomes for prisoners/detainees are being adversely affected in many areas or particularly in those areas of greatest importance to their well-being. Problems/concerns, if left unattended, are likely to become areas of serious concern.

*Outcomes for prisoners/detainees are **poor** against this healthy prison test*

There is evidence that the outcomes for prisoners/detainees are seriously affected by current practice. There is a failure to ensure

even adequate treatment of and/or conditions for prisoners/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.

Since 1 April 2013, all inspections of adult prisons and immigration detention centres have been unannounced (other than in exceptional circumstances), and have followed up recommendations made at the previous inspection. 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 under 18, which are now 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 are inspected at least once every six years. Residential short-term holding facilities 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. We carry out inspections of court custody facilities in three areas each year.

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 year 2017–18 was a dramatic period in which HM Inspectorate of Prisons documented some of the most disturbing prison conditions we have ever seen – conditions which have no place in an advanced nation in the 21st century.

In this, my third annual report as HM Chief Inspector of Prisons for England and Wales, violence, drugs, suicide and self-harm, squalor and poor access to education are again prominent themes. Another recurrent theme is the disappointing failure of many prisons to act on our previous recommendations – which are intended to help save lives, keep prisoners safe, ensure they are treated respectfully and to give a chance of returning to the community less likely to reoffend.

It was also a year in which we created an important new process for demanding urgent action from the government in prisons, young offender institutions and secure training centres where the outcomes for those held are exceptionally poor.

But we also found evidence of hard work by many in the Prison Service to improve the treatment and conditions for the more than 80,000 men and women held in detention in England and Wales. Across the service there are examples of good practice which we will play a part in sharing widely.

The scale of the work of HM Inspectorate of Prisons in 2017–18

The Inspectorate delivered its full programme of prison inspections during the year. We also inspected institutions for children and young people; immigration removal centres and removal flights; court custody cells; police custody; and some military detention facilities. In total, the Inspectorate – which has a relatively small number of around 66 full-time equivalent staff – published 77 reports.

Men’s prisons

Most adult male prisoners in England and Wales are held in local and training jails, a mix of category B and C establishments. As in the previous two years, these were the prisons that caused us most concern.

The increase in levels of violence that we have seen in recent years continued and self-harm and assaults reached new highs. Although there was a welcome decline in the number of self-inflicted deaths, which have now returned to levels last seen more than five years ago, it was still worrying that one-third of the prisons we inspected had not properly implemented recommendations from the Prisons and Probation Ombudsman following deaths in custody. There were repeated patterns of failure in far too many cases, and even when those prisoners with vulnerabilities were identified, too often the subsequent casework was weak. We frequently found that basic operational procedures, such as responding to cell call bells and ensuring that staff were properly trained to respond in the event of an incident, were not being carried out. At HMP Liverpool we found an officer on night duty who did not know that he had keys to open cells in case of emergency.

It is noticeable that the huge increase in violence across the prison estate has really only taken place in the past five years, at the time when large reductions in staff numbers were taking effect. Prior to 2013, self-harm and assaults had remained at broadly static levels for at least the previous five years.² In terms of our inspections, in the 39 men's prison reports we published, safety outcomes had declined in 14 and improved in nine. Of all the safety recommendations made in previous inspections of men's prisons, 49% were not achieved in the reports published this year. Prisons are still becoming less safe. Improvement has yet to materialise.

Drugs

As I have reported in the past, the ready availability of drugs in too many of our prisons sits behind much of the violence. In our surveys of prisoners, we are regularly told how easy it is to get hold of illicit drugs in prisons, and of the shockingly high numbers who acquire a drug habit while they are detained. Too many prisons still do not have a comprehensive strategy to reduce drug supply, and modern technology to detect and deter drugs from being brought into jails is being introduced too slowly. We have seen examples of how effective this technology can be, but so far it is only being used in a very few locations.

Poor living conditions

In October 2017 we published a findings paper describing the living conditions we have encountered in prisons.³ We focused on the totally unacceptable situation many thousands of prisoners find themselves in when forced to share cells designed to hold only one prisoner. In many cases they spend up to 22 hours a day locked in a small cell, where they eat all their meals, with a poorly screened or unscreened lavatory inches from their bed or food.

Purposeful activity

A key objective of the Prison Reform Programme, as set out by the government in 2016, is to generate a rehabilitative culture by improving access to training and education in prisons. Clearly, this ambition relies on prisoners being able to get out of their cells to take advantage of whatever activity is on offer. Sadly, this does not appear to be happening. Half of the prisons we inspected had too few activity places for their populations and there has been a decline in outcomes under our purposeful activity test. This year we graded 43% as 'good' or 'reasonably good', compared with 51% in 2016–17.

Perhaps this is hardly surprising when one considers how long prisoners are locked in their cells. In our surveys, 20% of prisoners told us they were unlocked for less than two hours a day, and only 16% reached our expectation of being out of their cell for more than 10 hours. For young adults aged 18–21 in young offender institutions (YOIs), the picture was particularly dire, with 38% reporting that they were unlocked for less than two hours each day.

Resettlement

During the year we completed a joint report on resettlement services for longer term prisoners with HM Inspectorate of Probation.⁴ We were very disappointed to find that in far too many cases prisoners were being released without proper support in finding accommodation, dealing with benefits and finance or finding work. The gloomy conclusion was that local community rehabilitation companies (CRCs) were making little difference to outcomes for prisoners. In contrast, we were pleased to see a good initiative at HMP Lindholme, where the prison had bought in some CRC provision that was tailored to meet the needs of individual prisoners, rather than fulfilling the requirements of a generic contract. This was a commendable approach.

² Ministry of Justice 2018, *Safety in Custody Statistics, England and Wales: Deaths in Prison Custody to March 2018 Assaults and Self-harm to December 2017*. Available at: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/702635/safety-in-custody-q4-2017.pdf

³ HMI Prisons 2017, *Life in prison: Living conditions*

⁴ HMI Probation and HMI Prisons 2017, *An Inspection of Through the Gate Resettlement Services for Prisoners Serving 12 Months or More: A joint inspection by HM Inspectorate of Probation and HM Inspectorate of Prisons*

We also identified good work in some prisons to help prisoners maintain links with children and families. The importance of this work in helping to prevent reoffending is well known, and it is vitally important that the work being done by some dedicated individuals and units across the country should be celebrated and promulgated as good practice.

Women's prisons

We inspected two women's prisons during the year and, as has been the case in the past, they generally produced better outcomes than in the men's estate. Nevertheless, the high rate of self-harm among women prisoners is indicative of the very complex needs of many women, as is the fact that some 36% of women at HMP Peterborough told us they had arrived at the prison with mental health needs. For the first time for several years, a women's prison, Peterborough, was judged to be not sufficiently good in terms of safety. There was also some residual pressure across the system following the closure of Holloway in London in 2016. Some women, as a consequence, were being held further from home than they would have been prior to the closure.

Children's custody

Last year I reported that in February 2017 I had written to Dr Phillip Lee, then Minister for Victims, Youth and Family Justice, expressing my concerns that at that time, HM Inspectorate of Prisons could not classify any YOI or secure training centre (STC) as safe enough to hold children. Since the disclosure of apparent abuse of children by staff at Medway STC in January 2016, we have maintained an increased frequency of inspection at YOIs.

I am pleased to say that there were encouraging signs of improvement in safety at the Keppel Unit, Parc and Werrington. I hope we never return to the hideous lack of safety across all these establishments that we had reached in February 2017. There is, however, no room for complacency in response to early signs of improvement.

Boys in YOIs were still spending far too much time locked in their cells, hindering attendance at activities. Only at Parc and Werrington were boys out of their cells for more than 10 hours a day.

An inspection at Oakhill STC in October raised such serious concerns about the deterioration at the centre since the last inspection that a joint letter was sent to the Minister, Dr Lee, by the three inspecting bodies (Ofsted, HMI Prisons and the Care Quality Commission (CQC)). There had been instability in leadership, and many staff on the residential units were inexperienced. I visited during the inspection and several members of staff openly told me they felt ill-prepared for their roles.

In March 2018 we published a thematic report, *Incentivising and promoting good behaviour*, which emphasised the benefits of building constructive relationships and trust between staff and children and, most importantly, how incentives for good behaviour were far more effective as a means of managing behaviour than relying on punitive measures. The report was launched at a very successful event hosted by Leicester University, which was well attended by practitioners, academics, non-governmental organisations (NGOs) and others with an interest in the subject.

For the detention of children to achieve its objectives there is a need for skilled, well-trained, dedicated staff who have the opportunity to build positive relationships with those in their care. Far too often, in recent years, this has not been the case. Inconsistent leadership, staff shortages, punitive regimes and inadequate education provision have all contributed to poor outcomes for children. The new Youth Custody Service faces many serious challenges, and we look forward to developing a constructive relationship with it in the future. It was certainly heartening to receive support and engagement from the Service at the launch of our *Incentivising and promoting good behaviour* thematic report.

Immigration detention

Immigration detention attracts a great deal of public and political debate, and is rarely far from controversy. We inspected two immigration removal centres (IRCs), four short-term holding facilities (STHFs) and one overseas charter flight removal. During the year a BBC *Panorama* documentary was broadcast that appeared to show abuse by staff of detainees at Brook House IRC. We had inspected Brook House in November 2016, and it was important to establish if our inspection methodology had been robust enough to identify signs of misconduct. We could not be sure that the alleged abuse had been going on at the time of the inspection, but wanted to be certain that at future inspections, we would be in the best possible position to detect such behaviour. To that end we used what we have termed an 'enhanced methodology' at the two IRC inspections during the year. This involved offering interviews to all detainees and to a far larger number of staff than has traditionally been the case. Although the enhanced methodology did not reveal any significant concerns or instances of abuse, inspectors were reassured by the process and felt that it offered them a more complete picture of what was happening at the centres.

After every inspection of an immigration detention facility it is the agreed protocol with the Home Office that within three months of the publication of the report, an action plan will be produced to address issues raised during the inspection. It is disappointing to report that despite my writing to the then Immigration Minister in November 2017 to point out that there were action plans outstanding from as far back as December 2016, and receiving a letter of apology from the new Minister in February 2018, by May 2018 we had only received one of the outstanding action plans, which was unacceptable. Action was finally taken in June 2018, although at the time of writing, we were still awaiting half of the outstanding plans, with the rest promised imminently.

Police custody

We have continued to inspect police custody facilities and practices in partnership with HM Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS). During the year we have developed our joint methodology, and delivered inspections in eight forces. Our inspections continue to highlight concerns about the detention of children and people with mental ill health. We also wrote to Chief Constables expressing our expectation that there would be improvements in the monitoring and recording of the use of force in police custody.

Military detention

At the invitation of the Ministry of Defence, we inspect military custody facilities. This year we conducted full inspections of the Military Corrective Training Centre (MCTC) and Service Custody Facilities (SCFs). The MCTC was a very impressive facility that was respectful, safe and purposeful. Whether a trainee was destined to return to their unit or be discharged from the military, the training was tailored to their needs. It was refreshing to visit an establishment where there had been no drug or alcohol finds and no use of force or segregation since before the last inspection in 2014.

Meaningful response to our recommendations to improve prisons

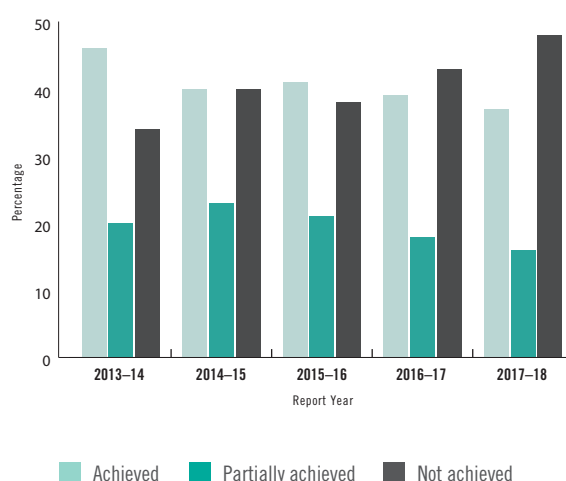
One of the core values of HM Inspectorate of Prisons is that we believe we have a role in initiating and encouraging change. For this to happen, there must be a positive response to our recommendations, which has too often been lacking.

However, the past year has seen some dramatic developments that I sincerely hope will prove to be pivotal in developing our role and influence. In the past we have been encouraged by Parliamentary Select Committees and the National Audit Office to think about how the impact of independent scrutiny can be increased. I entirely subscribe to the notion that the impact of inspection should be greater,

and my ambition to achieve this sits at the heart of the strategic objectives that were set out in our three-year plan following my appointment in 2016. However, the response to inspection reports is often totally inadequate, showing unacceptably low achievement rates and, in some cases, giving a very clear impression that the reports have been put aside and ignored.

For instance, last year I reported the disturbing fact that, for the first time, the number of our recommendations that had been achieved by prisons fell below those that had not been achieved. During the past year, this has not changed, and in fact the picture has deteriorated, with the gap between those achieved and not achieved widening.

Figure 1: Recommendations achieved



This is important, because there is actually a clear correlation between achieving recommendations from our reports, and the performance of prisons as evidenced in subsequent inspections. It is simply not true, as some have claimed, that prisons are not able to implement many of our recommendations because they are too aspirational and based on international human rights standards, not Prison Service policy. The wide variations in performance between comparable jails shows that this is not the case. During an informal visit to the new HMP Berwyn, I was interested to see that a senior member of staff had the specific task, as the prison builds towards being a fully functioning establishment, of measuring all they are doing against

HM Inspectorate of Prisons' *Expectations*. Needless to say, I commend this approach, which was very clearly focused on looking for what is achievable, rather than the minimum standards required to be compliant with policy.

Of course, I realise that in recent years many prisons, short of staff and investment, have struggled to maintain even basic standards of safety and decency. Some prisons, in very difficult circumstances, have made valiant efforts to improve. Others, sadly, have failed to tackle the basic problems of violence, drugs and disgraceful living conditions that have beset so many jails in recent years. I have seen instances where both staff and prisoners alike seem to have become inured to conditions that should not be accepted in 21st century Britain.

The correlation between achievement of recommendations and performance applies very clearly across all four of our healthy prison tests. The graphs overleaf show this in respect of all inspections of adult prisons in 2017-18. Quite simply, prisons will maintain their performance or improve if they take our recommendations seriously, and they will deteriorate if they do not. In the context of a prison, deterioration in performance is not just an accounting or statistical issue. Violence and self-harm will increase, and the impact of drugs will dominate daily life. Prisoners are likely to be locked in their cells for far too long, and to lose out on the opportunities to turn their lives around through education and training.

Figure 2: Recommendations achieved and the change in healthy prison assessment score for Safety⁵

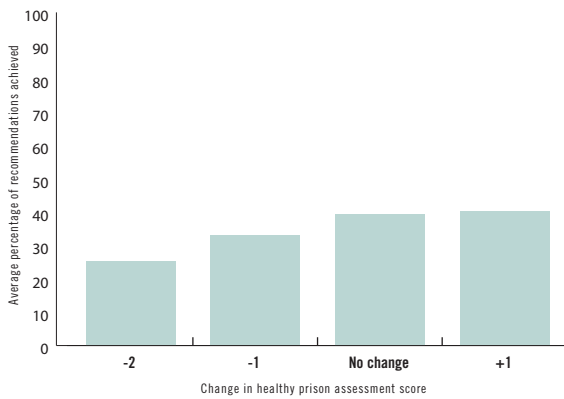


Figure 5: Recommendations achieved and the change in healthy prison assessment score for Rehabilitation and release planning

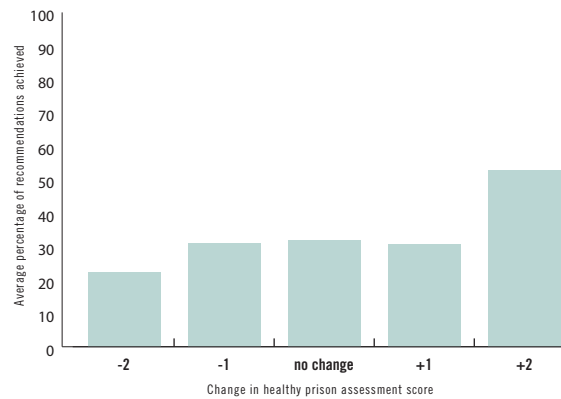
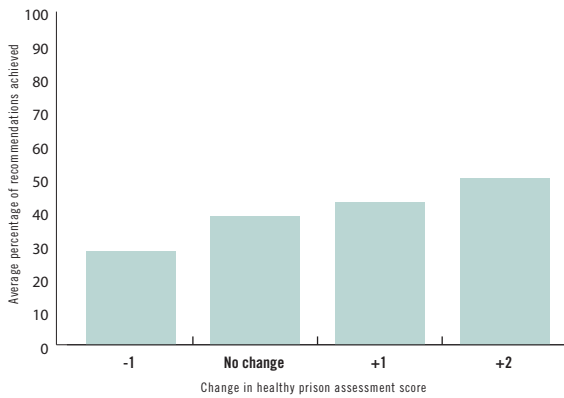


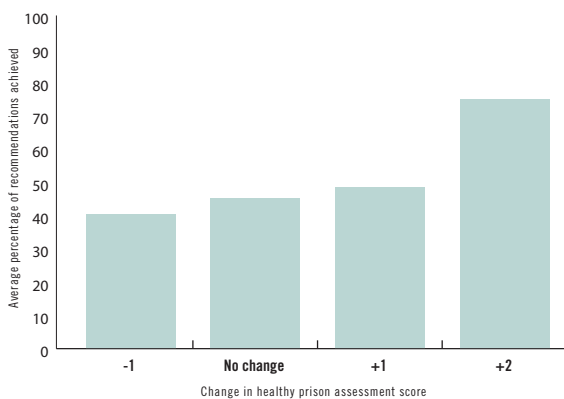
Figure 3: Recommendations achieved and the change in healthy prison assessment score for Respect



Urgent, visible action to improve the worst jails – the Urgent Notification process

In case there is any residual doubt as to the effect of not responding to our reports, in some prisons the failure to implement specific recommendations can be directly linked to very poor outcomes for prisoners. At HMP Wormwood Scrubs only nine of the 21 recommendations in the area of safety had been achieved, and for the third consecutive inspection the prison attracted the lowest possible grading in safety of ‘poor’. Later in the year this was matched by HMP Nottingham, where two out of 12 recommendations were achieved, and which likewise received a third ‘poor’ for safety.

Figure 4: Recommendations achieved and the change in healthy prison assessment score for Purposeful activity



So what has the Inspectorate done about this? We decided that, consistent with our values, we had an important role to play in helping to drive improvement, and could do so in a manner that did not pose any threat or compromise to our essential independence. In 2016 we worked very closely with Ministry of Justice officials to draw up the White Paper that, in time, would become the Prisons and Courts Bill 2017. For the first time this would have put the Inspectorate on a statutory footing, recognised our essential independence as a member of the National Preventive

⁵ The graphs show the relationship between the percentage of recommendations made that were achieved at the current inspection and the change in healthy prison assessment (HPA) score from the previous inspection to the current for all adult prisons in the 2017–18 annual report.

Mechanism, and placed an obligation on Ministers to respond to serious concerns when raised by the Chief Inspector. Sadly, this Bill was lost when the 2017 General Election was called, and although it had enjoyed broad cross-party support, the provisions relating to prisons were not reintroduced in the new Parliament.

However, after the election, the new Secretary of State for Justice decided to achieve at least some of the aspirations of the Bill through administrative means, and the Inspectorate continued to work closely with his officials to develop what has now become known as the Urgent Notification protocol. This provides for the Chief Inspector of Prisons to notify the Secretary of State when, following an inspection, there are serious concerns about the treatment of and conditions for prisoners. This then places a requirement on the Secretary of State to respond with an action plan for improvement within 28 days. Both the notification and the Secretary of State's response are public documents. This level of transparency is, in my view, essential to generate at least a degree of accountability in the absence of any statutory framework. The protocol came into force in November 2017.

HMP Wormwood Scrubs and HMP Liverpool

While the Urgent Notification protocol was being developed, we carried out two inspections that caused me deep concern. At HMP Wormwood Scrubs in August 2017 we found that after a series of highly critical inspection reports, things had not improved. It seemed as if the problems there were intractable, and prisoners were suffering not only appalling conditions, but an almost complete lack of rehabilitative or resettlement activity.

Soon afterwards, in September at HMP Liverpool, we found some of the worst conditions we had ever seen. After each of these inspections I wrote to the Chief Executive of HM Prison and Probation Service (HMPPS) saying that had the Urgent Notification protocol been in place,

it would most likely have been invoked in both cases.

HMP Nottingham

The Urgent Notification protocol was used for the first time in January 2018, following an inspection at HMP Nottingham. Although the report of the inspection was published outside of the reporting year covered by this annual report, I shall mention the use of the protocol as it took place within the year, and was of great significance. There are encouraging signs that the Ministry of Justice and HMPPS have taken both the Urgent Notification in respect of Nottingham and the previous letters about Wormwood Scrubs and Liverpool very seriously, treating the latter cases as 'dry runs' for the response to an Urgent Notification. Time will tell how much improvement is achieved through the energy and resource that is now being devoted to these prisons. It would be extraordinary if they were not to improve.

It is important to note that it is envisaged that the Urgent Notification process will only be used in the most serious of cases. There are no fixed criteria that will trigger the use of an Urgent Notification, as it is based on the judgement of the Chief Inspector. However, the sort of things I will take into account include levels of safety and violence, persistent poor performance combined with a failure to improve, or signs that the managers of a jail seem to have no credible plans for improvement.

Support for our work and independent scrutiny of the response to our reports

The report of the inspection of HMP Liverpool was so troubling that the Justice Select Committee decided, for the first time, to hold an evidence session in January 2018 dedicated solely to it. During the hearing it emerged in evidence that HMPPS had not been aware of just how poorly the prison had been performing, and that there had been a serious over-estimation of the progress the prison was making in addressing the recommendations we had made in our previous inspection.

Funding for follow-up inspections

The HMP Liverpool evidence prompted the Committee to suggest to the Prisons Minister, Rory Stewart MP, that HM Inspectorate of Prisons should be resourced to perform some follow-up inspection work in a limited number of cases. I am pleased to say that this has now been agreed. This has the potential to be one of the most significant developments for the independent scrutiny of prisons in recent years. It is no part of the Inspectorate's role to become involved in the management of the Prison Service, and it is the clear responsibility of line management, on behalf of Ministers, to do what they have said they will do in response to inspection recommendations. This has not been happening in a consistent way, and injecting an element of independence into the monitoring of responses in the most serious cases should give an important level of reassurance to Ministers and the public.

Sharing good practice across the Prison Service

We frequently see excellent work being done at a local level, but all too often little, if anything, is done to promote it more widely. As an example, at HMP Northumberland there was a good initiative in that an entire house block had been dedicated to older prisoners. The men held there told me they appreciated the calmer atmosphere, away from the noise, drugs and violence that unfortunately were all too prevalent in other parts of the jail. They felt safer, and I saw that there was a very supportive atmosphere between the prisoners. However, even with the ageing

prison population now being acknowledged as a strategic issue for the Prison Service, I have found very few other prisons which are aware of either the Northumberland initiative, or other good work elsewhere. The issue is far from confined to that of older prisoners.

I therefore welcome the Ministry of Justice's statement that it wishes to be proactive in promulgating good practice identified during inspections. We are working with officials to find the most effective way of achieving this, to ensure the greatest impact.

Cautious hope for the future and the strengths of the Prison Service and its staff

The past year has seen some of the most troubling inspection reports we have ever produced, with experienced inspectors dismayed at what they have found in some prisons. Improvement is urgently needed and cannot come quickly enough.

I welcome the recruitment of new staff into the Prison Service. I hope that in time they will give prisons the opportunity to restore basic levels of safety and decency, re-establish the personal relationships between staff and prisoners that have been damaged in the past few years, and be used to ensure that prisoners can get out of their cells and into purposeful activity. It is too soon to say if or when the impact of the new staff will be felt in terms of improving outcomes for prisoners, as measured during inspections.

As well as raising concerns and making recommendations for improvement, our work also identified the all-too-often-overlooked dedication, resilience, innovation and courage of those who work in prisons and other detention settings. As an inspectorate we rely heavily on their support and cooperation. This is usually freely given, for which I am immensely grateful. I am also grateful to all the prisoners and other detainees who have helped us during inspections. They offer invaluable insights that add depth and richness to our work.

The HM Inspectorate of Prisons team

This has been a full and challenging year for HM Inspectorate of Prisons. The breadth of our remit, the geographical spread of our work and the very nature of what we do places demands on our staff that should not be underestimated. I am immensely grateful to all my dedicated colleagues who perform such an important function to the very highest standards. Our credibility and influence is crucially dependent on our being objective and meticulous in our evidence gathering, balanced in our judgements and clear in our recommendations for improvement. All this must be underpinned by a resolute maintenance of our independence. I am pleased to say that I have not been aware of any recent serious challenge to our independence. When there have been minor incidents, it has been more by accident than design, usually brought about by a misunderstanding of our role. However, I am not complacent and in the absence of statutory safeguards, will remain vigilant.

2

The year in brief



Between 1 April 2017 and 31 March 2018 we published 77 inspection and thematic reports.⁶

Adult prisons (England and Wales):

- inspections of 39 prisons holding adult men⁷
- two prisons holding adult women.

Establishments holding children and young people:

- six inspections of five young offender institutions (YOIs) holding children under the age of 18^{8,9}
- three secure training centres (STCs) holding children aged 12 to 18, jointly with Ofsted.

Immigration detention:

- two immigration removal centres
- four short-term holding facilities
- one overseas escort.

Police custody:

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

Court custody:

- two court custody areas.¹⁰

Border Force:

- our third inspection of Border Force customs custody suites, jointly with HMICFRS.

Military detention:

- the national Military Corrective Training Centre (MCTC)
- an inspection of the 11 service custody facilities run by the Royal Navy, Army and Royal Air Force across the UK.

Extra-jurisdiction inspections:

- two prisons in Northern Ireland¹¹

Other publications

In 2017–18, we published the following additional publications:

- *Through the Gate Resettlement Services for Prisoners Serving 12 Months or More*, jointly with HM Inspectorate of Probation
- *Monitoring places of detention. Seventh annual report of the United Kingdom's National Preventive Mechanism 2016–17* (on behalf of the NPM)
- *Children in custody 2016–17. An analysis of 12–18-year-olds' perceptions of their experience in secure training centres and young offender institutions* (jointly with the Youth Justice Board)
- *Life in prison: Living conditions*
- *Incentivising and promoting good behaviour.*

⁶ Including two reports on Parc YOI published in this reporting period.

⁷ We published 38 reports, as the inspections at Usk and Prescoed were published together in one report.

⁸ Reports on Parc YOI were published in 2016 and 2017.

⁹ The inspections of the Keppel Unit and Wetherby were published together in one report.

¹⁰ Covering two counties and three areas of London.

¹¹ Including a follow-up review of Maghaberry Prison.

During 2017–18, and following extensive consultation, we also published new editions of two of our sets of expectations for inspecting places of detention. In July 2017, we published our latest *Expectations: Criteria for assessing the treatment of prisoners and conditions in prisons* covering adult men’s prisons. In January 2018, we launched the fourth edition of our *Expectations for immigration detention*.

We made submissions to a range of consultations and inquiries, and also commented on draft Detention Services Orders, including:

- Home Office, revised Detention Services Order ‘Care and management of transgender and intersex detainees’ (20 April 2017)
- Advisory Board on Female Offenders, Female offender strategy (April 2017)
- Council of Europe, Codifying Instrument of European Rules on The Administrative Detention of Migrants (joint submission with the National Preventive Mechanism) (6 June 2017)
- Home Office, Detention Services Order ‘Surveillance Camera Systems’ (12 July 2017)
- NHS, Dying Well in Custody Charter (31 August 2017)
- Advisory Council on the Misuse of Drugs, ‘Image and Performance Enhancing Drugs’ (31 August 2017)
- Justice Select Committee, Transforming Rehabilitation (17 November 2017)
- London Assembly, Women in the Criminal Justice System (28 November 2017)
- Her Majesty’s Prison and Probation Service, Equality Monitoring Tool (1 December 2017)
- Home Office, Statutory consultation on the revision of PACE codes C, H, E and F. Joint submission with HMICRFS (6 December 2017)
- Annual review by Medway Local

Safeguarding Children Board of safeguarding and the use of restraint at Cookham Wood Young Offender Institution and Medway Secure Training Centre (3 January 2018)

- Justice Select Committee, Prison Population 2022: planning for the future (29 January 2018)
- National Appropriate Adult Network (NAAN), National Standards Review 2018. Joint response with HMICFRS (9 March 2018)
- National Institute for Health and Care Excellence (NICE) consultation on preventing suicide in community and custodial settings (29 March 2018).

Our reports and publications are published online at:

<http://www.justiceinspectorates.gov.uk/hmiprison>

Report publication and other news is notified via our Twitter account. Go to:

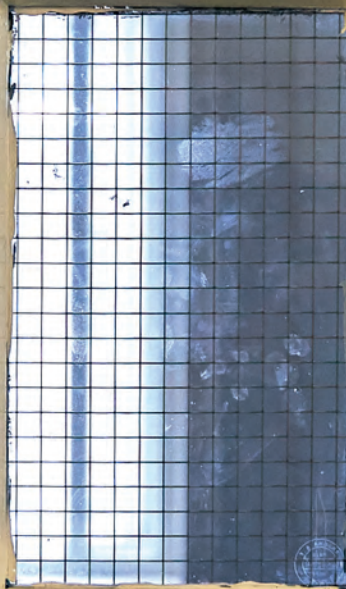
<https://twitter.com/HMIPrisonnews>
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3

Men in prison

LISTENER SUITE

GROUP ROOM 1



LISTENER
SUITE

HMP High Down

A message from the Listeners

We are here for you and you really should know,
That you'll never be lonely wherever you go,
If a shoulder is needed or someone to care,
Look around, the *Listeners* will always be there,
Every person has times when they're under a cloud,
It's so easy to suffer and just be too proud
But you'll find the *Samaritans* at the end of phone,
So please remember, you are never alone.

S Kelly - HMP Stafford

*Listeners are here for you,
Day or Night - Non-Judgemental
Speak to us in confidence.*

*Press your cell bell and ask for the Listeners or
you can ask for the Samaritans phone.*

SAMARITANS
Listeners

Most of the findings from prison inspections in this section were based on the fourth edition of our *Expectations: Criteria for assessing the treatment of prisoners and conditions in prisons*, published in 2012. Since September 2017, inspections have been based on the fifth edition of *Expectations*, published in July 2017.

During our full inspections in 2017–18, we made 39 healthy prison assessments in prisons and young offender institutions holding adult and young adult men (figure 6).

We have compared the outcomes for the prisons we reported on in 2017–18 with the outcomes we reported the last time we inspected the same establishments (figure 7). Details for each healthy prison assessment area are also shown in figure 8 (safety, p.22), figure 9 (respect, p.29), figure 10 (purposeful activity, p.36) and figure 13 (rehabilitation and release planning, p.44).

Figure 6: Published outcomes for all prisons and YOIs holding adult and young adult men (39)

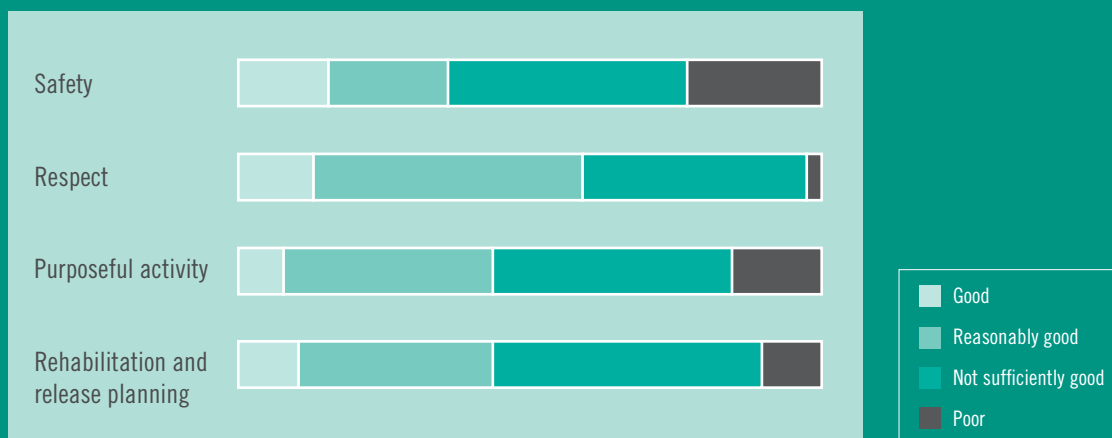


Figure 7: Outcome changes from previous inspection of prisons and YOIs holding adult and young adult men (39)



Prisons need to do more to address safety

- Safety had declined in 14 prisons inspected; nine prisons showed improvement.
- We found some good practice to alleviate the anxieties and uncertainty experienced by new prisoners to help settle them into prison life; more prisons needed to adopt this approach.
- Self-inflicted deaths in custody remained a concern, despite a fall in the number. Self-harm figures to the end of 2017 showed an increase in incidents. Despite our recommendations, prisons were still not making enough effort to address the needs of prisoners in crisis.
- There had been a dramatic increase in violence, but there was still not enough consistent work to challenge and change the behaviour of perpetrators or support victims.
- Some synthetic drugs were now detected in drug tests of prisoners, but substance misuse remained a significant problem.

Outcome of previous recommendations

In the adult male prisons reported on in 2017–18, 36% of our previous recommendations in the area of safety had been achieved, 15% partially achieved and 49% not achieved.¹²

Early days

Some prisoners experienced lengthy periods at court followed by long journeys and prolonged waits in prison receptions. In Pentonville, that wait could be up to six hours. When prisoners were transferring between prisons, their personal property was not always transported with them; this continued to be a major source of frustration for arriving prisoners.

Overall safety outcomes in adult male prisons were similar to those we found last year, with only 36% of prisons reported on in 2017–18 assessed as good or reasonably good (compared with 38% in 2016–17). Young adult establishments continued to be of concern, and none of the three we inspected achieved good or reasonably good safety scores. Local prisons also continued to struggle, with only three of the 14 inspected this year achieving good or reasonably good outcomes.

In 2017, 14% of all self-inflicted deaths occurred within the first week of custody, and 27% occurred within the first 30 days.¹³ Too often, staff did not carry out initial risk assessment interviews in private, inhibiting the disclosure of vulnerabilities and the identification of risk. Staff were not always aware of the prisoners who needed more support in their early days.

In our survey, 71% of adult male prisoners told us they had problems when they arrived in the inspected prison. Less than half said they were offered a free telephone call to let family know that they were ok. We found poor conditions on some first night wings. Only a third of prisoners told us they were able to shower on their first night, and some were locked up without anything to eat or a pillow to sleep on. Very few prisons had information translated into other languages or used interpreters during induction.

However, we did see some impressive work with new arrivals.

Figure 8: Safety outcomes in establishments holding adult and young adult men

	Good	Reasonably good	Not sufficiently good	Poor
Local prisons	0	3	7	4
Training prisons	3	3	7	4
High security prisons	0	1	0	0
Open prisons	2	1	0	0
Young adult prisons	0	0	2	1
Therapeutic community	1	0	0	0
Total	6	8	16	9

¹² Note that figures have been rounded and may not total 100%. This applies throughout the report.

¹³ Ministry of Justice 2018, *Safety in Custody Statistics, England and Wales: Deaths in Prison Custody to December 2017 Assaults and Self-harm to September 2017*, https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/676144/safety-in-custody-q3-2017.pdf

Good practice in the early days

SPARC (supporting people after remand and conviction) project staff provided remanded prisoners with reassurance, as well as an assessment of their needs, which enabled them to alert the prison reception of any specific support needs.

[Lincoln](#)

Reception staff were welcoming and dealt with prisoners swiftly and efficiently... A hot meal was provided and all new arrivals had the opportunity to shower. Prisoners had the opportunity to speak with peer supporters in reception who were also Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners). Prison and health staff conducted initial assessments in private. [Brinsford](#)

The induction programme... was well delivered by the Insiders. Completions were well tracked and prisoners had further interviews with the Insiders after seven and 21 days. [Dovegate](#)

Most prisoners told us that they had received some form of induction, but its quality and usefulness varied greatly. Some prisons used peer mentors during reception and induction, which provided good support for new arrivals.

Suicide and self-harm

There were 291 deaths in male prisons in England and Wales in 2017–18, a fall of 33 from the previous year. These included:

- 68 self-inflicted deaths (a reduction of 35% from the 105 recorded in 2016–17)
- 165 deaths from natural causes (down from 199 in 2016–17)
- five apparent homicides (up from three in 2016–17)
- 53 other deaths, 52 of which were yet to be classified.

Levels of self-harm had risen, from 40,161 reported incidents in 2016, to 44,651 in 2017 – an increase of 11%.

Self-inflicted deaths had reduced over the last year but numbers remained high.

Mental health difficulties, anxiety about being in prison, drug use, violence, debt, isolation and poor regimes were some of the factors causing men to hurt themselves or even take their own lives. In more than 90% of our reports on men's prisons in this period we were critical of one or more of the key indicators we use to assess the effectiveness of suicide and self-harm prevention measures. We made main recommendations about this in almost a third of prisons. Despite similar recommendations in the past, prisons had made insufficient effort to help prisoners in crisis.

There had been three self-inflicted deaths since the previous inspection and levels of self-harm were high. There was insufficient evidence of lessons learnt from recent deaths or near-fatal incidents, and there was not enough analysis of self-harm incidents to inform action. The quality of many ACCT [casework management] documents was poor and did not evidence sufficient care and support. [Bullingdon](#)

In the majority of establishments we visited, we continued to find significant weaknesses in assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm.

The quality of ACCT documents was generally poor and continued to include major weaknesses ... ACCTs did not always accompany prisoners wherever they went in the prison, and there was often limited recorded evidence of meaningful engagement with these prisoners. [Pentonville](#)

Segregating prisoners in crisis is rarely conducive to providing good care and support, but too many who were monitored through ACCT continued to be segregated without adequate justification. During 2017–18, at least six prisoners took their own lives while in segregation units.

The Prisons and Probation Ombudsman (PPO) investigates all deaths in custody and identifies learning points to prevent recurring failings. Yet around a third of prisons that we reported on this year had not adequately addressed crucial actions highlighted by the PPO. In some of these prisons, such as Swansea, there had been further self-inflicted deaths in custody; this was also the case at Nottingham, where we issued an urgent notification to the Justice Secretary.¹⁴

However, we found pockets of good practice and individual care in some prisons that were helping to keep most of their prisoners safe.

Levels of self-harm were relatively low. Management of prisoners at risk and analysis and monitoring of data were good. Case management documents demonstrated good multidisciplinary care... Prisoners subject to at-risk case management spoke positively about the care they received, and Listeners... also provided valuable support to those in crisis. [Feltham B](#)

Bullying and violence

At many adult male prisons we visited, levels of violence had increased or remained high since our previous inspection. The increase in recorded incidents was sometimes dramatic – doubling at Northumberland and tripling at Erlestoke. There was often a worrying increase in assaults against staff, notably at Portland and Wormwood Scrubs. Some of this violence was serious.

Levels of violence were far too high, and much of it was serious. The number of assaults against staff had increased since the previous inspection. In our survey, prisoners were more negative than at comparator prisons and than at the time of the previous inspection about feelings of safety. The strategic response to this was weak. [Wormwood Scrubs](#)

Many prisoners who completed our survey continued to tell us that they felt unsafe. On average, 50% said that they had felt unsafe at some time, and at large inner city local prisons, like Liverpool, Leeds and Pentonville, this figure rose to around 70%. On average, almost a quarter said that they felt unsafe at the time of the inspection; this figure was as high as 37% in Birmingham and Wormwood Scrubs.

Some prisons had begun to take appropriate strategic action, but even then violence remained high and more sustained action was required.

We were sufficiently concerned about high levels of violence or a lack of effective response from managers to make a main recommendation addressing the problem at nearly half of the adult male prisons we inspected.

¹⁴ The urgent notification was issued immediately after the inspection in January 2018. The report of this inspection will not be published until the 2018–19 reporting year and has not otherwise been included in this year's *Annual Report*.

Much of the violence seemed to be linked to drugs and debt, as well as mental health and poor prison conditions. Some prisons had dedicated wings for prisoners seeking protection from bullying and victimisation. Elsewhere, we continued to find prisoners too afraid to leave their cells who were left isolated on wings; support for these prisoners was often weak.

There were some examples, notably at Bullingdon, of a coordinated response to violent and antisocial behaviour through weekly multidisciplinary meetings.

Staff in many prisons carried body-worn cameras, although the systems did not always work, officers did not always turn them on and there was a lack of management direction on their use.

Safer custody teams were also frequently undermined by the redeployment of their staff to run other activities in the prison.

Much of the violence was driven by widespread use of illicit substances and associated debt, bullying and self-harm. The prison did not have a coordinated response to address this problem, and the work done by safer custody and security staff was undermined by staff shortages and redeployment. [Portland](#)

Some prisons had set up units to manage and work with perpetrators of antisocial and violent behaviour, but these tended to be very new and underdeveloped. Overall, there was not enough consistent work to challenge, understand and change the behaviour of perpetrators. The investigation of violent incidents was often weak or absent, and there was still too little support for victims. However, we found a few innovative examples of work with violent prisoners, such as at Pentonville and Feltham B, while Thameside and Liverpool had done impressive work to identify and manage gang affiliations. Dartmoor offered very good conflict resolution strategies.

Incentives and earned privileges scheme

The incentives and earned privileges (IEP) scheme was rarely used effectively to motivate good behaviour. There was either a disproportionate focus on punishment and little for prisoners to aspire to, or a failure to use the scheme to manage low-level poor behaviour (such as swearing or graffiti). At Erlestoke and Guys Marsh, less than 5% of prisoners were on the basic level, despite extensive non-attendance at activities and poor behaviour. Few establishments had managed to strike an appropriate balance between reward and punishment.

In many prisons, it was often difficult for prisoners on the basic level to demonstrate progress, and schemes were often applied inflexibly, with prisoners kept on basic for prolonged periods, with only perfunctory reviews.

At Thameside and Dovegate, however, IEP focused appropriately on progression and individual circumstances, and reviews for those on basic were prompt and effective.

Basic reviews continued to include incremental restoration of privileges for good behaviour, and prisoners wishing to progress to enhanced level had to provide evidence reports from several areas to demonstrate their good behaviour. [Thameside](#)

Discipline, use of force and segregation

The use of adjudications had increased in most prisons we reported on, and was mostly due to violence and possession of drugs. Many establishments struggled to cope with the workload, and adjudications were dismissed for procedural reasons, with serious offences left unpunished. However, some good practice had contributed to a reduction in hearings.

Work with the independent adjudicator¹⁵ helped staff improve their understanding of the use of psychoactive substances, which meant they could provide men with better support and prevent them from being adjudicated again. [Dartmoor](#)

In around two-thirds of the prisons inspected, we found increased use of force on prisoners, and significant gaps in the governance of this. In half the prisons, we had concerns about the quality of documentation to justify the use of force. Video footage and documentation did not always provide evidence that use of force was necessary or proportionate to the risk posed.

At Aylesbury, the use of force had increased significantly, governance arrangements were particularly poor, and nearly 500 of the documents required to justify the use of force were incomplete. Governance was also poor at Preston, and we referred several cases where we were concerned about excessive force to senior managers during the inspection.

We also found cases where staff had forcibly strip-searched prisoners under restraint by cutting off their prison clothing with anti-ligature knives. [Preston](#)

Oversight was better at Thameside, where managers reviewed all incidents involving any member of staff who had used force more than twice in the previous month.

Segregated prisoners (kept apart from other prisoners because they are disruptive or require protection) should have daily access to the telephone, a shower and time outside for exercise, and be encouraged to access purposeful activities. This was not the case in most establishments, and segregation unit regimes and conditions were poor for

many prisoners. In only a quarter of prisons visited could we evidence meaningful work to reintegrate segregated prisoners back to normal location.

Special accommodation (a dedicated cell that might have furniture, bedding or sanitation removed in the interests of safety) was still used in some prisons to manage challenging prisoners, without appropriate safeguards in place.

Not all prisoners received an adequate level of care when located in special accommodation. In one case, records indicated that a prisoner who said he could not cope in the cell and wanted a Listener was neither assessed for an ACCT nor spoken to by staff. He was left crying in his cell for over an hour before being moved out. [Leeds](#)

Despite this, relationships between staff and prisoners in most segregation units were good.

Growing drug use threatens safety

The number of prisoners reporting problems with drugs and/or alcohol on arrival in prison remained very high. We were particularly concerned by the high number of prisoners who said they had developed a problem while in prison – 13% of adult men in our survey reported that they had developed a problem with illicit drugs since they had arrived, and 11% reported that they had developed a problem abusing medication not prescribed to them.

¹⁵ A judge who hears more serious cases where a prisoner may have to serve additional days in prison.

Almost three-quarters of prisoners said that drugs were easily available at the prison and one in four said that they had developed a drug problem while being there... The prison was not monitoring the full extent of the problem and was not doing enough to reduce availability. [Guys Marsh](#)

The misuse of medication, as well as use of cannabis, opiates and synthetic cannabinoids, continued to cause significant problems in most adult male prisons we inspected. In many prisons this was a major factor in high levels of violence, debt and self-harm. Despite this, we identified weaknesses in the strategic approach to supply reduction in far too many prisons inspected.

The inclusion of new psychoactive substances (NPS)¹⁶ in the prison mandatory drug testing (MDT) programme from September 2017 has given a more accurate picture of drug misuse in prison. However, testing did not include many commonly misused medicines, and not all NPS. The MDT programme was also not running effectively in 18 prisons inspected, mainly due to staffing shortages.

During the previous six months, 320 random mandatory drug tests had been conducted, of which 37.5% had proved positive, including for synthetic cannabis. Drug testing was insufficiently random, with only three weekend tests in the previous six months. [Liverpool](#)

16 Generally synthetic cannabinoids, a growing number of synthetic mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vaporised and inhaled in e-cigarettes and other devices.



Poor living conditions and reduced staffing affect respect outcomes

- Outcomes for respect were slightly better than we found in 2016–17, but needed to improve further.
- Prisoners continued to report respectful treatment by staff, despite the pressures in the system.
- Living conditions were very poor for many prisoners, and in some cases squalid.
- The focus on equality and diversity work had been affected by pressures on staffing and resources.
- Health provision was reasonably good in most prisons, with many examples of good practice, but there were still low staffing levels and long waits for some health services.
- Substance misuse services remained good, and sometimes impressive.

Our healthy prison assessments for respect were slightly better in this reporting year than the last, with 66% of prisons inspected in 2017–18 achieving a good or reasonably good healthy prison assessment, compared with 59% of the prisons that we inspected in 2016–17. Although this was encouraging, we cannot be confident that we were returning to the positive judgements about respect in previous years, as we inspect different prisons each year. Local prisons continued to be of concern, with only five of the 14 inspected getting a positive assessment.

Outcome of previous recommendations

In the adult male prisons reported on in 2017–18, 37% of our previous recommendations in the area of respect had been achieved, 13% partially achieved and 50% not achieved.

Relationships between staff and prisoners

Despite the pressures felt in many prisons, most prisoners continued to report respectful treatment by staff. In our survey, 73% of adult male prisoners said that most staff treated them with respect, and 71% that they had a member of staff they could turn to if they had a problem.

However, staffing issues had affected relationships in some of the prisons we inspected. Prisoners often complained about a lack of regular staff, inexperienced staff, and limited staff contact affecting the ability to get even simple things done. This inevitably fuelled significant frustration, often resulting in conflict between staff and prisoners.

Too often, poor behaviour from prisoners went unchallenged and staff failed to maintain suitable boundaries of behaviour. Prisoners gathered in cells, smoked on the landings, walked around partially clothed and ignored staff instruction without fear of reprimand.

Doncaster

But this was not universally the case and we observed some excellent relationships.

Figure 9: Respect outcomes in establishments holding adult and young adult men

	Good	Reasonably good	Not sufficiently good	Poor
Local prisons	0	5	8	1
Training prisons	3	8	6	0
High security prisons	0	1	0	0
Open prisons	1	2	0	0
Young adult prisons	0	2	1	0
Therapeutic community	1	0	0	0
Total	5	18	15	1

... we observed many decent and courteous interactions, and positive and useful relationships had clearly been established. In some areas, including I wing and the therapeutic communities ... these were particularly impressive, with high levels of good-quality engagement, and awareness of prisoner needs. [Gartree](#)

Daily life

Our inspections this year exposed some very poor, unacceptable and even squalid living conditions in several prisons (see also pages 7 and 8 of our findings paper on living conditions published in October 2017).¹⁷

Some of the worst living conditions the inspectorate has ever seen were found at Wormwood Scrubs and Liverpool. Yet two months after we visited Liverpool we inspected nearby Altcourse – the same type and size of prison facing the same challenges as any local category B prison, albeit in a more modern building. Here, the contrast was stark.

Despite some overcrowding in cells, the environment was generally good, and the prison benefited from a spacious and open site where prisoners could move around in the open air. Men were particularly positive about their ability to live decently, get access to basic amenities and resolve problems informally. [Altcourse](#)

With a daily food budget of around £2 per person, establishments struggled to provide meals of a reasonable quantity. Prisoners often had to select unappetising meals from the same menu cycle, and they frequently complained about both the quantity and quality of what was provided. Breakfast packs were particularly meagre,

with many still distributed the night before and eaten by prisoners still hungry, who then lacked any food until the following day's lunch.

There was a more positive picture in a few prisons. At Grendon, prepared food was brought from the main kitchen each day and cooked in wing kitchens, which meant it was freshly cooked and the right temperature. At North Sea Camp, 87% of prisoners said the food was good.

Some new arrivals continued to experience delays in making their first order from the prison shop – sometimes a cause of bullying and debt. At Haverigg, a debt management scheme helped prisoners to avoid getting into debt in their early days, which was good practice. Following changes to the national contract for prison shops, a wider range of products were available.

Consultation with prisoners varied from the excellent arrangements we found at Grendon to sporadic and often cursory exercises elsewhere, which did not follow issues up or result in any changes. Required actions often rolled over from month to month, and prisoners lacked confidence in any positive outcomes.

Prisoner representatives told us that no action was taken at meetings and they had stopped raising their living conditions because they had no confidence that anything would change. [Liverpool](#)

In our survey, only 30% of adult male prisoners felt that their complaints were dealt with fairly, and an even lower proportion said that they were responded to on time. Although we observed good practice at some prisons, complaints too often reflected prisoner frustration over issues that could have been dealt with through regular contact with staff, adequate consultation arrangements or general applications.

¹⁷ HMI Prisons 2017, *Life in prison: Living conditions*



Equality and diversity work

Many prisons lacked dedicated resources for equality and diversity work, with too little time and too few staff given to it. Staff allocated to diversity work were regularly redeployed elsewhere, and diversity meetings were often poorly attended.

Staff with responsibility for diversity work were keen to carry out their duties but they often had to prioritise other demanding operational roles. No member of staff was wholly dedicated to diversity and equality work. [Northumberland](#)

Diversity monitoring was also hindered by shortcomings in the data provided from the centre, and HMPPS is now looking to revise this process.

In our survey, prisoners from a black or minority ethnic background often reported more negative views of prison life than their white counterparts. Prisons often had little insight into what was influencing these views. Prisoners talked to us about a lack of cultural awareness and sensitivity, and stereotyping from some staff.

Black and minority ethnic men we spoke to were more negative about their experiences than their white counterparts. They expressed a lack of trust in some staff who they felt displayed a lack of cultural awareness. Men in the group we ran were not confident that racist language would be appropriately challenged. [Altcourse](#)

The Lammy review

In 2017, the Lammy Review¹⁸ highlighted the over-representation of people from black and minority ethnic backgrounds in prisons, and reported 'there is evidence to suggest differential treatment against black and minority ethnic prisoners'. It said that identification of need on arrival in prison, systems of redress, governance of key aspects of prison life and the lack of diversity among prison officers, including prison leadership, needed to be addressed. The lack of staff diversity 'helps perpetuate a culture of "us and them" ', it said, contributing to an atmosphere 'in which many rebel against prison regimes, rather than start on the road to a life without offending.' The review was underpinned by three core principles of delivering fairness, building trust and sharing responsibility, and used HMI Prisons survey data for 2014–15 to illustrate the poorer perceptions of black and minority ethnic prisoners about their treatment. Survey data for 2016–17 revealed a similar picture across many aspects of prison life.

Most prisons inspected were still not aware of the existence or needs of prisoners from a Gypsy, Roma or Traveller background, who often preferred not to disclose this.

On 30 September 2017, 8,673 foreign national men were held in prisons in England and Wales (11% of all male prisoners).¹⁹ Some foreign nationals continued to be notified late that they would be held under immigration powers on completion of their sentences, sometimes (as in Leeds and Swansea) the day before the sentence ended. Professional telephone interpreting was still not always used when it should have been to communicate with non-English speakers. Sometimes fellow prisoners were used inappropriately to interpret in situations where accuracy or confidentiality were required. However, some prisons made better use of telephone interpreting.

¹⁸ The Lammy Review. An independent review into the treatment of, and outcomes for Black, Asian and Minority Ethnic individuals in the criminal justice system, https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/643001/lammy-review-final-report.pdf

¹⁹ *Offender management statistics quarterly: April to June 2017* (26 October 2017) - 9,554 foreign men were held in custody and HMPPS-run immigration removal centres on 30 September 2017 (table 1.7), but 881 of these were held under immigration powers at the two HMPPS-run IRCs, Morton Hall and The Verne (table 1.8).

The most pressing cause of anxiety for many foreign nationals was their immigration status. While many could speak with Home Office Immigration Enforcement officers, especially those on site, there was a dearth of regular legal advice and representation in Aylesbury, Preston and Guys Marsh.

The proportion of prisoners declaring a disability had once again increased – up to 29% of adult male respondents in our survey. Physical access for prisoners with mobility and other needs was generally poor in all but the newest prisons, and it was not uncommon to see wheelchairs left outside cells that had doors too narrow to navigate, leaving some prisoners confined inside. Disabled prisoners often had less access to activities, with some locked up in their cells for unacceptably long periods.

Those who were unable to work or attend education were usually locked in their cells for more than 22 hours a day. [Preston](#)

Many prisons had created ‘carer’ roles for men to support fellow prisoners with disabilities, but although this was an effective response to providing support, there was a general lack of training and a concerning lack of supervision to safeguard potentially vulnerable people.

Transgender prisoners were held in many prisons we inspected this year. Most said they felt reasonably well cared for, although we found some staff not using prisoners’ chosen pronoun or name.

As previously, fewer gay or bisexual prisoners were known to their prison than indicated to us in our survey, and they often received little support.

There was no additional support for these prisoners, and no links with community groups to provide advice and support. There was no evidence that induction staff or peer mentors offered assurance to new prisoners that they were safe to express their sexuality openly if they wished to do so. [Brinsford](#)

At the end of March 2018, the number of young adult men aged 18 to 20 in prison was 4,113,²⁰ a 5% decrease compared with the same point in the previous year. As in previous years, we found little attention paid to the distinctive needs of this group. A few prisons had done some work to reach young adults, such as Lincoln, which had held a focus group for this group and contacted relevant outside support organisations. Our survey findings on the experience of young adults held in young offender institutions (YOIs) were also generally disappointing, and the poor regime and high levels of violence at both Feltham B and Aylesbury overshadowed our inspections there.

It was not unusual to find between 10% and 20% of a prison’s population aged 50 or older. At Bure, nearly half the population were older prisoners, and North Sea Camp open prison had seen a 50% increase in its older prisoners in the previous 12 months. Provision for these prisoners remained variable and underdeveloped. Some prisons offered good facilities and age-specific activities, and a few had links with support organisations such as RECOOP (Resettlement and Care for Older ex-Offenders and Prisoners) and Age UK. However, others provided no specific provision and little meaningful activity for older prisoners not in work, and in some prisons we found retired prisoners locked up for most of the day.

²⁰ <https://www.gov.uk/government/statistics/offender-management-statistics-quarterly-october-to-december-2017>

A good range of social and creative activities was available for men who were not working due to age or disability. The activities were organised by prisoners and supported by the social care team. Older men received good support. There was some confusion about whether men over 65 could work and some would have welcomed more education and work opportunities. [Usk and Prescoed](#)

Faith provision

Faith provision continued to be a strength in many prisons. Chaplains were involved in many areas of prison life, from self-harm prevention to bereavement support and offender management. Prisons employed a diverse range of chaplains to meet the faith needs of their population.

Prisoners were very positive about the pastoral support they received from the chaplaincy, whether or not they followed a particular faith. [Preston](#)

Prison health services

In our new *Expectations*, we moved to a more holistic view of health by incorporating substance misuse treatment and explicit expectations for health promotion and well-being, and social care.

We continued to inspect health services jointly with the Care Quality Commission in England, which identified breaches of regulations and issued requirement notices in 20 of the 37 adult male establishments inspected.²¹ Recurrent concerns included low health staffing levels, excessive waiting times for some services, inadequate management of lifelong conditions, and governance issues. In most prisons we inspected, the health provision was at least reasonably good, and we highlighted 68 instances of good

practice in 26 prisons – including in mental health provision, social care arrangements, substance misuse support, health promotion and end-of-life care.

Good practice in health provision

All new arrivals had neurodisability needs identified promptly and received any necessary specialist input, which was likely to improve their long-term functioning. [Feltham B](#)

Identified nurses provided consistent and effective case management for patients with the greatest clinical need. The Macmillan link nurse ensured patients with palliative and end-of-life needs received prompt community equivalent care. [Holme House](#)

Sleep hygiene groups helped prisoners to tackle sleeplessness without using illicit substances. [Dovegate](#)

Low health care staffing levels in several prisons had affected aspects of service delivery, such as waiting times, lifelong condition management, primary mental health services, psychosocial substance misuse services, and staff support and development. Some health providers, such as at Bristol, were responding with innovative solutions, including recruitment incentives, revising the health skill mix and increasing the range of visiting services.

In 27 adult male prisons, prisoners had excessive delays in transfer to mental health facilities under the Mental Health Act, which affected their well-being. In most cases delays were due to external issues, including the national shortage of secure mental health beds. NHS England introduced a national plan in 2018 to address these external issues.

²¹ The two inspections in Wales – Usk and Prescoed (published as one report) and Swansea – were inspected without the Care Quality Commission.

Too many prisoners experienced delays in transfer to external mental health facilities. In 2016, half the 111 patients who had been transferred or listed for transfer had waited longer than the target of two weeks, with up to 169 days in one case, which was unacceptable. [Pentonville](#)

Some prisons had inpatient units for prisoners to receive enhanced input to support their recovery. However, most we inspected had inadequate therapeutic regimes, and in some, prisoners were admitted for non-clinical reasons, which blocked beds and reduced support for those with genuine needs. In Bullingdon and Dovegate, nurses could not easily access inpatients due to a lack of discipline officers, which created significant risks.

Psychosocial support for prisoners with substance misuse needs remained mostly good and several prisons, including Prescoed and Altcourse, had noteworthy provision. Some prisons, such as Liverpool, had developed innovative services to support prisoners using substances illicitly in prison. Most prisons provided satisfactory clinical services. However, as highlighted in our 2015 substance misuse thematic report,²² the clinical provision commissioned in Welsh prisons continued to create poorer outcomes for prisoners.

Clinical treatment for newly arrived prisoners withdrawing from opiates remained inadequate and contributed to a high demand for illicit drugs. Clinical monitoring in early days was poor. [Swansea](#)

The implementation of smoke-free prisons had largely gone well. However, in some prisons it had been linked to an increase in synthetic cannabinoids-related medical emergencies, as these drugs were no longer diluted by tobacco and the effects were greater. There had also been some abuse of nicotine replacement products, as we found at Swansea.

Social care

It has been three years in England and two in Wales since legislative changes have given prisoners access to community-equivalent social care. In many prisons, provision had developed well, and was exceptional in some, but formal structures and systems remained underdeveloped in almost a third of the adult male prisons we inspected.

Social care staff saw all new arrivals at Usk during induction. A social care prisoner coordinator also saw new men promptly and implemented an emergency support plan with the prisoner buddy coordinator, which was then reviewed by the social care team. Well-trained and supervised prisoner buddies were allocated to clients, followed a care plan and kept daily records. The social care team reviewed care plans at the monthly buddy meeting. [Usk and Prescoed](#)

We are preparing a thematic report on social care provision in prisons, which will be published later in 2018.

²² HMI Prisons 2015, *Changing patterns of substance misuse in adult prisons and service responses*

Too much time locked up and poorer activity outcomes

- Activity outcomes for prisoners had declined overall, and were only good or reasonably good in less than half of prisons. No young adult prison had good activity outcomes.
- Some prisons were creative about how prisoners could use their leisure time constructively, but staff shortages in many prisons kept prisoners in their cells and reduced their access to education and work.
- Around half of prisons had too few places for the population, and even these were often unfilled.
- The overall effectiveness of education, skills and work had declined, and English and mathematics provision remained weak, but outcomes in prisoners' personal development and behaviour had improved.
- The use of education peer mentors had increased and provided valuable support.

Outcome of previous recommendations

In the adult male prisons reported on in 2017–18, 42% of our previous recommendations in the area of activity had been achieved, 21% partially achieved and 37% not achieved.

Purposeful activity outcomes in adult male prisons were lower than last year, with only 43% of prisons reported on in 2017–18 assessed as good or reasonably good, compared with 51% of those reported on in 2016–17. Young adult establishments continued to be of concern, and none of the three we inspected achieved good or reasonably good purposeful activity scores. Local prisons also continued to struggle, with only three of the 14 inspected this year achieving good or reasonably good outcomes.

Figure 10: Purposeful activity outcomes in establishments holding adult and young adult men

	Good	Reasonably good	Not sufficiently good	Poor
Local prisons		2		5
Training prisons		8		1
High security prisons		1		0
Open prisons		3		0
Young adult prisons		0		0
Therapeutic community		0		0
Total		14		6

Expectations take a new approach

The new edition of our *Expectations*, used in inspections since September 2017, introduced some substantial changes to the way we inspect time out of cell, education, skills and work. Time out of cell has been expanded to include activities that support prisoner rehabilitation, including creative activities, library provision and physical education. Our new education, skills and work expectations have taken note of Dame Sally Coates' 2016 report into the scope, quality and effectiveness of education provision²³ and are based on the graded judgements in Ofsted's and Estyn's Common Inspection Frameworks (CIFs). This change explicitly acknowledges the CIFs as the main reference documents, and helps to bring the inspection of education and work in prison into line with that of community provision. The expectations also now assess prison employment links and opportunities alongside education to provide a more integrated approach to what happens to prisoners on their release.

²³ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/524013/education-review-report.pdf



Locked up for much of the time

During their time unlocked prisoners have opportunities to attend work, education and training, engage with health care and resettlement services, exercise and use their time constructively. It is also a chance to do basic domestic tasks, such as showering, cleaning cells, eating meals and telephoning family and friends. Yet we continued to find that prisoners spent far too long locked up, leading to frustration, boredom, greater use of illicit substances and often deteriorating physical and mental health.

Prisoners repeatedly told us that... the lack of time out of cell or purposeful activity also caused frustrations that led to violence.

[Pentonville](#)

We expect prisoners to be unlocked for at least 10 hours a day, but in our survey only 16% of adult male prisoners said that they were unlocked for at least this length of time. One fifth said they spent less than two hours out of their cells on a weekday.

Figure 11: How long do you spend out of your cell on a weekday?

	Spend more than 10 hours out of cell (weekday) (%)	Spend less than two hours out of cell (weekday) (%)
Local prisons	8	32
Training prisons	44	20
High security prisons	11	7
Open prisons	58	2
Young adult prisons	4	38
Overall	16	20

Time unlocked was particularly poor in establishments holding young adults – in our survey 38% said they spent less than two hours a day out of their cell, and only 4% were out for more than 10 hours. These figures are lower than those reported in 2016–17.

The situation in local prisons also continued to be troubling, with substantial numbers of prisoners spending more than 22 hours locked in their cells.

In our survey, 43% prisoners said they usually spent less than two hours out of their cell on a typical weekday... Only 3% said they received the expected 10 hours a day out of cell. [Liverpool](#)

However, there was evidence of better practice in Altcourse, another local prison, where most prisoners were in full-time activities and generally had nine to 10 hours a day out of their cells.

Even in training prisons the situation was little better, with only 14% of prisoners in category C trainers, and 30% in category B, saying they were unlocked for more than 10 hours. One notable exception was Grendon, a category B training prison and therapeutic community, where 71% of prisoners said they were unlocked for over 10 hours.

We made a main recommendation about time out of cell in 11 of the prisons inspected.²⁴

²⁴ In our 2017 *Expectations*, time out of cell also includes assessments of library and physical education provision; these were previously assessed within learning and skills and work activities in the 2012 *Expectations*.

The impact of staff shortages

Where prisoner time unlocked had been reduced, this was mostly due to staff shortages. In some establishments, this problem was chronic.

As a result of staff shortages, prisoners had experienced a reduced regime, with cancellations and curtailments for over two years. [Bristol](#)

Prison regimes had also often become less predictable, which prisoners found frustrating and unsettling. Many prisons operated temporary restricted regimes to cope with this. Although this achieved predictability, prisoners were often locked up at 6pm or earlier, affecting their access to the telephone and contact with their family.

However, in some prisons strong leadership and management had prioritised prisoner time unlocked, despite the difficulties.

There was an emphasis on maintaining a fully functioning regime, in spite of staff shortages. [Garth](#)

Using time constructively

All too often when prisoners were unlocked for association they had very little to do. However, some prisons had thought creatively about how prisoners could use their time constructively.

The regime also offered many extracurricular activities, mostly during the evenings to ensure life inside Grendon reflected normal community life as much as possible. They included regular visiting speakers, discussion forums and wing competitions, as well as chaplaincy groups and gym and library activities. [Grendon](#)

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). Many prison libraries also supported literacy and vocational training. However, in our survey only 40% of adult male prisoners said they visited the library at least once a week. Despite good provision, access to libraries was often a problem due to staff shortages and regime curtailments.

Opportunities for physical education can help with prisoners' physical and mental well-being, as well as offer 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.

... the range of activities was appropriate, with specialised sessions for older prisoners, those in drug treatment and for overweight men... Vocational training was provided to level 4 which gave prisoners employment-related qualifications. [Lindholme](#)

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

Not enough education, work and skills training

In 18 of the 39 adult male prisons inspected, there were not enough education, skills and work activity places to cater for all prisoners throughout the week. This problem was found in all types of prisons, including in young adult establishments where only one of the three inspected had sufficient places. However, this was not the case everywhere.

The prison provided sufficient activity places to meet the needs of the population... senior managers carefully monitored attendance at activities each week and implemented effective measures to improve attendance and reduce unemployment. [Whitemoor](#)

Even where activity places were available, there was still a widespread failure to use them all. This year, 60% of prisons inspected failed to use their activity places effectively, leaving prisoners without work, education or training. We routinely found around one-quarter of prisoners locked in their cells during the working day – and in some prisons it was more than half.

Poor attendance and punctuality of prisoners in activities often went unchallenged by prison staff, which failed to promote a good work ethic with prisoners. The quality of teaching and learning was often affected by inconsistent attendance or disruption due to late arrivals.

... learners' attendance was very poor; very few sessions had more than 50% of those allocated attending... reasons for non-attendance were rarely identified... sanctions for those who did not attend activities were rarely applied. [Birmingham](#)

The role of education and training in reducing reoffending and rehabilitating offenders was recognised in the better performing prisons.

The senior management team prioritised education and work as routes to rehabilitation. The governor supported the head of reducing reoffending to improve learning and skills and met the education provider each month to monitor their performance and commission new courses... allocation to activity places was quick and effective... attendance was high. [Haverigg](#)

However, we often saw that governors did not give sufficient priority to education and training, and allowed other activities to interrupt the working day.

Prison managers did not ensure that prisoners attended activities regularly and on time... Managers did not set high standards and expectations and poor practices were not challenged robustly enough... many prisoners attended sporadically or arrived late... wing staff did not encourage prisoners to attend regularly. [Liverpool](#)

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.

This year, around 60% of English prisons inspected were found to be less than good in their overall effectiveness, which was considerably lower than in 2016–17, when it was around half. We judged none of the prisons to be outstanding, and five were inadequate.

Figure 12: Ofsted assessments in establishments holding adult and young adult men in England

	Overall effectiveness of learning and skills and work	Achievements of prisoners engaged in learning and skills and work	Quality of learning and skills and work provision	Personal development and behaviour	Leadership and management of learning and skills and work
Outstanding	0	0	0	0	0
Good	15	19	21	20	14
Requires improvement	16	14	14	14	16
Inadequate	5	3	1	2	6
Total	36	36	36	36	36

The Welsh prisons we inspected – Swansea, Usk and Prescoed – had widely differing learning and skills and work outcomes for prisoners. Standards were good in Usk and Prescoed, but the overall effectiveness of the provision at Swansea was unsatisfactory.

In prisons in England, the effectiveness of leadership and management of learning and skills was markedly lower than in 2016–17 and was assessed as inadequate in 17% of prisons inspected (compared with 9% in the previous year). In these prisons, quality improvement measures were poor and managers did not use data on education and training to monitor the quality or suitability of provision rigorously. Partnership working was weak, action to improve delivery was slow, and governors did not prioritise attendance or the importance of learning and skills.

Strategic and operational management of learning and skills and work did not effectively drive the development of the provision to support prisoners' successful resettlement. The provision was not based on a recent assessment of the needs of the prison population and the range, level and progression routes offered were too limited... Managers did not prioritise prisoners' attendance at activities and participation rates were low. [Lincoln](#)

In prisons with the best leadership and management of learning and skills, partnership working was good and led to well-planned curriculums that met the needs of prisoners, linked to identified employment needs. Senior managers had robust processes to evaluate the provision, identify areas for improvement and set action plans.

Reviews of the curriculum and activities ensured prisoners' needs were met... managers exploited a good range of community links to identify development opportunities for prisoners... self-assessment was critical and evaluative... focused on driving up standards and the use of data for performance management was good. [Holme House](#)

The quality of teaching and learning was rated as good or better in around 60% of the prisons inspected, which was similar to last year. Where teaching and learning were good, prisoners progressed well and tutors used their practical experience to give them an understanding of current labour market demands and expectations. Where standards were weaker, target setting for prisoners and feedback on their work were often too superficial and failed to guide them in what they needed to do to progress and improve. Consequently, prisoners frequently worked at levels below their capabilities and were not challenged sufficiently to progress.

... In too many cases learners failed to make good progress... [teachers] did not use a range of activities to stimulate and challenge learners to make progress according to their potential. [Dovegate](#)

Too many functional skills learners did not complete their courses or achieve their qualifications. Most learners with entry-level skills in mathematics and/or English... were not supported to improve their skills, so left the prison with the same low level of skills as when they entered. [Guys Marsh](#)

Prisoners' personal development and behaviour was the only area where their outcomes had improved, and was good in over half of prisons. Teachers and tutors generally managed inappropriate behaviour well, and there was mutual respect between prisoners and teachers and tutors in most prisons. In the better prisons, where work was structured well, prisoners developed good work skills. However, in too many prisons, work remained mundane, unskilled and repetitive, such as packing boxes or wing cleaning. Where prisoners did develop work skills, these were often not recorded, recognised or accredited, leaving them unable to demonstrate their abilities to prospective employers.

The use of peer mentors to support learning had increased and in most prisons they generally provided valuable support to fellow prisoners. We were also encouraged to see the use of prisoner representatives contributing to improving education and work provision.

Prisoner achievements had declined overall and were good in only just over half of prisons inspected. The development of vocational training skills and achievement of accredited qualifications remained good in most prisons. Prisoners in vocational training generally produced high quality work. However, achievements in English and mathematics were still weak in too many prisons, and prisoners needed better understanding of the links between English and mathematics skills and their vocational work.



Rehabilitation and release planning need to be more effective

- We found some innovative work to help prisoners maintain family contact.
- Too many prisoners did not have an up-to-date OASys assessment or sentence plan, and were often transferred from local prisons before staff had completed them.
- The management of public protection restrictions remained good, although risk management planning before release needed to be comprehensive.
- Prisoners assessed as unsuitable for accredited programmes found it difficult to progress because of the lack of alternative offence-focused work.
- Resettlement provision had improved, but prisoner outcomes were often unclear and effectiveness not evidenced.

Outcome of previous recommendations

In the adult male prisons reported on in 2017–18, 33% of our previous recommendations in the area of rehabilitation and release planning had been achieved, 19% partially achieved and 49% not achieved.

Of the adult male establishments reported on during the year, 44% of assessments indicated outcomes for prisoners that were good or reasonably good, compared with 54% in 2016–17. None of the three young adult establishments we inspected achieved good or reasonably good resettlement scores.

Figure 13: Rehabilitation and release planning outcomes in establishments holding adult and young adult males

	Good	Reasonably good	Not sufficiently good	Poor
Local prisons	0	5	8	1
Training prisons	1	6	7	3
High security prisons	0	1	0	0
Open prisons	2	1	0	0
Young adult prisons	0	0	3	0
Therapeutic community	1	0	0	0
Total	4	13	18	4

Focus on rehabilitation and release planning

In our new *Expectations* published in 2017, our former resettlement healthy prison area became ‘rehabilitation and release planning’, with a greater focus on the responsibility of staff to engage positively with prisoners to promote rehabilitation and desistance from offending behaviour. The expectations also focus on the work needed to develop safe and meaningful plans for prisoner release into the community, and seamless ‘through-the-gate’ provision.

In looking at offender management, there is a greater focus on assessing and managing risk of harm and progression. A new section on interventions covers work aimed at changing prisoner attitudes, thinking and behaviour, alongside practical help to promote positive outcomes in preparation for accommodation, finance, benefit and debt needs on release. All other resettlement pathways are now integrated into their relevant healthy prison assessment areas.

Children and families and contact with the outside world

Support for prisoners to maintain contact with family and friends varied from prison to prison but we found positive and innovative work in some.

A ‘Me ‘n’ My Dad’ workshop ran quarterly and helped prisoners and families to understand what it was like to be a parent while in custody... The family provision was underpinned by the use of the Acorn suite... for a number of initiatives, including baby bonding, visits that involved social services, contact or mediation visits, visits for children with special needs, as well as use by the chaplaincy for bereavement support.

[Dovegate](#)

Provision at Thameside included a ‘baby bonding’ course for prisoners with newborns, which provided weekly contact sessions, 12 ‘toddler time’ events a year, supporting prisoners with very young children in learning how to interact with them, a ‘treasure box’ scheme where prisoners could make toys, drawings and other small presents to send to their children – which was particularly popular with foreign national prisoners whose families were unable to visit – as well as a monthly ‘Dads’ discussion group’ and a supervised homework club for fathers and their children.

Some prisons had introduced a ‘departure lounge’ in the visitors’ centre to support families and newly released prisoners. This provided a warm and friendly place to wait, with access to refreshments, and prisoners being released could charge their phone, receive basic toiletries and seek advice.

Visits arrangements continued to be subject to previously reported challenges, including late starts to sessions and difficulties in booking visits. However, Leeds had introduced a monthly family forum where

prisoners’ families could meet a prison manager to share their experiences and receive prompt answers to queries.

Reducing risk, rehabilitation and progression

Change to case management

Following critical inspection reports, Her Majesty’s Prison and Probation Service (HMPPS), which replaced the National Offender Management Service (NOMS) on 1 April 2017, designed a new case management model for men’s prisons. This transfers responsibility for longer term prisoners from the National Probation Service in the community to probation staff in prisons. The model also introduced a new ‘key worker’ role for all residential prison officers with the aim that they will provide 45 minutes a week of work with individual prisoners.

All prisons will have implemented key workers by the end of March 2019. New case management arrangements were due to be implemented from April 2018, and will be aligned to a review of the function of each prison and a new allocations policy to ensure prisoners are sent to the most appropriate prison.

Offender management continued to be affected by many of the same problems we reported on in 2016–17.

Few prisons that we inspected had analysed their populations comprehensively to determine the rehabilitation provision needed or the effectiveness of services. Many analyses were limited to prisoner perceptions and did not make use of other evidence, such as aggregated data from prisoner OASys (offender assessment system) assessments. Hardly any prisons had explored the specific needs of different groups of prisoners, such as those on longer sentences or from a black or ethnic minority background.

Many prisons continued to have high levels of cross-deployment of prison officer offender supervisors to other duties, and some found it difficult to recruit probation officers. In those worst affected, these problems undermined the ability to deliver good quality offender management.

There were only 4.5 full-time-equivalent prison officer offender supervisors, against a target of 12, and they were often required to work elsewhere in the prison. Around 28 weeks of work had been lost to redeployment in the previous six months.

[Wormwood Scrubs](#)

At Dovegate, about half of the probation posts were vacant and about 40% of prison officer offender supervisor hours were lost each month to redeployment. Some uniformed offender supervisors admitted that they did not know who was on their caseload.

OASys and sentence planning

Despite substantial efforts in many prisons, the number of prisoners without an up-to-date OASys assessment remained too high. Many of these were the responsibility of the National Probation Service, and tended to be the cases who presented a higher risk of harm to others. Many prisons received a considerable number of prisoners who should have had an OASys prepared at a local prison.

At Garth, 79 out of 218 new receptions in the previous six months arrived without an initial OASys or a basic custody screening, and we estimated that 70% of those arriving at Rochester did not have an up-to-date OASys.

At the time of the inspection, 40% of eligible prisoners did not have an initial offender assessment system (OASys) assessment or sentence plan, and reviews were rarely completed. [Bullingdon](#)

In most prisons, OASys was not used as an active case management tool, with few reviews to assess progress made. In some cases, evidence of prisoners' violent or antisocial behaviour in prisons suggested ongoing or increased risk of harm to others, but their assessment and plan had not been revised.

The quality of sentence plans varied considerably. Too many were out of date and did not reflect progress made. However, sentence planning at Grendon was excellent and was a major part of the therapeutic approach used to develop prisoner engagement and motivation to change.

Plans were detailed, comprehensive and involved men well. All men had a planning meeting and the targets set were appropriate, individual and achievable. Men understood their targets and were motivated to work with staff to change their behaviour. [Grendon](#)

The quality of offender supervisor contact

Few offender management units offered good quality, meaningful contacts with prisoners. Provision was reactive rather than proactive.

The minimum expectation of contact levels was once a year, which was very low, but was still not achieved in many of the cases we looked at... Contact was reasonably good in the lead-up to an event within the sentence, such as a parole board hearing, but in other cases it was poor, with no recorded contact, encouragement or motivation for well over a year, and many of the prisoners we spoke to were frustrated by this. [Gartree](#)

Uniformed offender supervisors also told us they did not have enough time to contact prisoners on their caseload regularly.



In many prisons, there was little evidence of individual prisoner progression, a reduction in the risk of harm or offence-focused work. This was particularly apparent where prisoners were in denial of their offence, and offender supervisors often struggled to know what to do with them, either because of a lack of time or lack of training.

Quality assurance of offender management remained far too limited. While probation staff in prisons were appropriately trained and had regular oversight and support, most prison officer offender supervisors did not receive enough specific training and were not adequately supervised.

Indeterminate sentences

Provision for prisoners serving an indeterminate sentence varied considerably from prison to prison. Few prisons had analysed the needs of these prisoners or had support forums, and not all organised family days for them. There was a lack of alternative offence-focused work for those who were assessed as unsuitable for accredited programmes. As a result, they found it difficult to demonstrate a reduction in risk so that they could progress. Many prisoners on an indeterminate sentence for public protection (IPP) continued to stay in custody long after their tariff dates.

Protecting the public from harm

The application and management of contact restrictions for prisoners who posed a threat to the public remained good in most prisons. However, information was not always shared within offender management units and with the prison's community rehabilitation company (CRC) team,²⁵ and release plans were not always informed by the need to protect others from harm.

There was little evidence that community-based offender managers reviewed prisoners subject to multi-agency public protection arrangements (MAPPA) far enough ahead of their release to set good multiagency plans to manage them. Prison offender supervisors did not do enough to prompt the offender manager to review the MAPPA level by exchanging information about such prisoners' recent risky behaviour in custody.

... some MAPPA cases still did not have confirmed levels at the point of release. Requests were sent to community offender managers six months before release, but it was concerning that in the last six months 59% of MAPPA cases had not had the level confirmed. [Northumberland](#)

Moving on

Home detention curfew (HDC)²⁶ processes continued to be reasonably well managed by prison administrative staff, but issues outside the prison's control tended to delay releases. These included late reports from community offender managers or too little time left in the prisoner's sentence to be fully assessed.

New guidance on home release

In January 2018, HMPPS introduced new guidance and processes for assessing prisoner suitability for HDC,²⁷ which aimed to increase the number of prisoners released early on HDC and improve the timeliness of these releases. These included reducing the days that eligible prisoners had left to serve on their custodial sentence to increase the number who could take early release. We will be following the impact of these measures in our inspections.

²⁵ CRCs organise rehabilitation services, in custody and after release, for medium- and low-risk prisoners.

²⁶ Early release 'tagging' scheme.

²⁷ Prison Service Instruction 1/2018.

Recategorisation work was generally up to date and of reasonably good quality. However, a prisoner's suitability for an open prison was sometimes considered without an up-to-date OASys assessment, which undermined good risk management.

Most prisons worked hard to help prisoners progress to a lower category prison, but transfers were rarely led by sentence plan targets. Many prisons found it difficult to move on prisoners such as category B men, those convicted of sexual offences (particularly if they were in denial of their offence), some serving indeterminate sentences and those needing to move to a local resettlement prison. This was mainly due to lack of places nationally.

Addressing offending behaviour

The range of accredited programmes to address offending behaviour was generally appropriate, although demand sometimes outweighed supply, which meant some prisoners found it difficult to demonstrate progression. There was too little provision to manage the large number of perpetrators of domestic violence. In 2017, HMPPS introduced new accredited programmes for prisoners convicted of sexual offences, which was positive, and enabled prisoners in denial of their offence to attend.

However, the number of prisoners assessed as unsuitable for a sex offender programme was high in some specialist prisons.

... the introduction of new programmes for sex offenders had been managed well. The new programmes offered men in denial of their offence the chance to address some of their problems. However, around a third of the prisoners were not eligible to attend them and there was no clear alternative strategy to address this group's needs. [Usk](#)

Whitemoor had undertaken positive work to address this issue, including the provision of the A-Z (motivational) programme, one-to-one work and research into approaches to help prisoners in denial address their risk.

There were few alternative strategies for prisoners not suitable for accredited programmes. Where interventions had been developed, there was often little robust evaluation of their effectiveness.

Resettlement services and longer-term prisoners

In 2017 we completed a joint thematic report with HM Inspectorate of Probation on resettlement services for longer-term prisoners.²⁸ This followed a similar report on short-term prisoners, and its findings were equally disappointing.

We found that ‘through-the-gate’ resettlement services delivered by local community rehabilitation companies (CRCs) ‘were still making little difference and the overall picture was bleak. There was much more CRCs should be doing to make a difference to the lives of those they were meant to be helping, but the main focus was on meeting their contractual target of producing a written resettlement plan.’

The 2017 thematic report found that ‘too many prisoners were released not knowing where they would sleep that night... Some prisoners only found accommodation on their day of release. This increased the anxiety of those prisoners and placed a heavy burden on staff in the community trying to make arrangements for housing on the day of release.’

The report judged that ‘most of the Through-the-Gate staff we met were ill-informed about public protection issues in the cases they were working with... Too many prisoners had inadequate assessment of their potential to cause harm, and too little was done to mitigate these risks.’

The thematic inspection also found that ‘for technical and legal reasons it was impossible for CRCs to track any difference Through the Gate had made, such as finding accommodation or work.’

The report concluded that if through-the-gate services were to be removed, the impact on the resettlement of prisoners would be negligible.

Release planning

This year we found that some prisoners now had a resettlement plan, but the quality remained too variable. Plans completed on the prisoner’s arrival were over-reliant on their view of their problems, rather than providing a thorough assessment of the issues. Many failed to evidence follow up of referrals or any concrete outcomes. We saw more resettlement plan reviews due 12 weeks before release, but again it was difficult to see action taken as a result, beyond basic signposting to services in the community.

The national strategy relies on the transfer of prisoners back to a local resettlement prison three months before their release. However, this was often difficult to achieve.

Dartmoor was not a designated resettlement prison, which meant it did not have adequate resources to effectively engage in pre-release planning. Despite this, over 200 men in the year leading up to the inspection had been released from the prison. Our projections indicated the number would be even higher next year.

Dartmoor

Some prisons had taken action to address this gap. Lindholme was not a dedicated resettlement prison but it had difficulties in transferring prisoners from outside its area to a resettlement prison in the prisoner’s own release area. The governor decided to buy in resettlement provision, which was good practice.

²⁸ HMI Probation and HMI Prisons 2017, *An Inspection of Through the Gate Resettlement Services for Prisoners Serving 12 Months or More: A joint inspection by HM Inspectorate of Probation and HM Inspectorate of Prisons*

This provision was flexible and benefited from being outside the restrictions of the standard CRC resettlement contract... This enabled all prisoners to receive individualised support, irrespective of the area to which they were being released.

[Lindholme](#)

Even where CRCs were on site, their scope was often very limited, due to their contract or staff shortages. In most prisons, the CRC could only deliver very basic help to prisoners released outside their contracted area.

There was little or no capacity for follow-up contact following the initial pre-release session and in most cases, CRC workers did not have enough time to read case files prior to the meeting. Most meetings therefore consisted of an interview rather than an assessment, during which prisoners were told where they could obtain support rather than receive support.

[Rochester](#)

Accommodation

This year we found an increase in the proportion of people released from prison without suitable or sustainable accommodation. Many local authority housing departments required the prisoner to report to them as homeless on their day of release. At Bullingdon, we were told that Oxford local authority insisted on the person living on the streets for a couple of nights before they would be considered as homeless.

It was difficult to assess the extent of this housing problem nationally due to gaps in the monitoring of outcomes, which often relied on prisoners' self-reporting and no further validation after release. A new legislative requirement on local authorities in England to prevent those leaving custody from becoming homeless came into force in April 2018.²⁹ As part of this, a duty was also placed on governors and directors to refer individuals nearing release and at risk of homelessness to local authorities. This duty is due to come into force in October 2018,³⁰ and we will assess its impact in future inspections.

²⁹ <http://www.legislation.gov.uk/ukpga/2017/13/contents/enacted>

³⁰ <http://www.legislation.gov.uk/uksi/2018/223/made>

Focus on Wales

We continued to liaise regularly with stakeholders in Wales, including the Welsh Government. Two key reviews looking at prisons in Wales and their wider links with the community and other organisations have been commissioned, one by the Welsh Government³¹ and the other by the House of Commons Welsh Affairs Committee,³² and we look forward to their findings.

Welsh prisons have generally performed better than those in England in our healthy prison assessments. However, our inspection of Swansea found that safety outcomes for prisoners were not sufficiently good. Like many other prisons, the prevalence of drugs, particularly synthetic cannabinoids and associated violence, was a key factor. Purposeful activity outcomes had also fallen to poor, and resettlement was not performing sufficiently well.

In contrast, outcomes at the inspections of Usk and Prescoed remained strong across the board.

We have not yet inspected Berwyn, the North Wales prison, which opened in February 2017 with a capacity to hold 2,106 category C men.

We inspect young persons' units yearly, and at our visit to the unit at HMYOI Parc in 2016 we were concerned that outcomes in safety and respect had deteriorated and were not sufficiently good. This was particularly disappointing as the Parc unit had previously led the way in how it managed this challenging population. We re-inspected the unit in October 2017 and found a much-improved picture, although more work was needed to manage poor behaviour and further reduce violence. Leadership had improved, as had the quality of relationships between staff and the boys.

Inspections in Northern Ireland

We continue to inspect prisons in Northern Ireland by invitation from the Criminal Justice Inspectorate Northern Ireland (CJINI). In April 2017, along with partner inspectorates, we conducted the latest in a series of low-impact reviews of progress at Maghaberry prison. The visits followed our full inspections in 2015 and 2016, where we reported serious concerns about the stability of the prison and outcomes for prisoners in all but our resettlement tests. The review visit focused on the small number of our key recommendations from 2015.

We found that while management work was continuing to improve the prison's performance, shortcomings remained in the care and support provided to the most vulnerable prisoners, particularly those at risk of suicide and self-harm. We again called for a more coherent response to recommendations about deaths in custody, and a more caring and coherent approach to prisoners in crisis.

In June 2017, we inspected Magilligan, the training prison for Northern Ireland. We found a positive picture with at least reasonably good outcomes in all our healthy prison tests, and we gave the prison our top mark in respect and resettlement. We particularly praised the positive leadership shown at the prison, and the quality of relationships between prisoners and staff.

³¹ <http://gov.wales/newsroom/firstminister/2017/170918-first-minister-establishes-commission-on-justice-in-wales/?lang=en>

³² <http://www.parliament.uk/business/committees/committees-a-z/commons-select/welsh-affairs-committee/news-parliament-2017/prison-provision-wales-launch-17-19/>

NO SMOKING

NOTICE TO PRISONERS
Pin Phones and Mail

Please note that under the authority of Prison Rule 35A(4), the prison records all telephone calls, up to 5% of these calls are randomly monitored. The exception to this are calls subject to legal privilege i.e. Solicitors' Samaritans ect. When making a call, it is your responsibility to inform any third party of this fact. In addition when making a call you must not include the following:

- Plans or material which would assist or encourage a disciplinary or criminal offence.
- Escape plans or material that jeopardises the security of the prison.
- Material associated with the making of any weapon, explosive, poison or other destructive device.
- Disclosure or coded messages.
- Material which would create a clear threat, or present a danger of violence or physical harm, to any person, including incitement to racial hatred, or which might place a child's welfare at risk.

This rule extends to the monitoring of mail which is subject to the same 5% random check.

When sending out mail you must ensure you clearly state your name, prison number and the prison address on the letter. Failure to do so could result in your mail being returned or delayed.

Please note E list prisoners, Category A and public protection prisoners will have all of their mail and phone calls monitored.

Security Manager

Call Centre
 Basic wage: £15 or
 Great benefits from us

Time out of your CV? Looking for a job? Lead back employers that involves 12 Full training on Get a real insight into the code great on your CV? See relevant of 2

Jobs are **GUARANTEED** release or while working from home or at

An opportunity for working in the Security of the will be carrying out 7 month qualification or enjoying in a life-time

Bonus money on top of your wages!

Any job requests can get through Call Centre Manager Rachel in the we can put an Application form in

consul data



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Women in prison



This section reviews two inspections of women’s prisons – at Downview and Peterborough. The findings reported are based on *Expectations: Criteria for assessing the treatment of and conditions for women in prisons*, published in June 2014.

- The number of women prisoners is growing for the first time since 2012, putting a strain on the system and emphasising the need for a strategy for women’s prisons.
- Outcomes for women prisoners continued to be better than for men, and generally at least reasonably good, but we gave our first low assessment of safety for several years.
- The prisons inspected were not doing enough to address the very complex needs of women prisoners.
- Health care provision ranged from good to variable; substance misuse strategies required improvement.
- Work on resettlement, including contact with families and friends, was good, but was affected by the distance that many women were held from their homes.

Outcomes in the two women’s prisons we inspected were generally better than we see in many male prisons, with both judged good or reasonably good in the areas of respect and resettlement. However, Peterborough was judged not sufficiently good in safety – the first time for several years that we have given a score of less than reasonably good for safety in a women’s prison.

Outcome of previous recommendations

Peterborough had achieved 23 of the 61 recommendations we made in 2014; 13 recommendations were partially achieved, 24 had not been achieved and one was no longer relevant.

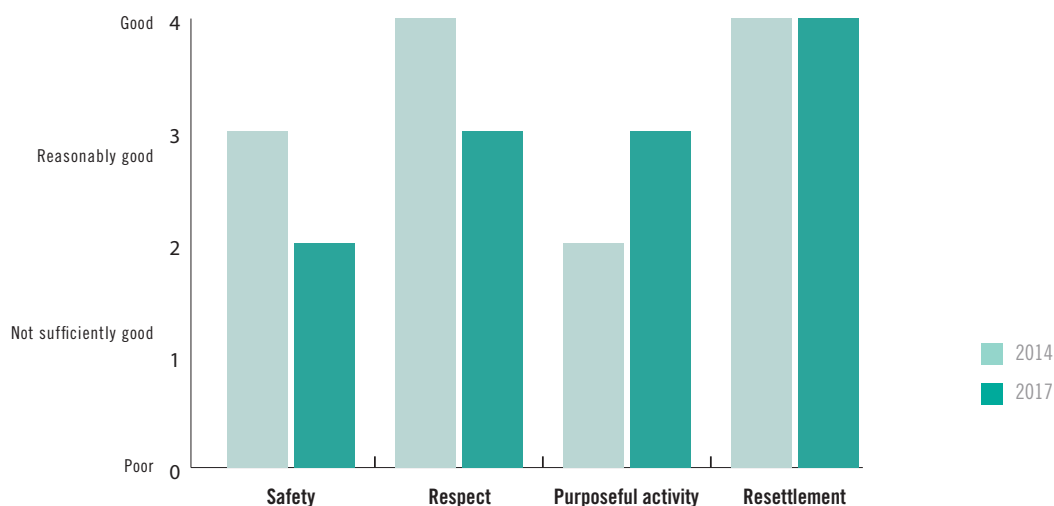
- Of the 19 recommendations on safety, five had been achieved, four had been partially achieved, nine had not been achieved and one was no longer relevant.
- In respect, four of the 15 recommendations had been achieved, three had been partially achieved and eight had not been achieved.
- In purposeful activity, nine of the 15 recommendations had been achieved, four had been partially achieved and two had not been achieved.
- Of the 12 recommendations on resettlement, five had been achieved, two had been partially achieved and five had not been achieved.

At Downview we did not report on progress against the recommendations from our previous inspection as the prison had subsequently been closed. It had re-opened as a women’s prison before our most recent inspection.

Figure 14: Outcomes in inspections of women’s prisons reported on in 2017–18

	Safety	Respect	Purposeful activity	Resettlement
Downview	Reasonably good	Reasonably good	Not sufficiently good	Reasonably good
Peterborough	Not sufficiently good	Reasonably good	Reasonably good	Good

Figure 15: Outcome changes from previous inspection of Peterborough prison



Strategic context

Last year, we reported that the government was due to produce a strategy setting out plans for women offenders, including five new community prisons for women. We are still awaiting publication of this strategy.

The women’s prison population is increasing. In June 2017, the number of women in prison in England and Wales exceeded 4,000 for the first time since 2012 and, with the closure of Holloway in July 2016, this is putting further strain on the remaining women’s prisons. This emphasises the need for a more strategic approach to managing this population.

There is now an HMPPS board lead for women prisoners and the women’s prisons estate is being managed under a single prison group director. Despite these positive developments, both the prisons we inspected this year had been affected by changes and challenges in the male estate. Downview had been re-opened as a women’s prison without sufficient lead-in time, because staff had been making arrangements to open as a male prison. At Peterborough, some important outcomes for women had deteriorated because senior staff had become more focused on difficulties in the male side of the prison.

We continued to attend the Ministerial Advisory Board on Female Offenders as an observer. In April 2017, we submitted a response to the Board’s call for evidence on a higher quality women’s custodial estate. We called for more consistency and coordination across the estate, for women to be located closer to home, sufficient capacity in open prisons for women who are low risk, more family engagement work and more flexible contracting in resettlement services.

In our last annual report, we outlined the impact of the closure of Holloway on the women’s estate, and in particular on expanding the remaining prisons’ catchment areas. In November 2017, we submitted evidence to the Police and Crime Committee at the London Assembly on the impact of the closure of Holloway on women in prison. We noted that there is now no remand centre for women in London, and families have to travel much further to visit women from the capital. Our inspections found that some work to rehabilitate women and support them in maintaining family ties had become more difficult, and services more fragmented. Because sentenced women were more likely to be held further from home, their resettlement was more difficult.

In September 2017, we inspected Peterborough and found that the catchment area had increased significantly when Holloway had closed. Only around 30% of the women held would be released reasonably close to the prison, with the remainder released to addresses further afield, including London. Many women from London were also held in Downview, which at the time we inspected was not running all activities and some women could not participate in a full regime.

Supporting women with complex needs

In our survey, we ask prisoners about their individual circumstances. We found high levels of need at both prisons, and this was much more marked than we find at the male prisons we visit.

At the two women's prisons inspected, 79% of women said they had arrived at the prison with problems (significantly more than the 71% in men's prisons). At Downview, 26% said they had mental health problems on arrival, and at Peterborough 36% reported this. Nearly a quarter of respondents at Downview said they had problems with feeling depressed or suicidal on arrival, rising to 27% at Peterborough, where 36% also said they had a mental health problem. In our survey, women were more likely than men to report having alcohol and drug problems on arrival in prison. In women's prisons as a whole, there was one suspected self-inflicted death in 2017–18 (a reduction from 10 in 2016–17).

Given this level of complexity, we would expect women's prisons to have arrangements to manage women with the highest levels of need. At Downview, staff had received training in responding to trauma-related behaviour. There were also plans for a specialist therapeutic unit for women with diagnosed personality disorder or other complex needs.

However, we were concerned that Peterborough could not fully support women with very complex and challenging behaviour. Some of these women were managed for long periods in segregation or in the health care department, which could not meet their needs.

Both prisons could access advice through the national centralised cases supervision system, which oversees support for women who cannot be managed within the usual prison regime. However, women at Peterborough with very complex needs would have benefited from more specialist support, and we therefore recommended that HMPPS should develop this provision in the women's estate.

Key inspection findings

Downview had made good progress in the 15 months since it re-opened. The governor and senior management team were visible and accessible, and many women were positive about their experience of the prison. Nevertheless, the closure and rushed re-opening of the prison meant the regime was too limited to meet the needs of the women held. At Peterborough, we found a more mixed picture than previously, with outcomes deteriorating in safety and respect.

At Peterborough, we were particularly concerned about the safety of the prison, and it was the first women's prison since Holloway and Styal in 2008 that we assessed as not sufficiently good in this healthy prison test. Some aspects of safety, such as support for new arrivals and those at risk of self-harm, were generally good and there were few incidents of serious violence. However, women in our survey were much more negative than the comparator about feeling safe. Use of force was too high, and strip-searching was overused and lacked scrutiny. In contrast, Downview was fundamentally safe and this was reflected in our survey, where more

women than the comparator said they felt safe. Levels of violence were low, and the prison took allegations of bullying seriously and investigated promptly. Women in crisis on at-risk case management (ACCT) were well supported.

Many women spoke highly of the support they had received from staff in times of crisis. The safer custody team had developed some innovative ways of helping women stay occupied. [Downview](#)

Both prisons were generally clean and had a pleasant environment. In our survey, 78% of women said most staff treated them with respect, and 79% said they had a member of staff they could turn to if they had a problem. At Downview, the quality of staff entries in prisoners' electronic case notes was better than we usually see.

Health care provision at Downview was generally very good, although waiting times for dental care were too long. Although dental and social care at Peterborough were very good, there were significant staffing shortages and weaknesses in leadership, clinical governance and some aspects of primary care. Nursing care for women in the inpatient unit at Peterborough was good, but the therapeutic regime was too limited and too many women were admitted for non-clinical reasons. In our survey, 56% of women at Downview and 66% at Peterborough reported emotional or mental health problems. Mental health provision in both prisons was very good, including effective use of a mental health peer supporter at Downview.

The strategic approach to substance misuse required improvement at both prisons. Prescription medicines, illicitly brewed alcohol and alcohol-based hand sanitiser were reported to be misused at Downview. In our surveys in 2017–18 (see Appendix

6), a significantly higher proportion of women than men reported alcohol problems (24% of women compared with 18% of men) and drug problems (42% compared with 28%) on arrival at prison. However, a higher proportion of women than men (73% compared with 59%) said they had been helped with their drug problem in prison. Despite the weaknesses in overall strategy, support for women with substance misuse issues was reasonably good at Peterborough. However, this was inadequate at Downview, mainly due to staffing shortages, and the drug recovery wing was not sufficiently recovery-focused.

Time out of cell at Peterborough was generally good but at Downview it was insufficient for women who were not working.

Learning, skills and work provision at Peterborough had improved since our last inspection.

The prison had sufficient full-time activities to meet the population's requirements. The range of learning, skills and work provision had improved and now met women's needs well. Teaching, learning and assessments in education and in vocational training were good and learners made good progress. [Peterborough](#)

Peterborough had good relationships with local employers and voluntary sector organisations, which had resulted in some offers of employment for women. Some women could sell craftwork commercially and the resulting income supported a charity and the prison. However, Downview did not have enough activity places.



Several good, well-resourced work and training areas had been established, but they were not all operating at full capacity. Delays in funding and employing new staff had prevented some workshops from opening sooner. [Downview](#)

Ofsted rated the overall effectiveness of learning and skills and work at Downview as requiring improvement.

Resettlement outcomes for women at Peterborough were strong and assessed as good overall, with the very strong leadership reflected in the provision. Offender management was well developed and public protection was appropriate. There was a very wide range of support to prepare women for release. This included the innovative Outside Link facilities outside the prison and in Peterborough city centre, which gave women excellent support immediately following release. Staff had a good awareness of the trauma associated with women's experience of abuse, rape, domestic violence and human trafficking. A full-time officer supported vulnerable women and put them in touch with relevant support services before they were released. However, too many women were released without somewhere to live, and the distance they were held from home hindered the development of strong partnerships to help them into accommodation.

We assessed resettlement provision at Downview as reasonably good. Release on temporary licence was well managed but not available for enough women. D wing provided opportunities for more independent living for some, and the community resettlement company ran an impressive number of groups and interventions for women nearing release. Housing advice was generally good, although around 8% of women were released with no fixed address and a further 8% to very short-term accommodation.

Good practice

Downview had an onsite shop where women could buy clothing, make-up, bedding and electrical goods among other things. Many women we spoke to were extremely positive about the shop. They could apply to visit the shop at least every quarter and were encouraged to save up and budget for the items they needed. [Downview](#)

Peabee's shop allowed women to make purchases in person (rather than from a catalogue) from a selection of reasonably priced clothes, underwear and make-up, using money they had earned in the prison. It gave them an incentive to take up employment. [Peterborough](#)

Children and families

Support to help prisoners maintain contact with their families and friends is particularly important in women's prisons, but made harder the further they are held from their homes. At Peterborough, children and families work was good; primary carers of children were identified on reception and were offered help within 24 hours. The Family Matters team gave women effective support to help maintain contact with their families, and visits were relaxed. At Downview, family work was underdeveloped and visits provision was too restrictive, but a family engagement worker provided some good support.




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Contacting Your Family

How the Red Cross International Tracing and Message Service can help restore family links.



 **British Red Cross**
Caring for people in crisis



 **British Red Cross**
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Contacting Your Family

redcross.org.uk

French

الجمعية الدولية للصليب الأحمر



5

Children in custody



This section draws on six inspections of young offender institutions (YOIs) holding boys aged 15 to 18 and three inspections of secure training centres (STCs) holding children (boys and girls) aged 12 to 18. Inspections took place jointly with Ofsted (Estyn in Wales) and the Care Quality Commission. 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.

Young offender institutions

- Children continued to feel unsafe in YOIs and bullying was still a problem.
- There was some good practice in treating new arrivals and settling them in.
- Rates of violence against staff and boys were higher than in previous years.
- Health care provision, including for mental ill health, was mostly good.
- Time out of cell was very poor, education provision was not always good, and too few boys attended activities.
- Resettlement provision was generally well managed and focused on appropriate priorities.

Outcome of previous recommendations

In the YOIs reported on in 2017–18:

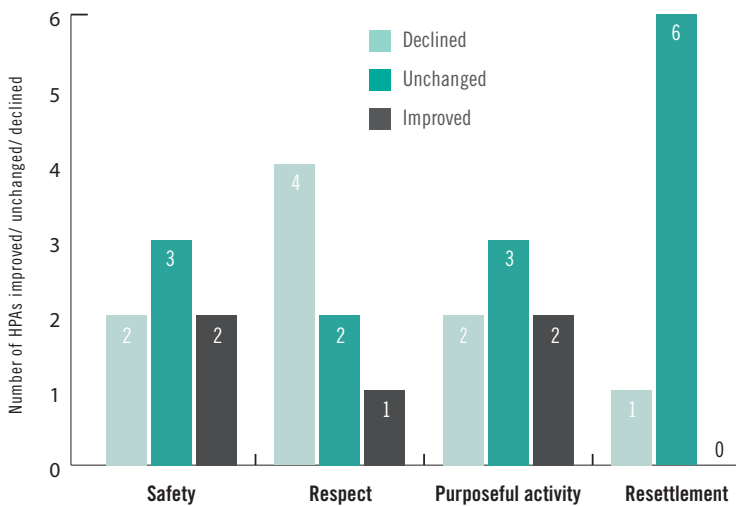
- 34% of our previous recommendations in the area of safety had been achieved, 15% partially achieved and 51% not achieved
- 25% of our previous recommendations in the area of respect had been achieved, 17% partially achieved and 58% not achieved
- 44% of our previous recommendations in the area of activity had been achieved, 11% partially achieved and 44% not achieved
- 23% of our previous recommendations in the area of resettlement had been achieved, 18% partially achieved and 60% not achieved.

Figure 16: Outcomes in YOI inspection reports published in 2017–18³³

	Safety	Respect	Purposeful activity	Resettlement
Cookham Wood	Not sufficiently good	Reasonably good	Not sufficiently good	Not sufficiently good
Feltham A	Poor	Reasonably good	Poor	Reasonably good
Keppel Unit	Reasonably good	Reasonably good	Not sufficiently good	Reasonably good
Parc (2016)	Not sufficiently good	Not sufficiently good	Reasonably good	Reasonably good
Parc (2017)	Reasonably good	Reasonably good	Reasonably good	Reasonably good
Werrington	Reasonably good	Reasonably good	Reasonably good	Good
Wetherby	Not sufficiently good	Not sufficiently good	Not sufficiently good	Reasonably good

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

Figure 17: Outcomes changes from previous inspection of YOIs (7)



Context

The year saw some change in the organisations responsible for managing and overseeing children in custody. The Youth Custody Service (YCS) was created within HMPPS to manage and oversee the custodial institutions holding children, and took over some of the previous functions of the Youth Justice Board (YJB) on 1 September 2017. The YJB retains responsibility for providing advice to ministers on the whole youth justice system, including custodial institutions. Responsibility for commissioning services moved to the Ministry of Justice at the same time.

Early days in custody

We continued to make recommendations to HMPPS to improve the transport arrangements for children moving between courts and YOIs. Too often, children wait for long periods in court cells after their case has been dealt with, before facing complicated journeys to YOIs, often sharing vehicles with adults. They then arrive too late to mix with others on their first night, inhibiting their ability to settle in.

During the previous six months, more than a third of boys had arrived after 7pm, the latest at 11.35pm. Most boys whose cases had been completed during the morning or early afternoon waited in court holding cells for long periods before being escorted to the prison. For many, their journeys to the establishment were made longer because the adult prisoners they travelled with were dropped off at their prisons first. [Wetherby and Keppel](#)

On arrival, boys continued to report problems during their early days. In our survey, 33% of respondents did not feel they were treated well by staff in reception, 27% did not feel safe on their first night in custody, and 77% said they had problems when they arrived in custody. We did, however, find good practice in the reception at Werrington. Induction programmes varied across the estate, from the rudimentary to the impressive.

The five-day rolling programme was individualised to each boy and included repetition of key activities to ensure they were understood. The sessions we observed included significant individual engagement and support from staff... A manager met each boy at the end to confirm he had understood everything, and identified any concerns. [Parc 2017](#)

Behaviour management, violence and antisocial behaviour

Poor behaviour and violence remained everyday features at all establishments, and rates of violence against staff and boys were higher than in previous years.

Children's perceptions of their safety continued to be poor. In our survey, 43% of children said they had felt unsafe in their current YOI and 19% said they felt unsafe at the time of the inspection. Bullying was still a problem, with 33% of children reporting victimisation by other boys and 27% reporting victimisation by staff.

We found some good systems to identify and support victims of bullying and violence, and at Werrington, these had resulted in a reduction in the number of boys self-isolating. However, this was not the case at other establishments.

Formal support for victims of bullying had deteriorated. Individual support plans were no longer used and there was no systematic support for victims. The establishment was unable to identify the full extent of bullying. [Cookham Wood](#)

Parc continued to be the only establishment that did not rely on physically separating boys to ensure safety. In most other YOIs, boys spent too long locked alone in their cells for their own protection.

Use of force

Use of force remained high, mainly due to the level of violence in all YOIs. We continued to see staff acting to protect children from serious injury. However, there was also some disproportionate use of force, and inconsistent use of body-worn video cameras. The use of pain-inducing techniques and strip-searching under restraint continued to affect our judgements on outcomes everywhere.

We were also made aware of a very concerning incident of alleged abuse during use of force that was subject to police investigation. In too many incidents, body-worn video cameras were not switched on, which was unacceptable.

Wetherby and Keppel

Governance of use of force had improved across the estate.

Suicide and self-harm prevention

There had been no self-inflicted deaths in the children's estate during 2017–18, and none since January 2012.

Levels of self-harm had risen at Cookham Wood, remained similar to the previous inspection at Parc and had reduced elsewhere. Children at risk of self-harm were generally positive about their care, and our findings mostly supported this view. However, at Cookham Wood we were concerned about management of this area, and specifically an underreporting of incidents of self-harm, including serious incidents.

Incentives and behaviour

In March 2018, we published a thematic report on behaviour management in children's custody, at the request of the YJB, to examine how young people's behaviour is managed within secure settings.³⁴

The key finding was that positive relationships between staff and those in their care underpinned all effective behaviour management systems. A combination of staff shortages, high staff turnover and a lack of time out of cell were, according to young people and staff we spoke to, preventing the formation of such relationships. As a result, most establishments were struggling to manage behaviour effectively.

It was notable that when interviewed about what incentives would have the greatest impact on promoting positive behaviour, young people and staff agreed on the need for more time out of cell.

Most incentive schemes focused on punitive measures rather than rewarding positive behaviour. Poor behaviour, including insults and swearing, went unchallenged in many establishments, even though they amounted to bullying and caused violence.

The response to more serious incidents of poor behaviour was often ineffective. Investigations did not always take place, monitoring and interventions for those suspected of bullying and violence were rare, and formal support for victims was underdeveloped.

³⁴ HMI Prisons 2018, *Incentivising and promoting good behaviour. A thematic review*

Segregation and separation

The number of children separated in designated segregation units fell in all establishments during 2017–18, and remained commendably low at Parc. With the exception of Parc and Werrington, the environment and regime in these units were poor. In Feltham, the segregation unit was shared with the adult site and was unsuitable to hold children.

As well as separation in designated units, we found many boys locked up for more than 22 hours a day in other units. At Feltham, around one in four children were on a restricted regime at the time of the inspection. A judicial review in July 2017³⁵ challenging the isolation of a boy at Feltham had led to an increase in the application of good order and discipline processes – designed for segregation units – being used on normal location. We have seen no evidence that this has improved outcomes for children.

Living conditions and relationships

The standard of residential units varied. The provision of in-cell showers on the Keppel Unit and at Cookham Wood ensured children could wash daily; at Cookham Wood in-cell telephones enabled children to phone home. However, accessing these basic amenities was a problem in other locations.

Shower rooms were squalid. In our survey, 60% of boys said they could have a shower every day against the comparator of 88% and 86% at our last inspection. Our observations confirmed that some boys could not have a shower daily, including before court hearings or after exercising.
Feltham A

We often found boys living in cells with inadequately screened, dirty toilets without lids.

Relationships between boys and staff varied, and in our survey only 67% of children said that most staff treated them with respect. There were improved relationships between staff and children at Parc, but the boys at Cookham Wood, Feltham and Wetherby did not spend enough time out of their cells to build meaningful, effective relationships with staff.

It was concerning that one in four children reported they would have no one to turn to if they had a problem. Only 48% of boys in our survey said they saw their personal officer at least once a week.

Diversity

The perceptions of boys with different protected characteristics varied significantly in key areas. Almost half those who responded to our survey, 47%, were from a black and minority ethnic background. They were less likely than white boys to report that most staff treated them with respect, and 30% said they had no one to turn to if they had a problem, compared with 18% of white children. Boys from a black and minority ethnic background continued to be more likely to be subject to disciplinary procedures, fewer said they were on the higher level of the incentives scheme, and only 33% said they had daily association, compared with 59% of white boys.

Children with disabilities were more likely to feel unsafe than those without – 37% compared with 14%. Boys with disabilities were also more likely to say they had experienced victimisation from staff and other children – 38% compared with 24% of those without a disability.

Work to identify, understand and address unfair treatment was not good enough in all establishments. Monitoring of equality of access either did not take place or, where it did, disproportionate outcomes were not investigated.

35 https://www.doughtystreet.co.uk/documents/uploaded-documents/CO-852-2017_-_AB_v_SofJ_-_Final_Judgment.pdf

YOIs continued to be hostile environments for gay or bisexual boys. It was notable that in our inspections, only two boys had identified themselves as gay; both lived on the specialist Keppel Unit, which offers a more supportive environment to some of the most vulnerable children in England and Wales. The lack of provision for this group needed to be addressed nationally.

Health care

Illicit drug use remained very low at most establishments, with cannabis and tobacco the primary substances. At Wetherby, where there was an upward trend, the approach to drug supply reduction was inadequate. Most establishments had an appropriate strategy for substance misuse, but this was weak at Wetherby and Cookham Wood. Boys with substance misuse needs were identified promptly and received mostly good psychosocial support. Very few boys required clinical support, but there were appropriate services to meet need if they did.

Health care provision was mostly good, with prompt assessments and short waiting times, although the restricted regime and regular lock downs at Cookham Wood affected waiting times and attendance at appointments.

We remained concerned that health staff were not routinely called to oversee planned use of force at Wetherby, missing opportunities to minimise associated health risks. At Feltham A, too many use of force forms were submitted without health staff completing their section.

At Feltham A, boys without clinical needs were admitted to the inpatient unit, which undermined its potential to provide good care. We recommended that the inpatient facility at Wetherby be closed as it offered an inadequate environment and regime for boys.

Most establishments provided excellent comprehensive mental health services, except at Parc where the range of provision did not fully meet the need. Custody staff at most establishments had received appropriate training to identify and support boys with mental health needs. Officers at Feltham A had received autism awareness training, and the prison had received National Autistic Society accreditation.

Most boys who required it were transferred promptly under the Mental Health Act, but a few boys at Wetherby had experienced delays of up to five months.

The mental health team at Feltham A contacted boys seven days after discharge to check on their welfare, which supported effective continuity of care.

Time out of cell

Time out of cell continued to vary dramatically, and only Werrington and Parc met our expectation of 10 hours a day out of cell.

Boys had more time out of cell than in many comparable establishments, and this had improved since our last inspection. Those on the highest reward level could spend 11 hours a day out of their cells, with up to nine hours a day for boys on the lowest level. [Parc 2017](#)

However, most boys held in YOIs continued to spend far too long locked in their cell. During our roll checks, about 40% of boys were locked in their cell at Feltham and 48% at Wetherby. We assessed the average time out of cell on weekdays as 4.5 hours at Cookham Wood and Feltham. Boys on the most restricted regimes could have as little as 30 minutes out of their cells for showers, telephone calls and exercise outside.

Taking part in activities

Figure 18: Ofsted assessments in YOIs holding children 2017–18³⁶

	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	1	0	0	0
Good	1	3	4	4	1
Requires improvement	3	1	1	1	3
Inadequate	1	0	0	0	1
Total	5	5	5	5	5

Figure 19: Estyn assessments in YOIs holding children 2017–18³⁷

	Standards	Well-being and attitudes to learning	Teaching and learning experiences	Care, support and guidance	Leadership and management
Excellent	0	0	0	2	0
Good	2	2	2	0	2
Adequate and needs improvement	0	0	0	0	0
Unsatisfactory and needs urgent improvement	0	0	0	0	0
Total	2	2	2	2	2

Our survey findings in this area were stark: less than half of children said they could associate with their peers each day, more than a third reported no access to daily exercise in the open air, and only 2% said they went to the gym more than five times a week.

In our survey, 89% of children reported exclusion from school before they came into detention, 74% reported previous truancy, and 41% said they were 14 or younger when they last attended school. For many of these children, custody provided an opportunity to make the progress needed to lead successful lives on release.

Provision of education was good at Parc and Werrington. However, even at Werrington boys' progress was impeded by inconsistent attendance and the late start of sessions. At other sites the situation was much worse.

Attendance at purposeful activity remained too low... Too many training and education sessions were cancelled and only half the boys attended lessons. The outreach provision did not yet meet the education needs of learners who were not able to or prevented from attending lessons. [Feltham A](#)

³⁶ Including separate assessments for the Keppel Unit at Wetherby.

³⁷ Represents two separate assessments of Parc YOI.

Provision for resettlement

With the exception of Cookham Wood, resettlement provision was reasonably good or better. It was generally well managed, with staff focused on appropriate priorities. Small teams of caseworkers ensured that remand and sentence planning meetings and reviews were well managed, although attendance varied. Sentence planning was appropriate, but many targets were generic and often not linked to risk. Most boys knew their caseworkers, who often provided support with day-to-day issues as well as sentence planning.

In most establishments, release planning started from admission to ensure every child had suitable accommodation and activity arranged on release. However, too many children did not have their accommodation identified in time for their final review meeting. For some, accommodation was not provided until the day of release, which disrupted through-the-gate health care and substance misuse support, and prevented enrolment in education on release.

The only accommodation that could be found for one 15-year-old boy was nearly 200 miles away from his previous address and the establishment. He rejected the transport provided and refused to go. The establishment had to release him but, as his social worker was not at the gate to meet him, they then had to report him as a missing person to the local police.

Cookham Wood

Caseworkers supported children to maintain ties with family and friends, although work in this area lacked coordination at most sites. However, at Parc a family worker provided an effective point of contact for families, and regular family days were supported by all staff.

Secure training centres

- Outcomes across all three STCs and all our tests were either inadequate or required improvement.
- At Oakhill, the three inspectorates were so concerned about outcomes that we wrote to the minister for youth justice immediately after leaving the site.

Instability and uncertainty about STCs had contributed to outcomes deteriorating across the sector. Medway and Oakhill were assessed as inadequate overall, and Rainsbrook required improvement. At all three STCs, instability of management and staffing shortages had a detrimental impact on outcomes in all areas.

Since the last inspection, there has been a change of director and changes to senior staffing arrangements. Some posts are temporarily filled, including those of director and deputy director. Increasing numbers of staff who work on the living units are new and inexperienced. [Oakhill](#)

With the exception of safety at Rainsbrook – which required improvement – outcomes for safety and promoting positive behaviour were inadequate across all sites.

Levels of violence in STCs were the highest per head of those held in any type of institution we inspect. The number of

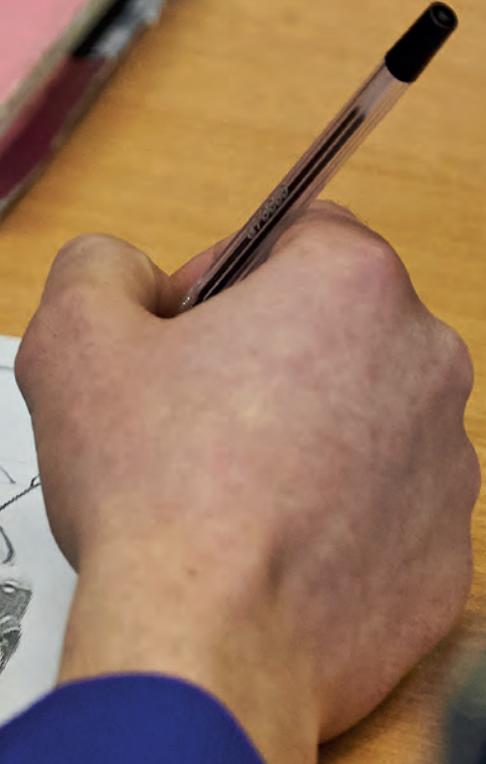
violent incidents had increased from the already high levels at Rainsbrook and Oakhill, and at Medway managers could not provide inspectors with accurate records of violent incidents. At Oakhill, use of force had increased to 110 incidents a month in a centre holding 75 children.

The care of children was improving from a low base at Medway, where a refurbishment programme, the girls’ strategy and the development of an admissions unit had had a positive impact on outcomes. However, at Rainsbrook we found units with extensive graffiti in communal areas and bedrooms. Oakhill was particularly poor, with most residential areas poorly maintained.

Unlike previous years, where we found some good work in education, resettlement and health care, outcomes across all STCs and tests were either inadequate or required improvement.

Figure 20: Outcomes in inspections of secure training centres 2017–18

Secure training centre	Overall effectiveness	Safety	Behaviour	Care	Achievement	Resettlement	Health	Leader effectiveness
Medway	Inadequate	Inadequate	Inadequate	Requires improvement	Requires improvement	Requires improvement	Requires improvement	Inadequate
Oakhill	Inadequate	Inadequate	Inadequate	Inadequate	Requires improvement	Inadequate	Requires improvement	Inadequate
Rainsbrook	Requires improvement	Requires improvement	Inadequate	Requires improvement	Requires improvement	Requires improvement	Requires improvement	Inadequate



the parts of the car

1. Windscreen
2. Wiper
3. Mirror
4. Door
5. Wheel
6. Tyre
7. Light
8. Bumper
9. Horn

Indica V2

WIPER

MIRROR

WINDSCREEN

DOOR

WHEEL

TYRE

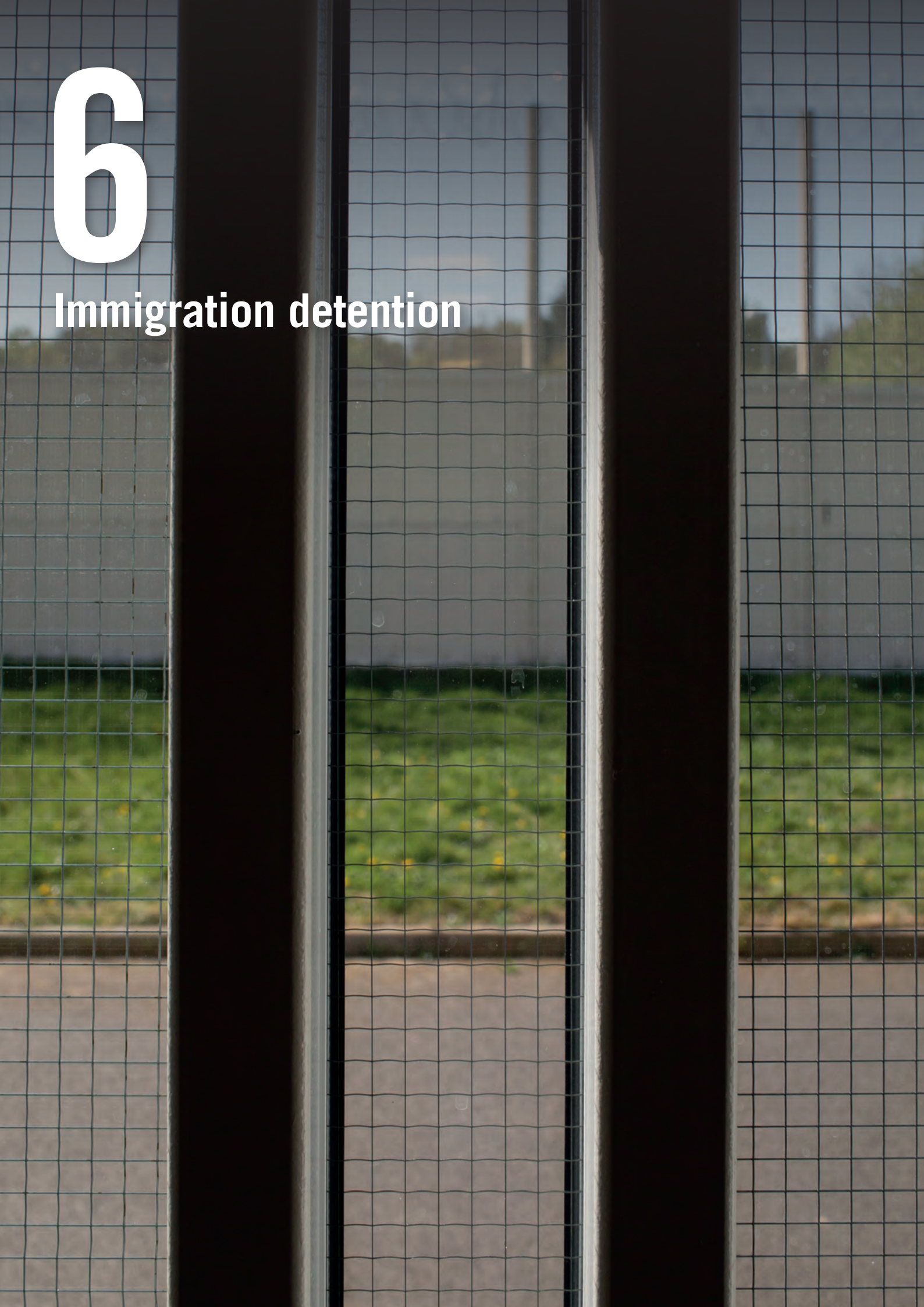
LIGHT

BUMPER

HORN

6

Immigration detention



This section reports on the inspection of two immigration removal centres (IRCs), four short-term holding facilities (STHFs) and one overseas charter flight removal. The Verne, a 580-bed IRC, was due to be inspected but was closed during the year. This year we also completely revised our *Expectations: Criteria for assessing the conditions for and treatment of immigration detainees*, on which we base all our findings; the fourth edition was published in January 2018.

In the year ending March 2018, 26,541 people entered detention, a decrease of 8% on the previous year.³⁸ At the end of March 2018, 2,400 people were held in detention (down 18%), and a further 358 were held under immigration powers in prisons. These figures do not include those held in non-residential STHFs.

- The two IRCs were inspected using an enhanced methodology to provide a deeper insight into safeguarding outcomes. Yarl’s Wood had responded well to a poor inspection in 2015, but outcomes at Harmondsworth, the UK’s largest IRC, were insufficiently good in three of our four tests.
- There was commendably little violence in either centre, but many detainees felt unsafe and anxious. Some aspects of security in Harmondsworth were disproportionate, and the routine handcuffing of detainees on external escorts was unacceptable.
- The Home Office’s policy to protect adults at risk had not been effective in keeping many vulnerable people out of detention. There had been five deaths in or immediately following detention.
- There was still no time limit on detention, and some detainees were held for very long periods.
- Detainees had good access to communications with the outside world and to welfare services, and their preparation for removal and release was generally good.
- Conditions in STHFs were acceptable for short stays, and staff attitudes were a strength, but there was not enough focus on improvement.
- There was a disproportionate use of restraints on the inspected overseas escort.

Figure 21: Outcomes in inspections of IRCs 2017–18

IRC and contractor	Safety	Respect	Purposeful activity	Preparation for release
Yarl’s Wood (Serco)	Reasonably good	Reasonably good	Good	Reasonably good
Harmondsworth (Mitie)	Not sufficiently good	Not sufficiently good	Not sufficiently good	Good

³⁸ National Statistics 2018, *How many people are detained or returned?* <https://www.gov.uk/government/publications/immigration-statistics-year-ending-march-2018/how-many-people-are-detained-or-returned>

Contrasting IRC outcomes

In Yarl's Wood, outcomes under all of our healthy establishment tests were at least reasonably good. This was a considerable improvement since the previous inspection, when safety and respect were not sufficiently good. However, in Harmondsworth, there had been no change in outcomes, and for the third consecutive inspection, safety and respect failed to reach an acceptable level.

There was a similarly sharp contrast in the IRCs' response to our previous recommendations. While in Yarl's Wood, 75% of recommendations were fully or partly achieved, the equivalent figure in Harmondsworth was only 35%.

Safety

Violence was commendably rare at both centres but about half of detainees in our surveys said they felt unsafe. This was largely caused by their anxieties about their immigration status and removal. However, in Harmondsworth, detainees also told us that they did not feel safe because so many of the detainees seemed mentally unwell, frustrated or angry, and because drugs were becoming a problem. Although levels of self-harm were low, there had been a self-inflicted death.

At Yarl's Wood, there had been a noticeable change in the atmosphere since our previous inspection, when the distress of women who we saw and spoke to was very evident. There had been important coordinated work across several areas to achieve improvement.

... a number of initiatives... had been introduced to improve communication and support, including a post room, where women could collect and send faxes, an immigration surgery and the good work of both Kaleidoscope in mental health and Hibiscus in resettlement. [Yarl's Wood](#)

Safeguarding

At Yarl's Wood, while safeguarding practice was still not always consistent, staff understood whistle-blowing policies and had raised concerns about colleagues where appropriate. But at Harmondsworth, staff knowledge of safeguarding policies and procedures was weak or non-existent. Only 8% of staff knew of the national referral mechanism (NRM).³⁹

The aim of the Home Office's policy that adults at risk should not normally be detained in immigration detention was not working effectively. We identified high numbers of detainees in both centres as vulnerable, with some detained for long periods.

... a blind detainee on an ACDT [self-harm monitoring] had been detained for over a year and a wheelchair user who had tried to set himself on fire had been held for 15 months. [Harmondsworth](#)

Not all detainees at risk of harm were supported or monitored. In one case at Harmondsworth, staff had not even been aware of the only detainee on the highest risk level until we raised his case with them.

The quality of rule 35⁴⁰ reports had improved, but many still failed to provide sufficient information and judgements to decision makers. At Yarl's Wood, about 30% of reports led to release, but at Harmondsworth it was only 10%. We were concerned about the number of detainees at both centres whose detention was maintained, despite professional evidence of torture.

³⁹ The process to identify, protect and support victims of trafficking.

⁴⁰ 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.

Detention-related deaths

In last year's annual report we noted a rise in deaths in or immediately following detention. That concerning trend has continued. There were five detention-related deaths in the reporting year, including three that were self-inflicted. In the previous year there were six deaths, including two self-inflicted deaths and a manslaughter. Before 2016–17, deaths that were not from natural causes were rare. It remains unclear why this change has occurred.

Length of detention

About two-thirds of detainees were removed or released within a month but some were held for much longer. At Harmondsworth a detainee had been held for four-and-half years, and at Yarl's Wood a detainee released shortly before our inspection had been detained for three years. Removals failed for a variety of reasons, but some detentions were prolonged due to factors within the Home Office's control. For example, at Harmondsworth, the Home Office took over a year to decide an asylum claim.

Responding to safeguarding failures

We sometimes use enhanced methodologies at immigration detention inspections to examine concerns in greater depth. We used such methods at two consecutive inspections of Yarl's Wood (2015 and 2017) following evidence of sexually abusive behaviour towards detainees before the 2015 inspection. We undertook extensive structured interviews with detainees and staff, which gave us additional insights into detainees' experiences, staff attitudes and behaviours. Detainees and staff were able to tell inspectors, in confidence, about incidents or concerns about treatment of detainees, and we followed up the issues raised.

In 2017, an undercover television programme showed violent and threatening behaviour by some staff towards detainees at Brook House IRC, raising questions about whether this could be occurring at other centres. Harmondsworth IRC was the next planned inspection and already of concern because of relatively poor previous inspection findings. We therefore employed an enhanced approach, conducting 118 interviews requested by detainees, and speaking to a similar number of staff. About 30 staff also completed a confidential online survey. We will continue to use enhanced methodologies where we consider that risks are heightened.

Revised *Expectations*

Our *Expectations* for immigration detention aim to underpin robust and effective inspections. The fourth edition, published in January 2018, takes account of important reviews, research and policy changes over the last five years, and was subject to extensive consultation. The new *Expectations* include, for the first time, separate standards for centres holding women detainees. We have also included criteria for judging the effectiveness of leadership in achieving the standards that we expect. Our judgements will relate to how leadership supports or obstructs the achievement of other expectations, and where it has had an observable impact on detainees. These expectations apply to managers and policymakers at all levels, and to all agencies involved in immigration detention.

Proportionality of security

While security restrictions at Yarl's Wood were generally balanced and evidence-based, Harmondsworth had more restrictive and disproportionate practices than at the previous inspection. Most detainees were still locked in their cells overnight and now also for an hour over lunchtime. All separated detainees were routinely strip-searched, regardless of individual risk. We were very concerned about the routine use of restraints for outside hospital appointments.

... in 2013, we identified the disgraceful treatment of an ill and elderly man who was kept in handcuffs as he died in hospital. A more proportionate approach to handcuffing was subsequently put in place by the Home Office and followed by the centre contractor. It is with concern, therefore, that at this inspection we found detainees once again being routinely handcuffed when attending outside appointments without evidence of risk.

Harmondsworth

Harmondsworth also still lacked a cohesive strategy for drug supply reduction, and detainee reports indicated that illicit drugs were increasingly available.

Physical conditions and staffing

At Yarl's Wood, the environment was relatively open, there was no razor wire and few bars on windows. The communal areas and rooms were clean. At Harmondsworth, conditions had improved from a low base, but much of the environment still remained below acceptable standards.

At Harmondsworth, only 58% of detainees in our survey said that most staff treated them with respect, in stark contrast to the 87% who said this at Yarl's Wood. Staffing levels at Harmondsworth were low, and neither staff nor detainees felt that there

were enough officers to support detainees effectively. Around a third of staff at Harmondsworth also told us that they did not have sufficient training to do their jobs well. There remained too few women staff in operational roles at Yarl's Wood.

Health care

Detainees' health care needs were largely met. Services had improved at Yarl's Wood from a very low base, but there were weaknesses in medicines management and some areas of governance.

... a doctor who had been employed at the centre since November 2016 was not in possession of the required registration. This was a serious matter and required a thorough investigation as to how this was allowed to happen. Yarl's Wood

Mental health services in Yarl's Wood were good and had been significantly enhanced by an excellent psychological well-being service. Harmondsworth had an appropriate range of primary care services, but could not meet the high level of mental health need.

What worked well in the IRCs

Detainees at both IRCs had better access to legal advice and representation than we normally find, and unrestricted access to legal support websites. Contact with on-site immigration contact management teams was good, although less so with the Harmondsworth detained asylum casework team.

Faith provision was good and detainees had easy access to chaplains and faith facilities. The facilities at Yarl's Wood were particularly well maintained and welcoming.

Responses to detainees' formal complaints were comprehensive and respectful, and investigations by the Home Office's professional standards unit were impressively thorough.

At Yarl's Wood, activities provision had improved following a review, including shorter, focused training sessions and the introduction of weekend activities.

Detainees had good access to the outside world through mobile phones, fax machines and online email accounts, although they still could not use video calling or social media.

Welfare services at both centres were good and offset the negative effects of detention for some detainees. There were effective partnerships with voluntary organisations, particularly Hibiscus Initiatives (part of the Female Prisoners Welfare Project). Arrangements for detainees to meet visitors were good.

Short-term holding facilities

Outcome of previous recommendations

In the STHFs reported on in 2017–18:

- 33% of our previous recommendations in the area of safety had been achieved, 10% partially achieved and 56% not achieved.
- 27% of our previous recommendations in the area of respect had been achieved, 13% partially achieved and 60% not achieved.
- None of our previous recommendations in the area of activity had been achieved.
- 14% of our previous recommendations in the area of preparation for release had been achieved, 29% partially achieved and 57% not achieved.

We inspected four non-residential STHFs in the reporting year: two at airports and two at reporting centres. We found that conditions for and treatment of detainees held for short periods were generally adequate. However, only 29% of our previous recommendations had been achieved and 12% partially achieved, while 59% were not achieved.

Recommendations commonly not achieved related to lengthy detention in facilities with no sleeping or showering facilities, no access to the fresh air and sometimes no natural light. A few detainees were held in such conditions for well over 24 hours. An unaccompanied child was held for 25 hours at Luton Airport. At Eaton House, the lack of showers was a particular problem given the many rough sleepers detained there.

Unrelated men and women were held in the same holding room in all facilities other than Luton Airport. As at previous inspections, at both Stansted and Luton airports detainees were escorted in handcuffs in full public view. Detainees were not permitted to access the internet, emails or social media, which remained unnecessary restrictions.

Children were commonly held at the airport facilities but not at the reporting centres. There were generally better links with local children's social services departments than we had seen previously. Border Force staff were trained to promote and safeguard the welfare of children, and members of the safeguarding and trafficking team received enhanced training.

As we have generally found over many inspections, the approach of detainee custody officers (DCOs) to detainees was a strength.

DCOs were friendly towards the detainee held during our inspection and checked on him in the holding room regularly. They had a positive ethos and were clear about their duty to care for detainees. We spoke to the detainee privately and he was very positive about his treatment by both Tascor and immigration staff. [Luton Airport](#)

Overseas escort

We published one overseas escort report, on a charter flight removal of 32 detainees to Jamaica. IRC and escort staff largely had a good rapport with detainees and were courteous. Transport from centres to the airport still took too long, but detainees were taken directly from coach to aircraft – avoiding the often demeaning processing through airport security that we have previously criticised.

The principal concern about this removal was the disproportionate approach to risk and excessive use of restraints. Staff were told by managers that detainees were 'virtually all... violent criminals who have assaulted staff, although we saw no evidence that this sweeping statement was true and none was subsequently provided. There was no accompanying guidance on welfare issues, such as the stresses the detainees might be

under and why, the importance of treating people decently and giving detainees the opportunity to make telephone calls. Some people were put in waist restraint belts without any legitimate risk assessment, but because of their 'demeanour' or 'attitude', in the words of staff.

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. This section draws on eight inspections of police custody suites in: Cambridgeshire, Dyfed-Powys, Essex, Gwent, Humberside, Metropolitan Police Service (MPS) North and North East, Staffordshire and West Midlands.

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 a documentary analysis of custody records and cases.

- Force procedures and practice did not always comply with the law or codes of practice, covering the detention, treatment and questioning of persons by police officers.
- Governance and oversight of the use of force continued to be weak, and often did not demonstrate that its use was always justified or proportionate.
- Some strategies to manage detainee risk continued to be overcautious. Detainee care was generally mixed.
- Positively, fewer children were now detained in police custody, although those who were continued to be held for too long, and there was still a lack of alternative accommodation for children refused bail.
- The number of people with mental health issues brought into custody as a place of safety was reducing, and most forces now had schemes to prevent this, but there were often not enough suitable alternative places in the community.

Outcome of previous recommendations and areas for improvement

In the police forces reported on in 2017–18:

- four of our previous recommendations and areas for improvement for strategy had been achieved, seven partially achieved and five not achieved
- 25 of our previous recommendations and areas for improvement for treatment and conditions had been achieved, 23 partially achieved and 37 not achieved
- 14 of our previous recommendations and areas for improvement for individual rights had been achieved, 14 partially achieved and nine not achieved
- 17 of our previous recommendations and areas for improvement for health care had been achieved, seven partially achieved and 13 not achieved.

Leadership

Most forces had clear governance structures providing accountability for the safe delivery of custody. However, although in many forces the monitoring of custody performance was improving, too many were unable to provide accurate data, which made it difficult to assess performance.

Some data provided by the force for the inspection were inconsistent and it was not clear how it used performance data or regular quality assurance measures to assess how well it was delivering different aspects of the custody service, to identify trends and to inform organisational learning at a strategic level. West Midlands Police

Too many forces did not comply with aspects of the Police and Criminal Evidence Act (PACE) code of practice for the detention, treatment and questioning of suspects (code C). Non-compliance included reviews of detention carried out too early and through cell door hatches, and recording was often inadequate. Further non-compliance included many cases where detainees were interviewed in anti-rip clothing, which was not adequate as replacement clothing, and where rousing checks on intoxicated detainees took place through the cell hatch.

However, the subsequent management of detainee risk often failed to focus on the individual. Approaches such as the routine removal of clothing with cords, belts and footwear, and the excessive and sometimes unnecessary use of anti-rip clothing – including for detainees who posed no known risks – were not proportionate. In many forces, the observation levels of detainees set by staff did not reflect the risk posed, were not always carried out on time and some were not accurately recorded in custody records.

The force did not always comply with the Police and Criminal Evidence Act 1984 (PACE) and code C ... which was a significant concern... not all detainees were informed of their rights and entitlements, and the written notices setting out those rights were incomplete. This was unacceptable and required immediate remedial action. [Gwent](#)

Risk assessments of detainees by sergeants were mostly comprehensive, but the routine removal of cords from their clothes and their footwear were not an effective response to managing risk... We had concerns about the way some CCTV monitoring of detainees on constant observations was carried out as we saw staff performing other tasks at the same time, which was distracting and contrary to guidance. [Staffordshire](#)

Most forces had effective internal meeting structures to oversee the provision of custody services. However, most also had clear gaps in strategic engagement with statutory partners to provide effective scrutiny in the provision of local authority accommodation for children, as well as appropriate adult services.

Risk assessment and detainee safety

Staff risk assessments to ensure the safe detention of detainees were reasonably good, with initial risk assessments on their arrival into custody completed well. In most cases these assessments were thorough, with an appropriate focus on the identification of vulnerability and risk.

Staff knowledge of procedures to rouse intoxicated detainees safely was mostly adequate, and most detainee custody records showed regular monitoring to ensure the safe detention of those under the influence of drugs or alcohol. Anti-ligature knives were not carried routinely by all custody staff, which could pose a significant risk to vulnerable detainees.

Deaths and serious incidents in police custody

In October 2017, the Home Office published the report of the independent review into serious incidents and deaths in police custody chaired by Dame Elish Angiolini.⁴¹ The review examined the procedures and processes surrounding deaths and serious incidents in police custody, and made 110 recommendations for improvement. The HMI Prisons and HMICFRS joint programme board considered the recommendations applying to inspection of detainee treatment in police custody suites, and we have revised our methodology to address the observation of intoxicated detainees. We will continue to focus on further recommendations about the use of liaison and diversion schemes, pre-release risk assessment and actions taken on release.

Conditions and detainee care

Forces had generally invested in the environments that held detainees, and most custody suites inspected were clean and well maintained. However, many of our inspections highlighted potential ligature points in cells and communal areas, which compromised the safety of detainees.

Custody staff engagement with detainees was generally positive, but care was mixed. While food and drinks were provided regularly, other aspects of detainee care were often not good enough. Detainee access to showers, outside exercise and reading materials was mostly very limited.

Use of force

Although in most forces staff dealt patiently and calmly with detainees and employed good skills to de-escalate many challenging situations, the use of force in custody continued to be a significant concern. Some forces could not supply reliable data on the use of force in custody, and in all but two governance and oversight of the use of force were inadequate.

The governance and oversight of the use of force in custody were inadequate, data were unreliable and Dyfed-Powys Police were not recording all instances of the use of force in its custody suites. Force was not always used as a last resort and we were concerned by the number of occasions when force was used to remove detainees' clothing. *Dyfed-Powys*

Our analysis of closed-circuit television (CCTV) footage and documentation in most forces indicated that when force was used, it was not always proportionate to the risk posed. We found some poor practice, including techniques deployed inappropriately and potentially injurious to detainees. The restraint of individuals in the prone position posed a significant risk.

More positively, management of the use of force in custody was good in Cambridgeshire and Essex, and reflected our expectations. Essex was the first force inspected using our latest *Expectations* and methodology where use of force was not identified as a concern. In both forces, staff generally dealt with challenging detainees very patiently, and in most cases where force was used, it was proportionate and incidents were well managed.

⁴¹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/655401/Report_of_Angiolini_Review_ISBN_Accessible.pdf

... the picture surrounding the use of force in custody was a positive one and reflected our expectations... staff dealt with challenging detainees patiently and generally only deployed force that was proportionate to the risk or threat posed. Most of the cases we examined in depth had been managed well. [Cambridgeshire](#)

... detention of children was regarded as a last resort, especially at night, and our case audits showed good use of bail and returning children home for interview the following day. The force and partner agencies closely monitored children detained overnight to ensure that all actions had been taken to avoid this. [Staffordshire](#)

Spit hoods were used in four of the eight police forces inspected – MPS North and North East, Staffordshire, Humberside and Cambridgeshire. In all these forces, we had concerns about the proportionality, governance and oversight of their use.

Although custody staff made considerable efforts to obtain alternative accommodation for children who had been charged and refused bail, most reported that there were limited options. This often resulted in a considerable proportion of children being detained for too long or remaining in custody overnight, despite improvements in forces' partnership working. Delays in accessing appropriate adults (AAs) to support children in custody were also common.

We reviewed a case at Clough Road that occurred during our inspection, which involved the use of a spit guard on a 17-year-old child. We referred this case to the force on several grounds, including concerns about the proportionality and governance of the use of spit guards in the custody environment and, in particular, on a child. [Humberside](#)

Provision of appropriate adults (AAs) for children and vulnerable adults was inadequate. Detainees often had to wait too long for support, and the administrative arrangements for organising this provision were not efficient. [MPS North and North East](#)

Concerns about use of force

To reinforce our ongoing concerns about the use of force in police custody, and to drive improvement, we, jointly with HMICFRS, advised chief constables of all forces of our expectation that the governance of the use of force should be improved.

Overall, our observations and case audit analysis showed an appropriate focus on the care and welfare of children in custody, and their risks were properly assessed when they left custody, with good arrangements to ensure that they returned home safely.

Children in police custody

All of our inspections found a real focus on diverting children from custody or, where it was necessary to detain them, to minimise the time they were held. Avoiding detention overnight was a priority, and in many forces, children's cases were closely monitored.

Health care

The commissioning of health provision varied between forces, creating some inconsistencies in detainee outcomes. In contrast to prisons, immigration removal centres and secure training centres, health services in police custody are exempt from regulation by the Care Quality Commission, further limiting the potential for better health outcomes.

Joint working between health providers and custody staff was generally good in most forces, and very good in Gwent. Health governance was effective in most forces inspected, but was poor in MPS North and North East, Staffordshire and West Midlands. Most detainees continued to receive generally appropriate care, but there were sometimes excessive waits to see a health professional.

Although most custody suites had reasonable clinical facilities, cleaning standards were inadequate in five forces, and detainees had insufficient privacy during consultations at MPS North and North East and Staffordshire.

Detainee access to most medications was good in all suites, but community prescriptions of methadone could not be continued in Humberside and were not always available at MPS North and North East and Essex. All detainees had good access to symptomatic relief for drug and alcohol withdrawal, but these were not routinely sent with them to court, which was a significant risk, particularly for those withdrawing from alcohol.

Forces continued to report high numbers of detainees presenting with mental health problems. Mental health liaison and diversion services provided valuable support in the suite and on release in most forces inspected, but outcomes remained poorer in the few suites that lacked the service.

... a vulnerability model provided a single gateway for detainees into other community services. The approach covered vulnerability from mental ill-health, learning difficulty and substance misuse, as well as the needs of women and children, and was to be extended to ex-services veterans... custody staff were positive about the service and its impact on care for detainees. [Essex](#)

Too many detainees who required assessment and/or transfer under the Mental Health Act continued to experience excessive delays due to factors outside the force's control, including staffing issues in the mental health duty team, lack of suitable beds and delays in ambulances attending.

The positive downward trend in the use of police custody as a place of safety under section 136 of the Mental Health Act⁴² continued in most forces we inspected, but its use remained too high in Gwent. Changes to section 136 came into force in December 2017 and should result in people detained under its powers rarely being held in police custody.

Several forces we inspected had additional services to support people in mental health crisis to access appropriate community support, which diverted some from police detention and/or detention under section 136. This included street mental health triage schemes and mental health nurses based in the police control rooms.

⁴² 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 – for example, a health or social care facility, or the home of a relative or friend. In exceptional circumstances (for example if the person's behaviour would pose an unmanageably high risk to others), the place of safety may be police custody.

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 two inspections of court custody facilities in West Midlands and Warwickshire and London North, North East and West, covering four Crown courts, 13 magistrates' courts, four combined courts, three immigration and asylum chambers and one youth court.

- Too many detainees were held in court custody for longer than was necessary.
- Conditions across the court custody facilities were poor, with dirty cells and communal areas, potential ligature points and excessive graffiti.
- Handcuffs were used too often without sufficient justification.
- Court custody staff were generally professional and friendly with detainees, but some staff shortages were affecting risk assessments, and measures to identify and manage detainees' risks were not applied consistently.
- Release arrangements for detainees were inadequate, with little or no focus on ensuring that detainees, including the most vulnerable, got home safely.

Strategy

Working relationships between the three key agencies responsible for delivering court custody provision – HM Courts and Tribunals Service (HMCTS), Prisoner Escort and Custody Services (PECS) and the contracted provider (either GEOAmey or Serco) – were good in West Midlands and Warwickshire, and it was positive that the key stakeholders, in particular HMCTS, accepted responsibility

for the overall care and welfare of detainees. In London, although relationships between key stakeholders were reasonable, the intentions of senior managers to improve and maintain the service had not yet been realised, and considerable work was needed to implement the required changes.

Staffing levels were adequate in West Midlands and Warwickshire, despite some weaknesses in training. Custody staff dealt with detainees professionally and paid reasonable attention to their welfare needs. However, in London courts, although most staff dealt patiently and professionally with detainees, there were not enough staff to carry out all the necessary duties to look after detainees and keep them safe at all times.

Individual rights

Although court custody cases were generally prioritised, a range of factors contributed to an increasing number of detainees who spent unduly long periods in court custody. These factors included: the late attendance of legal representatives; delayed transfer warrants; detainees taken to Crown courts too early; waits for governors' authority to be formally released from prison; not being moved to prison promptly after being remanded or sentenced; and a shortage of available court cells.

An HMCTS listings protocol had been designed to allow for court custody cases to be prioritised. We saw Serco staff asking for cases to be prioritised for a variety of reasons, particularly for detainees identified as vulnerable. However, we found that requests were not always met, sometimes without apparent reason. London North, North East and West

Treatment and conditions

There had been little or no investment in the court custody estate, and the physical conditions for detainees were poor. The standard of the cells in which detainees were held and their cleanliness were unacceptably low. There was too much graffiti and ingrained dirt in cells, and many outstanding repairs had not been carried out. Too many cells were out of use. Reduced cell capacity sometimes meant that detainees had to share cells, which increased risks. Staff did not check cells to identify potential ligature points, which posed a further risk to detainees.

Management of the cleaning and maintenance contracts was ineffective. Where progress had been made it was too slow, and too many detainees and staff had to endure unreasonable conditions.

... we were advised and saw that staff had become desensitised to low standards... The environment across the court custody estate was overwhelmingly poor. [London North, North East and West](#)

Detainee risk was not always identified or managed well enough. Staff did not routinely complete a standard risk assessment for each detainee, and subsequent risk management was sometimes inadequate and compromised detainee safety. For example, some cell-sharing risk assessment documents were not completed, and staff did not always adhere to observation levels set to check detainee safety and welfare.

In some courts, there was no systematic approach to ensuring that checks were completed at the specified time... Across the whole cluster, we saw some vulnerable detainees not being visited at the required frequency. [West Midlands and Warwickshire](#)

Handcuffs were used too often on compliant detainees in the physically secure court custody facilities, and often applied with no individual risk assessments, which was disproportionate.

In West Midlands and Warwickshire, release arrangements were generally good and staff made sure that detainees left court custody safely. However, release planning in London courts did not always focus on ensuring that detainees travelled home safely. Travel warrants could no longer be used on the underground or buses, which meant that some people, including some vulnerable individuals, often had to walk long distances to get a train.

Health care

United Safe Care provided health advice to both court providers, which staff could access by telephone, and health professionals attended the court custody facilities if required. Custody staff were aware of the health provider's services, but not all found that they responded to meet the needs of detainees quickly enough.

Custody staff were not up to date with their first aid training, and the triennial updates for training were too infrequent to maintain competency. There were first aid boxes in all the courts, but not all contained sufficient stocks.

Medication was stored securely and staff were confident in issuing medication appropriately. Medication was sometimes received from the police, but when it did accompany detainees it was generally attached to their person escort record and was not always stored securely.

9

**Border Force
customs custody**



In 2017–18 we published the findings from our third inspection of Border Force customs custody suites. These facilities are inspected as part of one joint national inspection by HM Inspectorate of Prisons and HM Inspectorate of Constabulary and Fire & Rescue Services. The inspections are based on our *Expectations for Border Force Custody: Criteria for assessing the treatment of and conditions for detainees*, published in January 2015.

Eight designated custody suites operated across England and Scotland. Six facilities served airports at Birmingham, Heathrow (Colnbrook), Gatwick, Glasgow, Manchester and Stansted (closed for refurbishment during the inspection), and two suites served seaports at Dover and Harwich.

Outcome of previous recommendations

In the 2015–16 report we made 26 recommendations. Of those, 50% had not been achieved, 35% were partially achieved, 12% were achieved and 3% were no longer relevant.

In the year before the inspection, only 557 detainees had been held in Border Force customs custody suites, a continued downward trend from previous inspections.

The significant improvements we reported at the previous inspection had slowed down, and there had been insufficient attention to implementing our recommendations. Key weaknesses included: deploying generic staff to deal with some of the specialist custodial functions involving high-risk individuals (including monitoring CCTV); inconsistent working practices, sometimes associated with the lack of clear communication between different elements

of the management structure; the lack of a central recording system; and poor data recording. Despite these concerns, detainees held in Border Force custody continued to be well cared for and elements of the service were good.

At the previous inspection we reported that Border Force had adopted principles from the College of Policing, Authorised Professional Practice (APP) for detention and custody – used by police services to develop safe and consistent custody policies and practices. At this inspection, however, we found that Border Force practices did not reflect APP in a number of areas, and some staff had little knowledge of the guidance. Despite these weaknesses, the legal rights of detainees in custody were generally well observed and adhered to, which was positive.

Some detainees continued to be held in Border Force custody facilities when they were suspected of secreting or swallowing drugs. Known as ‘suspected internal drug traffickers’, they required specialist services and care. Staff were confident in how to manage and minimise the risks associated with the bodily concealment of drugs. The ‘custody early warning score’ process for assessing the well-being of detainees suspected of carrying drugs internally was excellent, and now well embedded.

Staff had a good understanding of vulnerability and of the safeguarding of children. We were confident that detained children or those accompanying adult detainees were treated well. Although staff awareness of how to manage transgender detainees was limited, their knowledge of diversity and how to meet the individual needs of detainees was otherwise reasonable.

Custody suites were well maintained and mostly in good condition. The suite at Glasgow had been fully refurbished since our previous inspection, and Stansted was closed for refurbishment during the inspection. We identified several potential ligature points in all custody suites and were not confident that adequate measures were taken to identify or mitigate them, which posed a risk to detainee safety.

Despite almost routine handcuffing of people before custody, force was used infrequently in Border Force custody facilities. However, there was insufficient governance and oversight of all aspects of the use of force. Not all staff were up to date with their personal safety training, and the lack of guidance on what personal protective equipment should be worn led to inconsistencies. Many staff carried batons, which was disproportionate in the controlled custody environment.

All suites had dedicated clean clinical rooms, and the new facility in Glasgow was excellent. Border Force had procured a single health provider for the seven English custody suites, and had clear and appropriate performance monitoring mechanisms. However, at the time of the inspection the health provider did not have adequate staffing or governance structures to ensure detainees received a consistent, safe and timely service.

Custody staff did not always complete the documentation for formally assessing the risks posed and the needs of detainees before release. In practice, however, they were properly focused on ensuring that detainees were released safely, and had access to petty cash for accommodation, food or transport costs if required.

10

Military custody



We have inspected the Military Corrective Training Centre (MCTC) by invitation from the Ministry of Defence since 2004 and the Service Custody Facilities (SCFs) since 2014. This year we conducted full follow-up inspections on both the MCTC and the UK SCFs. The inspections are based on *Expectations for UK Armed Forces Service Custody Premises*, published in February 2014.

MCTC remains an impressive establishment

The MCTC in Colchester is the armed services' only secure corrective training centre. The centre has a capacity of 323 but it rarely holds more than 50 detainees; there were 44 detainees when we inspected. Most were serving periods of detention following court martial or a summary hearing by their commanding officers, and most had offended against military discipline rather than criminal law. A few had committed offences that could have resulted in custody in a civilian prison. Only those who had been sentenced to up to two years' detention were held at the centre; sentences of imprisonment were served in civilian prisons. However, the centre could also hold remanded detainees under investigation, awaiting sentencing or pending trial, some of whom could be charged with serious offences.

MCTC was a safe, decent and purposeful establishment. The centre managed detainees in an environment that resembled a military training establishment more than a prison. Our experienced team of inspectors could not recall ever having been to a more respectful institution. Based on the shared military values of staff and detainees, the centre exhibited an extraordinarily strong ethos with the care and rehabilitation of detainees the unequivocal and overriding objectives.

We acknowledge that most detainees held in the MCTC do not present the same challenges as prisoners in civilian prisons. However, the MCTC did hold some complex and challenging detainees, and for HMI Prisons to inspect an establishment where violence and bullying were virtually unknown was refreshing. There had been no use of force or segregation, and no drug or alcohol finds since before the previous inspection – and no detainees had tested positive for drugs. Vulnerable detainees, including those at risk of self-harm, were well cared for.

The programmes of activities for the detainees was tailored to whether they were going to return to their units and pursue their military careers, or return to civilian life following discharge. In both cases, the quality of provision was high.

Among all the very positive findings of this inspection, there was one potentially serious deficiency that was beyond the centre's control. This was the lack of post-release supervision or statutory engagement from the public authorities responsible for the public protection arrangements for higher risk violent or sex offenders. Because of a statutory anomaly, the military are not included in the arrangements that apply to civilian offenders on release. This meant that the small number of higher risk offenders were released into the community without proper supervision or management of their risks. As an inspectorate, we support the necessary policy or legal changes needed to resolve this issue.

It was notable that the recommendations of our previous inspection in 2014 had been taken seriously, with the majority fully implemented.

Apart from our concern about the ongoing supervision of high-risk detainees, the MCTC remained a model custodial institution, with high degrees of safety, mutual respect and a purposeful environment providing a solid foundation for the reintegration or resettlement of those it held.

Service custody facilities – detainees well cared for and safe

Service custody facilities (SCFs) are short-term secure facilities holding mainly servicemen and women detained on suspicion of having committed a military or criminal offence. Army SCFs can also hold detainees sentenced to a short period of detention, up to 14 days, for offending against service discipline or criminal law. We inspected the 11 open SCFs that had held detainees during the previous 12 months, one run by the Royal Navy, six by the Army and four by the Royal Air Force. We visited all the SCFs licensed for use at the time of the inspection.

Most periods of custody were very short pending initial investigations, and each SCF could hold detainees from any Service. Only the Army SCFs held detainees for longer than 48 hours (usually sentenced), up to a maximum of 14 days. Detainees with sentences over 14 days were routinely transferred to the MCTC to serve their sentence.

Overall, we found the SCFs to be safe and decent. We were impressed by the attitude of staff in all the facilities and their approach to the care of detainees. All the detainees we spoke to felt safe. Almost without exception, staff were professional, caring and respectful. They were alert to risk, although we made criticisms of how risk issues were recorded and, more importantly, assessed. There needed to be greater understanding of the purpose of risk management and the accountability that ensued.

With a few exceptions, the environmental conditions in the SCFs were very good, with weaknesses largely offset by the excellent time out of cell that most detainees experienced.

SCFs were governed by the recently revised Joint Service Publication (JSP) 837 which sets out how the rights of detainees across the three services should be met. The revisions had led to some improvements, but the document and its provision were not yet well embedded, and some staff lacked confidence in or understanding of the requirements. Accountability concerning respect for individual rights was further undermined by inconsistent or confused practice. For example, the recording of information was inconsistent, documentation detailing various authorisations (including authority to detain) was often missing and access to legal advice was sometimes too slow.

Because the numbers held in SCFs, particularly in the Royal Navy and the Royal Air Force, were comparatively small, SCF staff had limited opportunities to put their skills and training into practice. There had been some limited rationalisation of the facilities. We saw, and welcomed, some cross-service use of SCFs, and Royal Navy SCFs had sensible arrangements with the local police to provide custody facilities. However, staffing pressures were evident. Royal Navy West SCF (Plymouth) was temporarily closed due to a lack of trained staff, and Royal Air Force SCF used untrained custodians. Where numbers of detainees were small, trained staff across all three services inevitably became inexperienced and de-skilled. We would urge further rationalisation.

11

The Inspectorate in 2017–18



Income and expenditure – 1 April 2017 to 31 March 2018

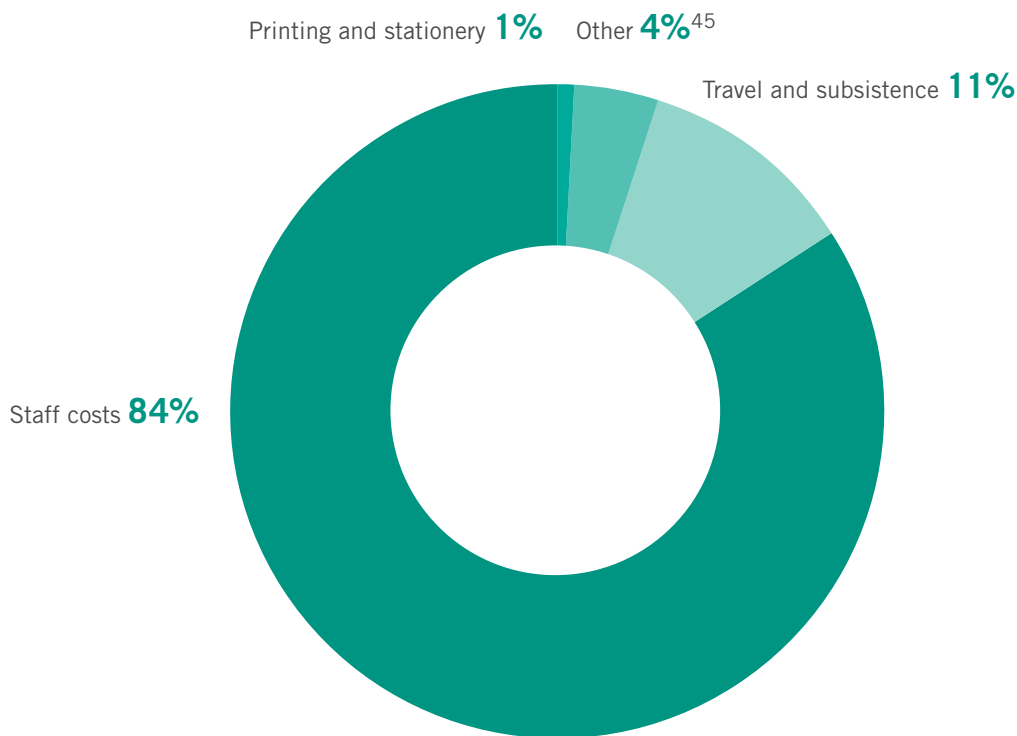
Income	£
MoJ (prisons and court cells)	3,507,000
Home Office (immigration detention)	352,220
Home Office (HMICFRS/police custody)	300,000
Youth Justice Board (children's custody)	119,864
Other income (HMI Probation, Prisons and Probation Ombudsman, STC, Ministry of Defence, Border Force, Criminal Justice Inspectorate Northern Ireland, NPM members)	225,916
TOTAL	4,505,000

Expenditure	£	%
Staff costs ⁴³	3,828,434	84
Travel and subsistence	494,853	11
Printing and stationery	34,096	1
Information technology and telecommunications ⁴⁴	69,181	4
Translators	14,939	
Meetings and refreshments	2,896	
Training and development	30,028	
Other costs (including recruitment costs, conferences and professional memberships)	76,104	
TOTAL	4,550,531	

⁴³ Includes 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. In addition, it includes accrued funding to cover costs relating to an ongoing employment tribunal (we are currently awaiting the decision of the Court of Appeal who reserved their judgement at a hearing on 2 May 2018).

⁴⁴ Includes the one-off cost of purchasing licenses to software (SPSS – used by researchers to process and analyse survey data) when the MoJ migrated HMI Prisons to Windows 10/Office 365.

Expenditure 1 April 2017 to 31 March 2018



Inspectorate staffing – 1 April 2017 to 31 March 2018

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 secondment from HMPPS and other organisations. Currently, eight staff are seconded from HMPPS, and their experience and familiarity with current practice are invaluable.

Staff engagement

Every year we gather feedback from our staff. In 2017, 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 67% of HM Inspectorate of Prisons staff and survey results indicated a score of 78% on the staff engagement index. This was a very strong result; some 13 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.

⁴⁵ Includes IT, translators, meetings and refreshments, recruitment, conferences, training and development.

Staff and associates 1 April 2017 to 31 March 2018

	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
	Sandra Fieldhouse	Inspector
	Paul Rowlands	Inspector
	Jonathan Tickner	Inspector
	Caroline Wright	Inspector
O Team (women)	Sean Sullivan	O Team Leader
	Francesca Cooney	Inspector
	Jeanette Hall	Inspector
	Ian Macfadyen	Inspector
	Keith McInnis	Inspector
Y Team (children and young adults)	Deborah Butler	Y Team Leader
	Ian Dickens	Inspector
	Angela Johnson	Inspector
	Yvonne McGuckian	Inspector
	Angus Mulready-Jones	Inspector
I Team (immigration detention)	Hindpal Singh Bhui	I Team Leader
	Beverley Alden	Inspector
	Colin Carroll	Inspector
	Tamara Pattinson	Inspector
	Kam Sarai	Inspector
P Team (police custody)	Kellie Reeve	Acting P Team Leader
	Fionnuala Gordon	Inspector
Health Services Team	Paul Tarbuck	Head of Health Services Inspection
	Majella Pearce	Deputy Head of Health Services Inspection
Fee-paid associates	Anne Clifford	Editor
	Karen Dillon	Inspector
	Paddy Doyle	Inspector
	Steve Eley	Health Inspector
	Sigrid Engelen	Drugs and Alcohol Inspector
	Martin 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
	Gordon Riach	Inspector
	Andy Rooke	Inspector
	Fran Russell	Inspector
	Fiona Shearlaw	Inspector
	Liz Walsh	Inspector

Research, Development and Thematics	Catherine Shaw	Head of Research, Development and Thematics
	Tamara Al Janabi	Senior Research Officer
	Helen Ranns	Senior Research Officer
	Laura Green	Research Officer
	Joe Simmonds	Research Officer
	Patricia Taflan	Research Officer
	Charli Bradley	Research Assistant
	Emily Spilman	Research Trainee
	Beth Wilson	Research Trainee
Secretariat	Anna O'Rourke	Head of Secretariat
	Lesley Young	Head of Finance, HR and Inspection Support
	John Steele	Chief Communications Officer
	Anna Edmundson	Senior Policy Officer (NPM)
	Louise Finer	Senior Policy Officer and NPM Coordinator (maternity leave from November 2017)
	Jade Glenister	Senior Policy Officer and NPM Coordinator (Acting)
	Tamsin Williamson	Publications Manager (part-time)
	Clair Andrew	Publications Assistant
	Stephen Seago	Inspection Support Manager
	Caroline Fitzgerald	Inspection Support Officer
	John Huby	Inspection Support Officer
	Gaviella Morris	Inspection Support Officer (Policy)
Staff and associates who left this reporting year	Maneer Afsar	P Team Leader
	Michelle Bellham	Research Officer
	Hannah Bradbury	Inspection Support Officer
	Ellis Cowling	Research trainee
	Anna Fenton	Research Officer
	Natalie-Anne Hall	Research Officer
	Tinessa Khurana	Inspection Support Officer
	Jane Parsons	Chief Communications Officer
	Nicola Rabjohns	Health Inspector
	Alissa Redmond	Research Officer
	Paul Roberts	Drugs and Alcohol Inspector
	Emma Seymour	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 alert our Twitter followers. Between November and December 2017 we received 220 valid responses to the survey.

Feedback was generally very positive about a range of our communications. Over three-quarters of stakeholders had seen HMI Prisons represented in the national newspapers or TV. Ninety-two per cent of stakeholders said that it was easy or very easy to find what they were looking for on our website and over 80% found the website engaging. Just under half of respondents had looked at the web-based *Expectations* for men's prisons which were launched on the site in July 2017, and of those who had used the *Expectations* in the new format, 90% reported that they were either very or quite easy to use.

Our reports were similarly positively received, with favourable scores of over 70% in relation to each of length, structure, language, quantity of information, ease of navigation and treatment of diversity issues. However, a majority of stakeholders agreed that our reports could do more to highlight positive findings or good practice. Around 70% of stakeholders said that they had read our 2016–17 annual report.

We asked stakeholders whether they agreed or disagreed with a series of statements relating to HMI Prisons' strategic themes:⁴⁶

- 91% agreed/strongly agreed that 'HMIP has fulfilled its statutory duty to report accurately, impartially and publicly on the treatment and conditions for detainees'
- 82% agreed/strongly agreed that 'HMIP has provided constructive challenge to those responsible for the establishments it inspects'

- 75% agreed/strongly agreed that 'Evidence from HMIP inspections has informed policy and practice'
- 87% agreed/strongly agreed that 'HMIP staff have the necessary skills and expertise to deliver quality inspections'
- 73% agreed/strongly agreed that 'HMIP has managed its resources efficiently, accounting for its performance and demonstrating value for money'
- 79% agreed/strongly agreed that 'HMIP has worked collaboratively with its criminal justice partners and other key stakeholders'

Communications

We issued more than 70 media releases on inspection and thematic reports during the year. Many attracted broadcast and newspaper interest – both at national and local level. Some, including those relating to the 2016–17 annual report, HMP Liverpool and HMP Nottingham, generated major headlines. The Chief Inspector was invited to talk about prisons, including living conditions, on the Radio Four Today programme on five occasions and was a frequent visitor to broadcast studios in London. He was interviewed on regional TV and radio about reports on establishments from Dartmoor in Devon to Northumberland and including London and the South East, Wales, the East and West Midlands, the North West and Yorkshire.

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 7,262 at end of March 2017 to just under 9,500 at the end of March 2018. The feed allowed us to highlight the publication of new reports, advertise jobs within the Inspectorate and tell people which establishments our teams were inspecting each week.

⁴⁶ 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 2017 to 31 March 2018

ESTABLISHMENT	DATE PUBLISHED
Guys Marsh	11 April 2017
Parc (young persons' unit)	18 April 2017
Garth	19 April 2017
West Midlands and Warwickshire court custody	21 April 2017
Medway STC	13 June 2017
Pentonville	14 June 2017
Eaton House STHF	15 June 2017
Brixton	15 June 2017
Lincoln	20 June 2017
West Midlands police custody suites	21 June 2017
Huntercombe	27 June 2017
Birmingham	28 June 2017
Feltham A (children and young people)	30 June 2017
Feltham B (young adults)	30 June 2017
Coldingley	5 July 2017
Jamaica escort	7 July 2017
Werrington	11 July 2017
Bristol	25 July 2017
Whitemoor	26 July 2017
Preston	27 July 2017
Staffordshire police custody suites	1 August 2017
Rainsbrook STC	8 August 2017
Essex police custody suites	11 August 2017
Bure	15 August 2017
Haverigg	16 August 2017
Aylesbury	17 August 2017
Maghaberry review	22 August 2017
Luton Airport STHF	31 August 2017
Loughborough STHF	31 August 2017
Stansted Airport STHF	31 August 2017
Sudbury	5 September 2017
Bullingdon	6 September 2017
Thameside	12 September 2017
Grendon	14 September 2017
Wetherby and Keppel	19 September 2017
Portland	20 September 2017
Border Force customs custody suites	28 September 2017
Dovegate	3 October 2017
London North, North East and West court custody	6 October 2017
Doncaster	12 October 2017

Inspection reports published 1 April 2017 to 31 March 2018 *(Continued)*

ESTABLISHMENT	DATE PUBLISHED
Wayland	24 October 2017
Erlestoke	7 November 2017
Metropolitan Police Service North and North East police custody suites	8 November 2017
North Sea Camp	14 November 2017
Yarl's Wood IRC	15 November 2017
Northumberland	21 November 2017
Oakhill STC	21 November 2017
Holme House	5 December 2017
Wormwood Scrubs	8 December 2017
Dartmoor	12 December 2017
Magilligan	12 December 2017
Downview	13 December 2017
Gwent police custody suites	20 December 2017
Swansea	4 January 2018
Cookham Wood	9 January 2018
Liverpool	19 January 2018
Peterborough (women)	23 January 2018
Service Custody Facilities	1 February 2018
Lindholme	6 February 2018
Cambridgeshire police custody suites	8 February 2018
Parc (young persons' unit)	20 February 2018
Usk and Prescoed	20 February 2018
La Moye, Jersey	27 February 2018
Military Corrective Training Centre	2 March 2018
Dyfed Powys police custody suites	6 March 2018
Humberstone police custody suites	6 March 2018
Harmondsworth IRC	13 March 2018
Gartree	14 March 2018
Rochester	15 March 2018
Altcourse	20 March 2018
Leeds	22 March 2018
Brinsford	27 March 2018

Healthy prison and establishment assessments 1 April 2017 to 31 March 2018

ESTABLISHMENT	TYPE OF INSPECTION	HEALTHY PRISON / ESTABLISHMENT ASSESSMENTS			
		SAFETY	RESPECT	PURPOSEFUL ACTIVITY	REHABILITATION AND RELEASE PLANNING
LOCAL PRISONS					
Altcourse	Unannounced	3	3	4	2
Birmingham	Unannounced	2	3	1	3
Bristol	Unannounced	1	2	1	2
Bullingdon	Unannounced	2	2	2	2
Doncaster	Announced	2	3	2	2
Holme House	Unannounced	2	2	3	2
Leeds	Unannounced	1	2	2	3
Lincoln	Unannounced	2	3	1	2
Liverpool	Unannounced	2	1	1	2
Pentonville	Announced	1	2	2	3
Preston	Unannounced	3	2	3	3
Swansea	Unannounced	2	2	1	2
Thameside	Unannounced	3	3	2	3
Wormwood Scrubs	Announced	1	2	2	1
HIGH SECURITY PRISONS					
Whitemoor	Unannounced	3	3	3	3
TRAINING PRISONS					
Brixton	Unannounced	1	2	1	3
Bure	Unannounced	4	4	4	2
Coldingley	Unannounced	3	2	3	4
Dartmoor	Unannounced	3	3	3	1
Dovegate	Unannounced	2	3	2	2
Erlestoke	Unannounced	2	3	2	2
Garth	Unannounced	1	2	3	3
Gartree	Unannounced	2	3	2	3
Guys Marsh	Announced	1	2	2	1
Haverigg	Unannounced	2	3	3	3
Huntercombe	Unannounced	4	4	3	1
Lindholme	Announced	2	3	3	2
Northumberland	Unannounced	2	3	2	2
Portland	Unannounced	1	2	2	2
Rochester	Unannounced	3	2	2	2
Usk	Unannounced	4	4	3	3
Wayland	Unannounced	2	3	3	3
OPEN PRISONS					
North Sea Camp	Unannounced	4	3	3	4
Prescoed	Unannounced	4	4	3	4
Sudbury	Unannounced	3	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

Healthy prison and establishment assessments 1 April 2017 to 31 March 2018

(Continued)

PRISON/ESTABLISHMENT	TYPE OF INSPECTION	HEALTHY PRISON / ESTABLISHMENT ASSESSMENTS			
		SAFETY	RESPECT	PURPOSEFUL ACTIVITY	REHABILITATION AND RELEASE PLANNING
WOMEN'S PRISONS					
Downview	Unannounced	3	3	2	3
Peterborough	Unannounced	2	3	3	4
YOUNG ADULT PRISONS					
Aylesbury	Unannounced	1	2	2	2
Brinsford	Unannounced	2	3	2	2
Feltham B	Unannounced	2	3	2	2
CHILDREN AND YOUNG PEOPLE ESTABLISHMENTS					
Cookham Wood	Unannounced	2	3	2	2
Feltham A	Unannounced	1	3	1	3
Keppel	Unannounced	3	3	2	3
Parc CYP (Dec 2016)	Unannounced	2	2	3	3
Parc CYP (Oct 2017)	Unannounced	3	3	3	3
Werrington	Unannounced	3	3	3	4
Wetherby	Unannounced	2	2	2	3
EXTRA-JURISDICTION					
Magilligan	Unannounced	3	4	3	4
Jersey	Unannounced	4	4	2	3
IMMIGRATION REMOVAL CENTRES					
Harmondsworth	Unannounced	2	2	2	4
Yarl's Wood	Unannounced	3	3	4	3
THERAPEUTIC COMMUNITIES					
Grendon	Unannounced	4	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 achieved in inspection reports published 1 April 2017 to 31 March 2018

ESTABLISHMENT	RECOMMENDATIONS (excluding recommendations no longer relevant, housekeeping points and good practice)			ACHIEVED			PARTIALLY ACHIEVED			NOT ACHIEVED		
	MR	R	Total	MR	R	Total	MR	R	Total	MR	R	Total
LOCAL PRISONS												
Pentonville	5	71	76	1	15	16	4	28	32	0	28	28
Lincoln	4	62	66	0	23	23	3	10	13	1	29	30
Birmingham	4	60	64	1	17	18	0	7	7	3	36	39
Bristol	6	65	71	1	19	20	0	5	5	5	41	46
Preston	4	61	65	1	23	24	2	11	13	1	27	28
Bullingdon	5	75	80	1	20	21	2	14	16	2	41	43
Thameside	4	58	62	1	23	24	2	9	11	1	26	27
Doncaster	7	51	58	2	22	24	2	6	8	3	23	26
Holme House	4	65	69	0	22	22	1	9	10	3	34	37
Wormwood Scrubs	7	78	85	0	31	31	0	6	6	7	41	48
Swansea	5	52	57	0	8	8	0	9	9	5	35	40
Liverpool	5	84	89	2	20	22	0	14	14	3	50	53
Leeds	3	47	50	0	23	23	1	5	6	2	19	21
Altcourse	3	66	69	3	33	36	0	14	14	0	19	19
Total	66	895	961	13 (20%)	299 (33%)	312 (32%)	10 (15%)	147 (16%)	164 (17%)	36 (55%)	449 (50%)	485 (50%)
CATEGORY B TRAINING PRISONS												
Garth	5	76	81	1	41	42	2	6	8	2	29	31
Grendon	4	35	39	3	24	27	1	6	7	0	5	5
Dovegate	5	54	59	4	27	31	0	4	4	1	23	24
Gartree	2	41	43	0	14	14	1	2	3	1	25	26
Total	16	206	222	8 (50%)	106 (51%)	114 (51%)	4 (25%)	18 (9%)	22 (10%)	4 (25%)	82 (40%)	86 (39%)
CATEGORY C TRAINING PRISONS												
Guys Marsh	5	78	83	0	30	30	0	4	4	5	44	49
Brixton	6	67	73	0	11	11	1	5	6	5	51	56
Huntercombe	2	59	61	0	29	29	0	10	10	2	20	22
Coldingley	3	64	67	0	28	28	1	9	10	2	27	29
Bure	4	50	54	3	32	35	0	3	3	1	15	16
Haverigg	4	80	84	0	38	38	3	13	16	1	29	30
Portland	3	77	80	1	29	30	1	8	9	1	40	41
Wayland	4	54	58	3	26	29	0	3	3	1	25	26
Erlestoke	3	51	54	0	15	15	2	3	5	1	33	34
Northumberland	4	72	76	1	25	26	0	13	13	3	34	37
Dartmoor	4	67	71	2	25	27	0	14	14	2	28	30
Lindholme	5	43	48	2	11	13	1	3	4	2	29	31
Usk/Prescoed	0	59	59	0	24	24	0	15	15	0	20	20
Rochester	5	60	65	1	24	25	3	12	15	1	24	25
Total	52	881	933	13 (25%)	347 (39%)	360 (39%)	12 (23%)	115 (13%)	127 (14%)	27 (52%)	419 (48%)	446 (48%)

KEY TO TABLE

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MR – Main recommendations
R – Recommendations

Recommendations achieved in inspection reports published 1 April 2017 to 31 March 2018 (Continued)												
ESTABLISHMENT	RECOMMENDATIONS (excluding recommendations no longer relevant, housekeeping points and good practice)			ACHIEVED			PARTIALLY ACHIEVED			NOT ACHIEVED		
	MR	R	Total	MR	R	Total	MR	R	Total	MR	R	Total
HIGH SECURITY PRISONS												
Whitemoor	6	54	60	1	26	27	4	6	10	1	22	23
Total	6	54	60	1 (17%)	26 (48%)	27 (45%)	4 (67%)	6 (11%)	10 (17%)	1 (17%)	22 (41%)	23 (38%)
OPEN PRISONS												
Sudbury	4	70	74	2	34	36	2	20	22	0	16	16
North Sea Camp	5	55	60	0	27	27	5	9	14	0	19	19
Total	9	125	134	2 (22%)	61 (49%)	63 (47%)	7 (78%)	29 (23%)	36 (27%)	0 (0%)	35 (28%)	35 (26%)
YOUNG ADULT ESTABLISHMENTS												
Feltham B	3	50	53	1	15	16	0	12	12	2	23	25
Aylesbury	4	69	73	0	14	14	2	12	14	2	43	45
Brinsford	3	36	39	0	9	9	1	9	10	2	18	20
Total	10	155	165	1 (10%)	38 (25%)	39 (24%)	3 (30%)	33 (21%)	36 (22%)	6 (60%)	84 (54%)	90 (55%)
WOMEN'S PRISONS												
Downview	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Peterborough	5	55	60	2	21	23	2	11	13	1	23	24
Total	5	55	60	2 (40%)	21 (38%)	23 (38%)	2 (40%)	11 (20%)	13 (22%)	1 (20%)	23 (42%)	24 (40%)
CHILDREN AND YOUNG PEOPLE'S ESTABLISHMENTS												
Parc (April 2017)	0	40	40	0	4	4	0	6	6	0	30	30
Feltham A	4	50	54	0	11	11	0	9	9	4	30	34
Werrington	4	52	56	1	26	27	2	11	13	1	15	16
Wetherby and Keppel	3	76	79	0	21	21	1	6	7	2	49	51
Cookham Wood	3	51	54	0	16	16	0	4	4	3	31	34
Parc (March 2018)	3	43	46	2	19	21	1	11	12	0	13	13
Total	17	312	329	3 (18%)	97 (31%)	100 (30%)	4 (24%)	47 (15%)	51 (16%)	10 (59%)	168 (54%)	178 (54%)
PRISON TOTAL	181	2,683	2,864	43 (24%)	995 (37%)	1,038 (36%)	46 (35%)	406 (15%)	459 (16%)	85 (47%)	1,282 (48%)	1,367 (48%)
IMMIGRATION REMOVAL CENTRES												
Yarls Wood	7	78	85	1	40	41	3	20	23	3	18	21
Harmondsworth	3	54	57	0	10	10	0	10	10	3	34	37
Total	10	132	142	1 (10%)	50 (38%)	51 (36%)	3 (30%)	30 (23%)	33 (23%)	6 (60%)	52 (39%)	58 (41%)
SHORT-TERM HOLDING FACILITIES												
Eaton House	0	19	19	0	6	6	0	0	0	0	13	13
Luton Airport	0	16	16	0	3	3	0	4	4	0	9	9
Stanstead Airport	0	28	28	0	8	8	0	4	4	0	16	16
Loughborough	0	10	10	0	4	4	0	1	1	0	5	5
Total	0	73	73	0 (0%)	21 (29%)	21 (29%)	0 (0%)	9 (12%)	9 (12%)	0 (0%)	43 (59%)	43 (59%)

Recommendations achieved in inspection reports published 1 April 2017 to 31 March 2018												
ESTABLISHMENT	RECOMMENDATIONS (excluding recommendations no longer relevant, housekeeping points and good practice)			ACHIEVED			PARTIALLY ACHIEVED			NOT ACHIEVED		
				MR	R	Total	MR	R	Total	MR	R	Total
POLICE CUSTODY												
West Midlands	4	16	20	1	4	5	1	5	6	2	7	9
Staffordshire	2	25	28	0	9	9	0	4	4	2	12	15
Essex	3	31	34	0	10	10	1	12	13	2	9	11
Metropolitan Police North and North-East	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Gwent	2	20	22	1	9	10	0	4	4	1	7	8
Cambridgeshire	3	18	21	1	11	12	1	4	5	1	3	4
Humberside	1	20	21	1	3	4	0	5	5	0	12	12
Dyfed Powys	3	27	30	2	8	10	1	13	14	0	6	6
Total	18	157	176	6 (33%)	54 (34%)	60 (34%)	4 (22%)	47 (30%)	51 (29%)	8 (44%)	56 (36%)	65 (37%)
EXTRA JURISDICTION												
Magilligan	5	61	66	3	25	28	0	21	21	2	15	17
Jersey	2	62	64	1	23	24	0	13	13	1	26	27
Total	7	123	130	4 (57%)	48 (39%)	52 (40%)	0 (0%)	34 (28%)	34 (26%)	3 (43%)	41 (33%)	44 (34%)
COURTS												
West Midlands and Warwickshire	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
London North, North East and West	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
CUSTOMS CUSTODY												
Border Force	3	22	25	0	3	3	1	8	9	2	11	13
Total	3	22	25	0 (0%)	3 (14%)	3 (12%)	1 (33%)	8 (36%)	9 (36%)	2 (67%)	11 (50%)	13 (52%)
MILITARY CUSTODY												
MCTC	1	23	24	0	17	17	1	1	2	0	5	5
Total	1	23	24	0 (0%)	17 (74%)	17 (71%)	1 (100%)	1 (4%)	2 (8%)	0 (0%)	5 (22%)	5 (21%)
OTHER ESTABLISHMENTS TOTAL	39	530	570	11 (28%)	193 (36%)	204 (36%)	9 (23%)	129 (24%)	138 (24%)	19 (49%)	208 (39%)	228 (40%)

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MR – Main recommendations

NA – Indicates that we either did not follow up on previous recommendations or that there were no relevant recommendations to follow up.

R – Recommendations

Recommendations accepted in action plans received 1 April 2017 to 31 March 2018

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												
Pentonville	5	53	58	5	40	45	0	12	12	0	1	1
Lincoln	5	49	54	4	39	43	1	9	10	0	1	1
Birmingham	4	66	70	3	60	63	1	6	7	0	0	0
Bristol	5	71	76	5	62	67	0	9	9	0	0	0
Preston	4	52	56	3	37	40	1	9	10	0	6	6
Bullingdon	6	60	66	6	47	53	0	11	11	0	2	2
Thameside	4	53	57	3	33	36	1	16	17	0	4	4
Doncaster	5	41	46	5	39	44	0	1	1	0	1	1
Holme House	5	57	62	4	39	43	1	12	13	0	6	6
Wormwood Scrubs	8	28	36	7	21	28	1	6	7	0	1	1
Swansea	4	53	57	3	45	48	1	6	7	0	2	2
Liverpool	6	66	72	4	51	55	2	8	10	0	7	7
Leeds	–	–	–	–	–	–	–	–	–	–	–	–
Altcourse	–	–	–	–	–	–	–	–	–	–	–	–
Total	61	649	710	52 (85%)	513 (79%)	565 (80%)	8 (13%)	84 (13%)	114 (16%)	0 (0%)	31 (5%)	31 (4%)
CATEGORY B TRAINING PRISONS												
Garth	5	52	57	5	42	47	0	9	9	0	1	1
Grendon	0	22	22	0	19	19	0	1	1	0	2	2
Dovegate	5	41	46	5	35	40	0	4	4	0	2	2
Gartree	–	–	–	–	–	–	–	–	–	–	–	–
Total	10	115	125	10 (100%)	96 (83%)	106 (85%)	0 (0%)	14 (12%)	14 (11%)	0 (0%)	5 (4%)	5 (4%)
CATEGORY C TRAINING PRISONS												
Guys Marsh	6	57	63	6	54	60	0	2	2	0	1	1
Brixton	6	59	65	5	47	52	1	8	9	0	4	4
Huntercombe	2	43	45	1	39	40	1	3	4	0	1	1
Coldingley	3	36	39	2	28	30	1	5	6	0	3	3
Bure	3	39	42	3	29	32	0	7	7	0	3	3
Haverigg	3	41	44	3	34	37	0	7	7	0	0	0
Portland	5	61	66	5	50	55	0	11	11	0	0	0
Wayland	4	64	68	4	52	56	0	9	9	0	3	3
Erlestoke	5	66	71	5	52	57	0	12	12	0	2	2
Northumberland	5	66	71	4	63	67	1	2	3	0	1	1
Dartmoor	4	39	43	2	29	31	2	9	11	0	1	1
Lindholme	–	–	–	–	–	–	–	–	–	–	–	–
Usk/Prescoed	–	–	–	–	–	–	–	–	–	–	–	–
Rochester	–	–	–	–	–	–	–	–	–	–	–	–
Total	46	571	617	40 (87%)	477 (84%)	517 (84%)	6 (13%)	75 (13%)	81 (13%)	0 (0%)	19 (3%)	19 (3%)

Recommendations accepted in action plans received 1 April 2017 to 31 March 2018 (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												
Whitemoor	3	51	54	3	45	48	0	4	4	0	2	2
Total	3	51	54	3 (100%)	45 (88%)	48 (89%)	0 (0%)	4 (8%)	4 (7%)	0 (0%)	2 (4%)	2 (4%)
OPEN PRISONS												
Sudbury	2	44	46	1	33	34	1	7	8	0	4	4
North Sea Camp	2	47	49	1	41	42	1	4	5	0	2	2
Total	4	91	95	2 (50%)	74 (81%)	76 (80%)	2 (50%)	11 (12%)	13 (14%)	0 (0%)	6 (7%)	6 (6%)
YOUNG ADULT ESTABLISHMENTS												
Feltham B	6	60	66	4	55	59	2	3	5	0	2	2
Aylesbury	6	52	58	3	32	35	3	15	18	0	5	5
Brinsford	-	-	-	-	-	-	-	-	-	-	-	-
Total	12	112	124	7 (58%)	87 (78%)	94 (76%)	5 (42%)	18 (16%)	23 (19%)	0 (0%)	7 (6%)	7 (6%)
WOMEN'S PRISONS												
Downview	-	-	-	-	-	-	-	-	-	-	-	-
Peterborough	6	34	40	4	28	32	2	4	6	0	2	2
Total	6	34	40	4 (67%)	28 (82%)	32 (80%)	2 (33%)	4 (12%)	6 (15%)	0 (0%)	2 (6%)	2 (5%)
CHILDREN AND YOUNG PEOPLE'S ESTABLISHMENTS												
Parc (April 2017)	3	44	47	2	28	30	1	14	15	0	2	2
Feltham A	5	76	81	3	60	63	2	11	13	0	5	5
Werrington	2	42	44	2	34	36	0	6	6	0	2	2
Wetherby & Keppel	5	72	77	5	62	67	0	8	8	0	2	2
Cookham Wood	-	-	-	-	-	-	-	-	-	-	-	-
Parc (March 2018)	-	-	-	-	-	-	-	-	-	-	-	-
Total	15	234	249	12 (80%)	184 (79%)	196 (79%)	3 (20%)	39 (17%)	42 (17%)	0 (0%)	11 (5%)	11 (4%)
PRISON TOTAL	157	1,857	2,014	130 (83%)	1,504 (81%)	1,634 (81%)	26 (17%)	249 (13%)	297 (15%)	0 (0%)	83 (4%)	83 (4%)
IMMIGRATION REMOVAL CENTRES												
Yarls Wood	-	-	-	-	-	-	-	-	-	-	-	-
Harmondsworth	6	44	50	4	31	35	1	7	8	1	6	7
Total	11	83	94	4	31	35	1	7	8	1	6	7

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MR – Main recommendations
R – Recommendations

Recommendations accepted in action plans received 1 April 2017 to 31 March 2018 (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
SHORT-TERM HOLDING FACILITIES												
Eaton House	-	-	-	-	-	-	-	-	-	-	-	-
Luton Airport	-	-	-	-	-	-	-	-	-	-	-	-
Stanstead Airport	-	-	-	-	-	-	-	-	-	-	-	-
Loughborough	-	-	-	-	-	-	-	-	-	-	-	-
Total	0	0	0	0	0	0	0	0	0	0	0	0
OVERSEAS ESCORTS												
Jamaica	-	-	-	-	-	-	-	-	-	-	-	-
Total	0	0	0	0	0	0	0	0	0	0	0	0
COURTS												
West Midlands and Warwickshire	4	26	30	4	15	19	0	8	8	0	3	3
London North, North East and West	6	17	23	5	12	17	1	3	4	0	2	2
Total	10	43	53	9 (90%)	27 (63%)	36 (68%)	1 (10%)	11 (26%)	12 (23%)	0 (0%)	5 (12%)	5 (9%)
CUSTOMS CUSTODY												
Border Force	-	-	-	-	-	-	-	-	-	-	-	-
Total	0	0	0	0	0	0	0	0	0	0	0	0

KEY TO TABLE

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MR – Main recommendations
R – Recommendations

Prisoner survey responses (adult men): diversity analysis – ethnicity/religion		Black and minority ethnic men	White men	Muslim prisoners	Non-Muslim prisoners
		1,849	4,658	951	5,525
Number of completed questionnaires returned		%	%	%	%
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	17%	6%	17%	7%
	Are you 50 years of age or older?	8%	18%	5%	17%
	Are you 70 years of age or older?	0%	2%	0%	2%
1.3	Are you from a minority ethnic group?			89%	18%
1.5	Are you currently serving a sentence?	87%	90%	87%	89%
	Are you on recall?	6%	9%	6%	8%
1.6	Is your sentence less than 12 months?	11%	12%	10%	12%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	4%	6%	4%	6%
7.1	Are you Muslim?	46%	2%		
12.1	Do you consider yourself to have a disability?	20%	32%	20%	30%
19.1	Do you have any children under the age of 18?	44%	48%	41%	48%
19.2	Are you a foreign national?	18%	7%	19%	9%
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	2%	5%	2%	4%
19.4	Have you ever been in the armed services?	2%	7%	2%	6%
19.6	Are you homosexual, bisexual or other sexual orientation?	1%	5%	1%	4%
ARRIVAL AND RECEPTION					
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	49%	55%	49%	54%
2.3	When you were searched in reception, was this done in a respectful way?	73%	85%	70%	83%
2.5	When you first arrived, did you have any problems?	72%	70%	73%	70%
2.5	Did you have problems with:				
	– Getting phone numbers?	29%	24%	30%	25%
	– Contacting family?	31%	26%	32%	27%
	– Contacting employers?	4%	3%	4%	3%
	– Money worries?	18%	18%	17%	18%
	– Housing worries?	15%	16%	13%	16%
	– Physical health problems	15%	16%	15%	16%
	– Needing protection from other prisoners?	9%	7%	10%	7%
	– Lost or delayed property?	27%	17%	28%	18%

In this table summary statistics from all adult male prisoners surveyed in the annual report year (1 April 2017 – 31 March 2018) are presented and split by those who are black and minority ethnic and those who are white, and by those who are Muslim and those who are non-Muslim.

During 2017–18 we revised our adult prisoner questionnaire to support our new *Expectations* for adult men. The new questionnaire has been used in all adult prison inspections since September 2017. The mid-year changes to the questionnaire mean that we are only able to publish a complete year's data for those questions which appeared in both the old and new versions of the questionnaire.

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.

Prisoner survey responses (adult men): diversity analysis – ethnicity/religion (Continued)		Black and minority ethnic men	White men	Muslim prisoners	Non-Muslim prisoners
		%	%	%	%
For those who had any problems when they first arrived:					
2.6	Did staff help you to deal with these problems?	26%	37%	22%	36%
FIRST NIGHT AND INDUCTION					
3.1	Before you were locked up on your first night, were you offered:				
	– Tobacco or nicotine replacement?	60%	65%	61%	64%
	– Toiletries / other basic items?	53%	56%	50%	56%
	– A shower?	34%	37%	32%	37%
	– A free phone call?	49%	45%	46%	46%
	– Something to eat?	63%	65%	60%	65%
	– The chance to see someone from health care?	63%	67%	59%	67%
	– The chance to talk to a Listener or Samaritans?	21%	33%	19%	32%
3.3	Did you feel safe on your first night here?	66%	75%	63%	74%
3.4	In your first few days here, did you get:				
	– Access to the prison shop/canteen?	24%	29%	24%	29%
3.5	Have you had an induction at this prison?	86%	85%	87%	85%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	25%	26%	22%	27%
4.3	On the wing or houseblock you currently live on:				
	– Do you normally have enough clean, suitable clothes for the week?	56%	59%	53%	59%
	– Can you shower every day?	75%	82%	73%	81%
	– Do you have clean sheets every week?	50%	63%	46%	62%
	– Do you get cell cleaning materials every week?	48%	54%	48%	53%
	– Is it normally quiet enough for you to relax or sleep at night?	61%	63%	57%	63%
	– Can you get your stored property if you need it?	19%	26%	16%	26%
FOOD AND CANTEEN					
5.3	Does the shop / canteen sell the things that you need?	40%	58%	40%	56%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	65%	77%	60%	76%
6.2	Are there any staff here you could turn to if you had a problem?	64%	73%	59%	73%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	24%	32%	22%	31%
FAITH					
7.1	Do you have a religion?	88%	63%		65%
CONTACT WITH FAMILY AND FRIENDS					
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	50%	44%	52%	44%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	23%	19%	26%	19%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	11%	17%	11%	16%
9.8	Do you typically go to the library twice a week or more?	10%	13%	9%	13%
For those who use the library:					
9.9	Does the library have a wide enough range of materials to meet your needs?	50%	65%	46%	64%

Prisoner survey responses (adult men): diversity analysis – ethnicity/religion (Continued)		Black and minority ethnic men	White men	Muslim prisoners	Non-Muslim prisoners
		%	%	%	%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	70%	78%	67%	77%
For those who have made an application:					
10.2	Are applications usually dealt with fairly?	43%	56%	36%	56%
	Are applications usually dealt with within 7 days?	29%	39%	26%	38%
10.3	Is it easy for you to make a complaint?	51%	56%	50%	56%
For those who have made a complaint:					
10.4	Are complaints usually dealt with fairly?	22%	32%	19%	31%
	Are complaints usually dealt with within 7 days?	20%	26%	19%	26%
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?	55%	48%	59%	48%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	20%	32%	20%	30%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	10%	21%	11%	19%
For those who had / have an alcohol problem:					
13.2	Have you been helped with your alcohol problem in this prison?	50%	60%	44%	60%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	20%	32%	22%	30%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	9%	14%	11%	13%
For those who had / have a drug problem:					
13.6	Have you been helped with your drug problem in this prison?	51%	61%	44%	61%
SAFETY					
14.1	Have you ever felt unsafe here?	52%	49%	56%	48%
14.2	Do you feel unsafe now?	29%	22%	31%	22%
14.3	Not experienced any bullying or victimisation from prisoners here.	68%	65%	66%	66%
14.4	Not experienced any bullying or victimisation from staff here.	59%	71%	53%	70%
BEHAVIOUR MANAGEMENT					
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	14%	11%	17%	11%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	24%	16%	27%	17%
EDUCATION, SKILLS AND WORK					
16.2	In this prison, have you done the following activities:				
	– Education?	79%	76%	79%	77%
	– Vocational or skills training?	68%	68%	70%	67%
	– Prison job?	78%	81%	78%	81%
For those who have done the following activities, do you think they will help you on release:					
	– Education?	58%	54%	56%	55%
	– Vocational or skills training?	55%	53%	54%	54%
	– Prison job?	40%	44%	37%	44%

Prisoner survey responses (adult men): diversity analysis – foreign nationals/travellers		Foreign national men	British national men	Men from traveller communities	Men not from traveller communities
		671	5,806	258	6,086
		%	%	%	%
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION					
1.2	Are you under 21 years of age?	8%	8%	11%	8%
	Are you 50 years of age or older?	10%	16%	9%	16%
	Are you 70 years of age or older?	1%	2%	1%	2%
1.3	Are you from a minority ethnic group?	49%	26%	11%	28%
1.5	Are you currently serving a sentence?	84%	90%	90%	89%
	Are you on recall?	4%	9%	12%	8%
1.6	Is your sentence less than 12 months?	12%	11%	13%	11%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	3%	6%	5%	6%
7.1	Are you Muslim?	27%	13%	6%	15%
12.1	Do you consider yourself to have a disability?	23%	29%	45%	28%
19.1	Do you have any children under the age of 18?	49%	47%	63%	46%
19.2	Are you a foreign national?			19%	10%
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	8%	4%		
19.4	Have you ever been in the armed services?	6%	6%	8%	5%
19.6	Are you homosexual, bisexual or other sexual orientation?	2%	4%	3%	4%
ARRIVAL AND RECEPTION					
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	45%	54%	52%	53%
2.3	When you were searched in reception, was this done in a respectful way?	76%	82%	76%	82%
2.5	When you first arrived, did you have any problems?	70%	71%	75%	71%
2.5	Did you have problems with:				
	– Getting phone numbers?	27%	25%	27%	25%
	– Contacting family?	31%	27%	29%	27%
	– Contacting employers?	4%	3%	4%	3%
	– Money worries?	21%	17%	20%	18%
	– Housing worries?	13%	16%	17%	16%
	– Physical health problems	16%	16%	19%	16%
	– Needing protection from other prisoners?	8%	7%	8%	7%
– Lost or delayed property?	22%	20%	27%	19%	
For those who had any problems when they first arrived:					
2.6	Did staff help you to deal with these problems?	31%	34%	31%	34%

In this table summary statistics from all adult male prisoners surveyed in the annual report year (1 April 2017 – 31 March 2018) are presented and split by those who are from traveller communities and those who are not from traveller communities, and by those who are foreign nationals and those who are British nationals.

During 2017–18 we revised our adult prisoner questionnaire to support our new *Expectations* for adult men. The new questionnaire has been used in all adult prison inspections since September 2017. The mid-year changes to the questionnaire mean that we are only able to publish a complete year's data for those questions which appeared in both the old and new versions of the questionnaire.

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.

Prisoner survey responses (adult men): diversity analysis – foreign nationals/travellers (Continued)		Foreign national men	British national men	Men from traveller communities	Men not from traveller communities
		%	%	%	%
FIRST NIGHT AND INDUCTION					
3.1	Before you were locked up on your first night, were you offered:				
	– Tobacco or nicotine replacement?	59%	64%	70%	63%
	– Toiletries / other basic items?	61%	55%	52%	56%
	– A shower?	38%	36%	38%	36%
	– A free phone call?	55%	45%	53%	46%
	– Something to eat?	58%	65%	63%	65%
	– The chance to see someone from health care?	66%	66%	63%	66%
	– The chance to talk to a Listener or Samaritans?	27%	30%	26%	30%
3.3	Did you feel safe on your first night here?	63%	73%	69%	73%
3.4	In your first few days here, did you get:				
	– Access to the prison shop / canteen?	29%	28%	26%	28%
3.5	Have you had an induction at this prison?	86%	85%	88%	85%
ON THE WING					
4.2	Is your cell call bell normally answered within 5 minutes?	37%	25%	28%	26%
4.3	On the wing or houseblock you currently live on:				
	– Do you normally have enough clean, suitable clothes for the week?	61%	58%	57%	59%
	– Can you shower every day?	77%	80%	79%	80%
	– Do you have clean sheets every week?	53%	60%	61%	60%
	– Do you get cell cleaning materials every week?	52%	52%	54%	52%
	– Is it normally quiet enough for you to relax or sleep at night?	59%	63%	58%	63%
	– Can you get your stored property if you need it?	22%	24%	29%	24%
FOOD AND CANTEEN					
5.3	Does the shop / canteen sell the things that you need?	42%	54%	48%	54%
RELATIONSHIPS WITH STAFF					
6.1	Do most staff here treat you with respect?	70%	74%	69%	74%
6.2	Are there any staff here you could turn to if you had a problem?	70%	71%	65%	71%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	26%	30%	34%	29%
FAITH					
7.1	Do you have a religion?	86%	68%	89%	69%
CONTACT WITH FAMILY AND FRIENDS					
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	46%	46%	48%	45%
TIME OUT OF CELL					
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	22%	20%	29%	20%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	10%	16%	13%	16%
9.8	Do you typically go to the library twice a week or more?	8%	13%	9%	12%
For those who use the library:					
9.9	Does the library have a wide enough range of materials to meet your needs?	48%	63%	65%	61%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS					
10.1	Is it easy for you to make an application?	71%	77%	70%	76%
For those who have made an application:					
10.2	Are applications usually dealt with fairly?	48%	53%	47%	53%
	Are applications usually dealt with within 7 days?	36%	36%	35%	37%

Prisoner survey responses (adult men): diversity analysis – foreign nationals/travellers <i>(Continued)</i>		Foreign national men	British national men	Men from traveller communities	Men not from traveller communities
		%	%	%	%
10.3	Is it easy for you to make a complaint?	49%	56%	56%	55%
For those who have made a complaint:					
10.4	Are complaints usually dealt with fairly?	28%	29%	27%	30%
	Are complaints usually dealt with within 7 days?	27%	24%	24%	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?	48%	50%	48%	49%
OTHER SUPPORT NEEDS					
12.1	Do you consider yourself to have a disability?	23%	29%	45%	28%
ALCOHOL AND DRUGS					
13.1	Did you have an alcohol problem when you came into this prison?	15%	18%	18%	18%
For those who had / have an alcohol problem:					
13.2	Have you been helped with your alcohol problem in this prison?	62%	58%	63%	58%
13.3	Did you have a drug problem when you came into this prison (including illicit drugs and medication not prescribed to you)?	19%	29%	38%	28%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	9%	13%	20%	13%
For those who had / have a drug problem:					
13.6	Have you been helped with your drug problem in this prison?	61%	59%	56%	59%
SAFETY					
14.1	Have you ever felt unsafe here?	55%	49%	57%	49%
14.2	Do you feel unsafe now?	29%	23%	33%	23%
14.3	Not experienced any bullying or victimisation from prisoners here.	68%	66%	55%	67%
14.5	Not experienced any bullying or victimisation from staff here.	66%	68%	61%	68%
BEHAVIOUR MANAGEMENT					
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	11%	12%	19%	11%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	21%	18%	29%	17%
EDUCATION, SKILLS AND WORK					
16.2	In this prison, have you done the following activities:				
	– Education?	80%	77%	76%	77%
	– Vocational or skills training?	71%	67%	70%	67%
	– Prison job?	81%	81%	81%	80%
For those who have done the following activities, do you think they will help you on release:					
	– Education?	61%	55%	52%	55%
	– Vocational or skills training?	54%	54%	54%	54%
	– Prison job?	43%	42%	48%	42%

Prisoner survey responses (adult men): diversity analysis – disability, over 50 and under 21		Men with a disability	Men without a disability	Men aged 50 and over	Men aged under 50	Men aged 21 and under	Men over 21
		1,865	4,628	1,022	5,576	566	6,032
		%	%	%	%	%	%
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION							
1.2	Are you under 21 years of age?	6%	9%				
	Are you 50 years of age or older?	21%	14%				
	Are you 70 years of age or older?	3%	1%				
1.3	Are you from a minority ethnic group?	19%	32%	15%	31%	54%	26%
1.5	Are you currently serving a sentence?	87%	89%	96%	88%	83%	89%
	Are you on recall?	11%	7%	5%	8%	5%	8%
1.6	Is your sentence less than 12 months?	15%	10%	4%	13%	19%	11%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	6%	6%	8%	5%	1%	6%
7.1	Are you Muslim?	10%	16%	5%	17%	29%	13%
12.1	Do you consider yourself to have a disability?			38%	27%	21%	30%
19.1	Do you have any children under the age of 18?	47%	47%	21%	52%	18%	50%
19.2	Are you a foreign national?	8%	11%	6%	11%	10%	10%
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	6%	3%	2%	4%	6%	4%
19.4	Have you ever been in the armed services?	7%	5%	14%	4%	2%	6%
19.6	Are you homosexual, bisexual or other sexual orientation?	6%	3%	7%	3%	2%	4%
ARRIVAL AND RECEPTION							
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	49%	55%	61%	51%	60%	52%
2.3	When you were searched in reception, was this done in a respectful way?	80%	82%	90%	80%	75%	82%
2.5	When you first arrived, did you have any problems?	88%	64%	65%	72%	70%	71%
2.5	Did you have problems with:						
	– Getting phone numbers?	29%	24%	21%	26%	29%	25%
	– Contacting family?	32%	26%	20%	29%	31%	27%
	– Contacting employers?	4%	3%	2%	4%	3%	3%
	– Money worries?	23%	15%	12%	19%	18%	18%
	– Housing worries?	25%	12%	13%	16%	13%	16%
	– Physical health problems	33%	9%	24%	14%	8%	17%
	– Needing protection from other prisoners?	11%	6%	6%	8%	9%	7%
	– Lost or delayed property?	22%	19%	16%	21%	21%	20%
For those who had any problems when they first arrived:							
2.6	Did staff help you to deal with these problems?	36%	33%	47%	32%	27%	35%

In this table summary statistics from all adult male prisoners surveyed in the annual report year (1 April 2017 – 31 March 2018) are presented and split by those who report having a disability and those who do not, by those who are over the age of 50, and those who are under 50, and by those who are under 21 and those who are over 21.

During 2017–18 we revised our adult prisoner questionnaire to support our new *Expectations* for adult men. The new questionnaire has been used in all adult prison inspections since September 2017. The mid-year changes to the questionnaire mean that we are only able to publish a complete year's data for those questions which appeared in both the old and new versions of the questionnaire.

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- 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.

Prisoner survey responses (adult men): diversity analysis – disability, over 50 and under 21 (Continued)		Men with a disability		Men without a disability		Men aged 50 and over		Men aged under 50		Men aged 21 and under		Men over 21	
		%	%	%	%	%	%	%	%	%	%	%	%
FIRST NIGHT AND INDUCTION													
3.1	Before you were locked up on your first night, were you offered:												
	– Tobacco or nicotine replacement?	68%	62%	48%	66%	55%	64%						
	– Toiletries / other basic items?	54%	56%	56%	55%	52%	55%						
	– A shower?	35%	37%	32%	37%	34%	36%						
	– A free phone call?	43%	47%	37%	48%	60%	45%						
	– Something to eat?	65%	65%	62%	65%	60%	65%						
	– The chance to see someone from health care?	66%	65%	68%	65%	60%	66%						
	– The chance to talk to a Listener or Samaritans?	29%	30%	31%	29%	21%	31%						
3.3	Did you feel safe on your first night here?	65%	75%	77%	71%	70%	72%						
3.4	In your first few days here, did you get:												
	– Access to the prison shop / canteen?	27%	28%	30%	27%	22%	28%						
3.5	Have you had an induction at this prison?	81%	87%	88%	85%	85%	85%						
ON THE WING													
4.2	Is your cell call bell normally answered within 5 minutes?	23%	27%	37%	24%	16%	27%						
4.3	On the wing or houseblock you currently live on:												
	– Do you normally have enough clean, suitable clothes for the week?	51%	61%	77%	55%	47%	59%						
	– Can you shower every day?	79%	80%	86%	79%	63%	82%						
	– Do you have clean sheets every week?	58%	60%	75%	57%	50%	60%						
	– Do you get cell cleaning materials every week?	50%	53%	63%	51%	31%	54%						
	– Is it normally quiet enough for you to relax or sleep at night?	55%	65%	73%	60%	49%	64%						
	– Can you get your stored property if you need it?	21%	25%	32%	23%	17%	25%						
FOOD AND CANTEEN													
5.3	Does the shop / canteen sell the things that you need?	54%	53%	59%	52%	45%	54%						
RELATIONSHIPS WITH STAFF													
6.1	Do most staff here treat you with respect?	71%	75%	87%	71%	58%	75%						
6.2	Are there any staff here you could turn to if you had a problem?	70%	71%	81%	69%	53%	72%						
6.3	In the last week, has any member of staff talked to you about how you are getting on?	33%	28%	37%	28%	25%	30%						
FAITH													
7.1	Do you have a religion?	72%	69%	80%	68%	74%	70%						
CONTACT WITH FAMILY AND FRIENDS													
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	50%	44%	29%	49%	55%	45%						
TIME OUT OF CELL													
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	26%	18%	12%	22%	36%	19%						
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	12%	17%	22%	14%	5%	17%						
9.8	Do you typically go to the library twice a week or more?	11%	13%	20%	11%	4%	13%						
	For those who use the library:												
9.9	Does the library have a wide enough range of materials to meet your needs?	58%	62%	66%	60%	55%	62%						
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS													
10.1	Is it easy for you to make an application?	71%	78%	84%	74%	65%	77%						
	For those who have made an application:												
10.2	Are applications usually dealt with fairly?	46%	55%	68%	50%	42%	54%						
	Are applications usually dealt with within 7 days?	34%	37%	50%	34%	21%	38%						
10.3	Is it easy for you to make a complaint?	55%	55%	62%	53%	43%	56%						
	For those who have made a complaint:												
10.4	Are complaints usually dealt with fairly?	27%	30%	42%	27%	23%	29%						

Prisoner survey responses (adult men): diversity analysis – disability, over 50 and under 21 (Continued)		Men with a disability	Men without a disability	Men aged 50 and over	Men aged under 50	Men aged 21 and under	Men over 21
		%	%	%	%	%	%
	Are complaints usually dealt with within 7 days?	22%	25%	33%	23%	15%	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?	53%	48%	40%	52%	51%	50%
OTHER SUPPORT NEEDS							
12.1	Do you consider yourself to have a disability?			38%	27%	21%	30%
ALCOHOL AND DRUGS							
13.1	Did you have an alcohol problem when you came into this prison?	24%	15%	13%	18%	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%	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)?	40%	24%	12%	32%	24%	29%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	19%	10%	4%	14%	7%	13%
For those who had / have a drug problem:							
13.6	Have you been helped with your drug problem in this prison?	57%	60%	73%	58%	37%	60%
SAFETY							
14.1	Have you ever felt unsafe here?	63%	44%	43%	51%	52%	49%
14.2	Do you feel unsafe now?	33%	20%	17%	25%	26%	24%
14.3	Not experienced any bullying or victimisation from prisoners here.	51%	72%	69%	66%	66%	66%
14.5	Not experienced any bullying or victimisation from staff here.	60%	71%	82%	65%	59%	68%
BEHAVIOUR MANAGEMENT							
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	14%	11%	4%	13%	28%	10%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	21%	17%	6%	20%	32%	17%
EDUCATION, SKILLS AND WORK							
16.2	In this prison, have you done the following activities:						
	– Education?	75%	78%	78%	77%	75%	78%
	– Vocational or skills training?	63%	69%	68%	68%	57%	69%
	– Prison job?	76%	82%	80%	81%	67%	82%
For those who have done the following activities, do you think they will help you on release:							
	– Education?	54%	56%	53%	56%	53%	56%
	– Vocational or skills training?	51%	55%	50%	54%	49%	54%
	– Prison job?	43%	43%	44%	42%	40%	43%

Prisoner survey responses: key responses from men and women		Women	Men
Number of completed questionnaires returned		291	6,649
		%	%
DEMOGRAPHICS AND OTHER BACKGROUND INFORMATION			
1.2	Are you under 21 years of age?	3%	9%
	Are you 50 years of age or older?	12%	16%
	Are you 70 years of age or older?	0%	2%
1.3	Are you from a minority ethnic group?	25%	28%
1.5	Are you currently serving a sentence?	85%	89%
	Are you on recall?	5%	8%
1.6	Is your sentence less than 12 months?	19%	12%
	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	1%	6%
7.1	Are you Muslim?	9%	15%
12.1	Do you consider yourself to have a disability?	34%	29%
19.1	Do you have any children under the age of 18?	56%	47%
19.2	Are you a foreign national?	17%	10%
19.3	Are you from a traveller community (e.g. Gypsy, Roma, Irish Traveller)?	11%	4%
19.4	Have you ever been in the armed services?	0%	6%
19.6	Are you homosexual, bisexual or other sexual orientation?	19%	4%
ARRIVAL AND RECEPTION			
2.2	When you arrived at this prison, did you spend less than 2 hours in reception?	45%	53%
2.3	When you were searched in reception, was this done in a respectful way?	88%	81%
2.5	When you first arrived, did you have any problems?	79%	71%
2.5	Did you have problems with:		
	– Getting phone numbers?	20%	25%
	– Contacting family?	21%	28%
	– Contacting employers?	2%	3%
	– Money worries?	23%	18%
	– Housing worries?	27%	16%
	– Physical health problems	22%	16%
	– Needing protection from other prisoners?	6%	7%
	– Lost or delayed property?	20%	20%
For those who had any problems when they first arrived:			
2.6	Did staff help you to deal with these problems?	38%	34%

In this table summary statistics from all adult prisoners surveyed in the annual report year (1 April 2017 – 31 March 2018) are presented by sex. The data comprise responses to our survey from male and female prisoners in local, training, high security, open and young adult prisons.

During 2017–18 we revised our adult prisoner questionnaire to support our new *Expectations* for adult men. The new questionnaire has been used in all adult prison inspections since September 2017. The mid-year changes to the questionnaire mean that we are only able to publish a complete year's data for those questions which appeared in both the old and new versions of the questionnaire.

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.

Prisoner survey responses: key responses from men and women (Continued)		Women	Men
		291	6,649
		%	%
FIRST NIGHT AND INDUCTION			
3.1	Before you were locked up on your first night, were you offered:		
	– Tobacco or nicotine replacement?	68%	63%
	– Toiletries / other basic items?	57%	55%
	– A shower?	32%	36%
	– A free phone call?	53%	46%
	– Something to eat?	66%	65%
	– The chance to see someone from health care?	62%	66%
	– The chance to talk to a Listener or Samaritans?	33%	30%
3.3	Did you feel safe on your first night here?	73%	72%
3.4	In your first few days here, did you get:		
	– Access to the prison shop / canteen?	32%	28%
3.5	Have you had an induction at this prison?	89%	85%
ON THE WING			
4.2	Is your cell call bell normally answered within 5 minutes?	46%	26%
4.3	On the wing or houseblock you currently live on:		
	– Do you normally have enough clean, suitable clothes for the week?	70%	58%
	– Can you shower every day?	96%	80%
	– Do you have clean sheets every week?	82%	60%
	– Do you get cell cleaning materials every week?	82%	52%
	– Is it normally quiet enough for you to relax or sleep at night?	54%	62%
	– Can you get your stored property if you need it?	43%	24%
FOOD AND CANTEEN			
5.3	Does the shop / canteen sell the things that you need?	46%	53%
RELATIONSHIPS WITH STAFF			
6.1	Do most staff here treat you with respect?	78%	73%
6.2	Are there any staff here you could turn to if you had a problem?	79%	71%
6.3	In the last week, has any member of staff talked to you about how you are getting on?	34%	30%
FAITH			
7.1	Do you have a religion?	76%	70%
CONTACT WITH FAMILY AND FRIENDS			
8.2	Have you had any problems with sending or receiving mail (letters or parcels)?	48%	46%
TIME OUT OF CELL			
9.2	Do you usually spend less than 2 hours out of your cell on a typical weekday?	10%	20%
	Do you usually spend 10 hours or more out of your cell on a typical weekday?	17%	16%
9.8	Do you typically go to the library twice a week or more?	17%	12%
For those who use the library:			
9.9	Does the library have a wide enough range of materials to meet your needs?	63%	61%
APPLICATIONS, COMPLAINTS AND LEGAL RIGHTS			
10.1	Is it easy for you to make an application?	75%	76%
For those who have made an application:			
10.2	Are applications usually dealt with fairly?	62%	53%
	Are applications usually dealt with within 7 days?	43%	36%
10.3	Is it easy for you to make a complaint?	65%	55%

Prisoner survey responses: key responses from men and women <i>(Continued)</i>		Women	Men
Number of completed questionnaires returned		291	6,649
		%	%
For those who have made a complaint:			
10.4	Are complaints usually dealt with fairly?	36%	30%
	Are complaints usually dealt with within 7 days?	35%	24%
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?	39%	50%
OTHER SUPPORT NEEDS			
12.1	Do you consider yourself to have a disability?	34%	29%
ALCOHOL AND DRUGS			
13.1	Did you have an alcohol problem when you came into this prison?	24%	18%
For those who had / have an alcohol problem:			
13.2	Have you been helped with your alcohol problem in this prison?	55%	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%	28%
13.4	Have you developed a problem with illicit drugs since you have been in this prison?	8%	13%
For those who had / have a drug problem:			
13.6	Have you been helped with your drug problem in this prison?	73%	59%
SAFETY			
14.1	Have you ever felt unsafe here?	45%	50%
14.2	Do you feel unsafe now?	19%	24%
14.3	Not experienced any bullying or victimisation from prisoners here.	53%	66%
14.5	Not experienced any bullying or victimisation from staff here.	62%	67%
BEHAVIOUR MANAGEMENT			
15.3	Have you been physically restrained by staff in this prison, in the last 6 months?	7%	12%
15.5	Have you spent one or more nights in the segregation unit in this prison in the last 6 months?	19%	18%
EDUCATION, SKILLS AND WORK			
16.2	In this prison, have you done the following activities:		
	– Education?	81%	77%
	– Vocational or skills training?	65%	68%
	– Prison job?	81%	81%
For those who have done the following activities, do you think they will help you on release:			
	– Education?	69%	55%
	– Vocational or skills training?	60%	54%
	– Prison job?	58%	43%

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