



Expectations

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

Version 6, 2023

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Introduction by Charlie Taylor, HM Chief Inspector of Prisons

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Introduction

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

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

We have retained four healthy prison tests and our criteria for judging the effectiveness of leadership. In these *Expectations*, the term 'leader' refers to anyone with leadership or management responsibility in the prison system. We will continue to direct our narrative at the level of leadership which has the most capacity to influence a particular outcome.

We have published these *Expectations* exclusively online and will begin to use them in our inspections from October 2023.

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

Charlie Taylor
HM Chief Inspector of Prisons
September 2023

Section 1: Leadership

Leaders provide the direction, encouragement and resources to enable good outcomes for prisoners.

Expectations

1. Direction: Leaders work collaboratively with staff, stakeholders and prisoners to set and communicate strategic priorities that will improve outcomes for prisoners.

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

- Leaders have an accurate and concise self-assessment of the prison's strengths and weaknesses and where outcomes need to improve. This is communicated well to staff.
- Leaders have a good understanding of the experiences of prisoners and staff in the prison.
- Leaders communicate a shared and ambitious vision for the prison.
- Realistic, aspirational plans are in place to improve outcomes for prisoners.
- Staff understand and share the aims and priorities of the prison.
- Leaders develop successful working relationships with key partners and stakeholders to deliver the prison's aims.

2. Engagement: Leaders create a culture in which staff and other stakeholders willingly engage in activities to improve outcomes for prisoners.

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

- Leaders at every level are visible and approachable.
- Leaders take time to listen to staff and prisoners and follow up issues raised.
- Effective communication is used to promote understanding of current priorities, information sharing, collaboration and multidisciplinary working.
- Leaders set, model and enforce standards of staff behaviour and prisoner care that support rehabilitation.
- Leaders actively promote the well-being of staff.
- Staff feel motivated and supported in their work.
- Leaders show and encourage innovation and creativity to solve problems and meet the needs of prisoners.
- Effective practice is recognised and shared.
- The organisational culture encourages staff to reflect on and learn from their mistakes.

3. Enabling: Leaders provide the necessary resources to enable good outcomes for prisoners.

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

- Staffing levels are sufficient to deliver the aims of the prison.
- Leaders develop staff and managers to ensure they have the knowledge, skills and attitudes necessary to meet the needs of prisoners.
- Leaders make good use of the staff and buildings at their disposal.
- Leaders identify resource constraints and seek to resolve them.
- The senior management team has the experience and skills necessary to improve outcomes for prisoners.
- Line managers support their staff, challenge where necessary and provide suitable professional development opportunities.
- ICT systems support effective working practices.

4. Continuous improvement: Leaders focus on delivering priorities that support good outcomes for prisoners. They closely monitor progress against these priorities.

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

- Leaders use data effectively to ensure fairness, monitor improvement and, if necessary, initiate remedial actions to address emerging risks.
- Feedback from prisoners, staff and other stakeholders is used to generate ideas, create plans and measure progress.
- Decisions are made and plans are amended in response to new information.
- Leaders welcome and encourage external scrutiny.
- Inspection recommendations, audit findings, serious incident reports and best practice ideas are used to generate improvement.
- Leaders use quality assurance processes to drive continuous improvement.
- Leaders make effective use of management time. Oversight meetings have a clear purpose and are used to drive improvement.
- Collaboration with policy teams and colleagues in other prisons or partner organisations supports improvement.

Section 2: Safety

Prisoners, particularly the most vulnerable, are held safely.

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Early days in custody

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

Expectations

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

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

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

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

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

- The needs of newly arrived prisoners are promptly assessed to ensure their safety, with particular attention to the risk of suicide and self-harm.
- Reception is a welcoming and supportive environment.
- Interviews take account of all available information, identify vulnerability and risk, and are conducted confidentially.
- Reception staff provide an effective briefing to wing staff.
- Prisoners are reunited with their property on arrival and are moved quickly to designated first night accommodation.
- Prisoners have access to help and support from staff, family and peer supporters.
- Prisoners can shower on their first night in a new prison.
- A free telephone call is offered and additional support is provided to those who have no external support. Prisoners are made aware of the Samaritans phone number and the Listener scheme.
- Prisoners receive basic equipment and supplies.
- Regular welfare checks are carried out on new arrivals.

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

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

- Prisoners receive comprehensive information about the rules and regime in a format and language they understand.
- Induction includes a private conversation with an officer to identify and address any concerns.
- Prisoners' immediate rehabilitation needs (including families, accommodation, employment and debt) are identified on arrival and met.
- Prisoners are meaningfully occupied during induction and are allocated to education, skills and work activity swiftly.
- Prisoners subject to recall or eligible for bail are identified promptly and supported to exercise their legal rights.
- Prisoners who face an indeterminate sentence are identified on remand and given support. The elements and implications of an indeterminate sentence are explained to them and, where appropriate, their families.
- Prisoners are supported to arrange their first visit and are provided with the necessary information on support services to enable them to re-establish and maintain contact with family and friends.

Promoting positive behaviour

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

Expectations

Encouraging positive behaviour

8. Prisoners are encouraged to behave well.

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

- The prison's strategy to motivate good behaviour is not limited to the formal incentives framework, violence reduction schemes and the adjudication process.
- Good behaviour is encouraged through the delivery of a safe, decent and purposeful regime.
- There are rewards in place for prisoners who behave well, which are meaningful and consistently applied.
- Opportunities available to prisoners and a clear description of how to progress is communicated throughout the prison.
- Principles of community and citizenship are promoted, and prisoners are actively engaged in a range of organised and accountable peer work.
- Staff understand their role in supporting prisoners to change their behaviour. They offer them advice, support and praise, and encourage them to behave well.

- Prisoners' behaviour is reviewed frequently and fairly, taking account of individual needs, and prisoners are able to demonstrate progress.
- Consultation with prisoners about what works to motivate good behaviour is frequent and responsive.

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

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

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

Adjudications

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

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

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

- Adjudication data is monitored and any emerging patterns are identified and acted on.
- Adjudications are completed as soon as possible after the alleged offence.

Use of force

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

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

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

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

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

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

Segregation

13. Prisoners are only segregated with proper authority and for the shortest possible time.

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

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

14. Prisoners are kept safe while segregated and individual needs are recognised and given proper attention.

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

- There is a clear focus on meeting individual need and providing care and support for segregated prisoners.
- Health staff promptly assess all new arrivals in the segregation unit and contribute to care plans.
- Segregated prisoners receive assertive mental health support and regular review.
- Prisoners have meaningful conversations with a range of staff every day, including the opportunity to speak in confidence with a senior manager, a health care professional and a chaplain.
- Staff are vigilant in detecting signs of decline in mental health, mitigate the social isolation inherent in segregation and actively seek alternative locations.
- Reviews are multidisciplinary and prisoners are able to attend them.
- Staff are appropriately trained and supported, and receive specialist supervision from a trained facilitator.
- Efforts are made to understand and address the behaviour leading to segregation.
- The number of staff necessary to unlock individual prisoners in segregation is decided on the basis of a daily risk assessment, which is properly authorised and recorded.

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

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

- The regime is tailored to individual need, prisoners know what regime to expect and they have the opportunity to use the telephone every day.
- As a minimum prisoners have one hour of outside exercise every day.
- Prisoners located on the segregation unit for more than 72 hours have a care plan and are encouraged and supported to associate with others and to return to normal location.
- Prisoners are provided with extra care and support after a period of isolation with a view to preventing future episodes.
- Prisoners have appropriate activities to occupy and stimulate them in their cells.
- Subject to risk assessment, prisoners can access the same facilities and privileges as elsewhere in the prison, as well as regime activities and peer supporters.
- Prisoners have access to outside exercise and other activities together, subject to appropriate risk assessment.

Security

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

Expectations

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

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

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

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

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

- Effective and responsive intelligence and security measures are in place.
- Action requested as a result of intelligence, including searching and drug testing, promptly takes place.
- Decisions made on the basis of intelligence are proportionate to the risk posed and take account of the reliability of the evidence.
- Security systems are sufficient to identify current and emerging threats, including those from prisoners with extremist ideologies.
- Technology, including body scanners, is used effectively to minimise trafficking of illicit items and to avoid unnecessary strip searching.
- Prisoners are not strip- or squat-searched unless there is sufficient specific intelligence and proper authorisation.
- Prisoners are made aware that their cells or personal property are being searched and cells/property are left in the same condition they were found in.
- Routine searching is not excessive.
- Searches are thorough and systematically recorded.

18. Effective processes are in place to protect prisoners, colleagues and visitors from misconduct or illegal conduct by staff.

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

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

19. There is an effective drug supply reduction strategy.

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

- A strategic, whole-prison approach to reducing drug and alcohol supply reflects emerging trends and links effectively with the substance misuse demand reduction strategy.
- Where problems are identified, remedial action is taken promptly and evaluated.
- Drug testing, including suspicion testing and voluntary testing, takes place in a suitable environment and is conducted consistently in line with protocols which ensure validity of procedures.
- Prisoners who test positive for illicit substances, refuse to be tested, or are involved in suspected drug-related incidents are referred to substance misuse services.
- The criteria to ban or otherwise restrict visitors relate only to abuse of visits and individual restrictions are reviewed regularly. Decisions show that proper consideration is given to any potential impact on mental health or other risk factors, in particular those linked to the risk of self-harm and suicide.

Safeguarding

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

Expectations

Suicide and self-harm prevention

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

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

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

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

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

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

Protection of adults at risk

22. Prisoners, particularly vulnerable adults at risk – as defined in the Care Act 2014 – are provided with a safe and secure environment which protects them from harm and neglect.

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

- There is a local safeguarding strategy to protect adults at risk, and a nominated local manager.
- Staff are aware of their responsibility to protect adults at risk and know how to recognise signs of harm.
- Prisoners are protected from extremist ideologies.
- Prisoners can access a range of support services and staff encourage prisoners to involve their family or friends in their care.
- Where harm or abuse is alleged or suspected, prompt action is taken to protect the individual and to investigate.
- Prisoners who have been victims of human trafficking and other organised abuse can and know how to access specialist support, including from trained staff.
- Prisoners whose health is likely to be injuriously affected by their imprisonment are safeguarded (Prison Rules 1999, Rule 21 (1)).
- There is clear understanding about when to liaise with the safeguarding adults partnership board and its partner agencies for advice and guidance.

- When required, prisoners can access advocates and/or appropriate adults to help them understand and give informed consent.
- Staff engage with all relevant agencies to make sure prisoners are appropriately cared for and supported.

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

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

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

Section 3: Respect

Prisoners are treated with respect for their human dignity.

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Staff-prisoner relationships

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

Expectations

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

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

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

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

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

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

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

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

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

Daily life

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

Expectations

Living conditions

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

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

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

- Prisoners have access to drinking water, a toilet and washing facilities at all times.
- Residential units are as quiet as possible at night with appropriate lighting to enable rest and sleep.
- Outside areas are well maintained and clean.

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

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

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

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

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

- Prisoners can shower or bathe in private every day.
- Prisoners are provided with basic hygiene items for their personal use.
- Clean bedding is provided for each new prisoner on arrival and can be replaced or laundered weekly.
- Mattresses are replaced when needed.
- Where night sanitation arrangements exist, access is prompt.
- Prisoners have access to sufficient cleaning materials to keep their cells and communal areas clean.
- There is a clear strategy that evidences how in-cell standards are assured by leaders and demonstrates actions are taken to address concerns.

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

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

- Prison issue clothing is dignified, fits and is in good repair.
- Prisoners are provided with enough clean underwear and socks to be able to change them daily.

- Prisoners are issued with enough warm, weatherproof clothing and shoes to go out in all weather conditions.
- Prisoners have opportunities to wear their own clothes.
- Prisoners have at least weekly access to laundry facilities to wash and iron their clothes.

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

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

- Prisoners can receive parcels subject to security and volumetric control considerations.
- The amount of property held in possession and storage takes account of individual needs.
- The list of possessions that prisoners are allowed to keep is adequate to meet the needs of the population.
- Prisoners' valuable property is routinely security marked before it is issued.
- Medical items, including dentures, glasses, and hearing aids, are not removed from prisoners without well-evidenced security concerns.
- All property is returned to prisoners on release or transfer.
- Prisoners are fairly compensated for clothing and possessions which are lost or damaged in storage.

Residential services

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

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

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

33. Prisoners can participate in a range of food-related activities that promote well-being, relationships and skills development.

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

- Leaders actively promote the idea of prisoners cooking and eating together and with staff.
- Leaders seek advice and support from specialist community organisations to deliver effective food-related activity.
- Food-related activities build cooking and social skills, support cultural self-expression and provide opportunities to improve relationships.
- The psychological and social well-being functions of food are understood by staff.
- Properly equipped catering and dining facilities allow prisoners to cook and eat together.

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

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

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

35. Prisoners have a weekly opportunity to purchase a suitable range of goods, including a wide range of healthy options, at reasonable prices.

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

- Prisoners can buy items within 24 hours of arrival.
- Prisoners arriving at reception without private money are offered an advance to use for purchases, with repayment staged to avoid the likelihood of them becoming indebted to other prisoners.
- Prices are broadly equivalent to those in the community.
- The list of products includes a substantial number of healthy options.
- The list of products available meets the diverse needs of the population.
- Prisoners can place orders at least once a week.
- Prisoners can access accurate and up-to-date records of their finances, free of charge.
- Prisoners can purchase newspapers and magazines and place catalogue orders.

- Prisoners can purchase a wide range of approved hobby materials.

Prisoner consultation, applications and redress

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

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

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

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

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

- Staff and prisoners are encouraged to resolve requests informally, before making a formal, written application or complaint.
- Prisoners know how to make applications and can do so confidentially.
- Staff help prisoners to make applications, as requested.
- Prisoners do not have to make repeated applications for services they access or receive on a regular basis.
- Prisoners receive timely responses to their applications which are fair, respectful, easy to understand and address the issues raised.

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

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

- Prisoners know how to complain and have access to information about complaints procedures in a range of formats and languages.
- Prisoners have easy access to complaint forms and can submit them confidentially.
- Mediation services are available.
- Responses to complaints are easy to understand, comprehensive, respectful, prompt and address the issues raised.

- Where necessary, prisoners receive help to make their complaint.
- There is an effective quality assurance process for complaints responses, ideally with external validation.
- Prisoners are consulted regularly about the internal complaints system to monitor and maintain confidence in it.
- Prison staff respond quickly and comprehensively to Prisons and Probation Ombudsman (PPO) complaint investigations and implement PPO recommendations promptly.

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

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

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

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

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

- Unconvicted prisoners receive help to apply for bail and to find bail accommodation.
- Prisoners know what resources are available in the prison to help meet their legal needs and are supported to find a legal representative if necessary.
- Prisoners can communicate with their legal and political representatives in confidence by telephone, email and letter.
- Video link is used for eligible court cases and for other legal consultations.
- Where necessary prisoners have access to a computer and printer to prepare legal correspondence and documents.
- Legally privileged correspondence is not opened by staff unless there are documented exceptional circumstances and the prisoner is present.
- Prisoners can meet their legal representatives face to face, in private, out of the hearing of staff, including for parole purposes.

- Facilities are available for legal representatives to review CCTV evidence with prisoners.
- Prisoners who are eligible to vote are on the electoral register, can receive campaigning material and can freely exercise their right to vote.

Fair treatment and inclusion

There is a clear approach to promoting equality of opportunity, eliminating unlawful discrimination and fostering good relationships. The distinct needs of prisoners with protected characteristics, or those who may be at risk of discrimination or unequal treatment, are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.

Expectations

41. Leaders take the experiences and views of prisoners with protected characteristics seriously, communicate with them effectively, and use information about equality and diversity to drive improvement.

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

- Leaders are aware of the experiences and feelings of those in protected groups and consider factors affecting their well-being.
- Specialist resources are used to improve communication with protected groups.
- Leaders confidently collect, analyse and communicate data on equality and diversity across a range of indicators of prison life. They use it to effect change, and monitor, maintain and share progress.
- A named person of appropriate seniority has overall responsibility for equality and diversity.

42. Prisoners feel safe and are able to share their experiences, including with prison leaders. Procedures are in place and action is taken to identify and address discrimination and disparities.

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

- Leaders have put processes and structures in place to improve communication, for example through competently facilitated forums, reverse mentoring, and activities centred around food or the arts.
- Leaders have put processes and structures in place to improve fairness, for example through equality monitoring, discrimination incident reporting forms (DIRFs), adaptations and adjustments.
- Prisoners and staff know what is acceptable in terms of behaviour and language.
- Potential or actual discrimination is effectively identified.

- Prison leaders and staff respond to all identified concerns proactively, comprehensively and respectfully.

43. Prisoners interact with staff who have the skills and knowledge to implement inclusive and culturally competent practices.

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

- Leaders strive to recruit and retain staff who represent the diverse backgrounds and needs of the prison population.
- Leaders seek out advice and collaboration with specialist organisations and groups to help promote fair treatment and enable them to work effectively with staff and prisoners.
- Prisoners held in Wales are able to live their lives through the medium of the Welsh language if they choose to do so.
- Staff and prisoners are encouraged to develop mutual understanding of each other's perspectives and experiences.
- The prison's culture helps it to improve equality and diversity outcomes for prisoners and staff.

44. Fair treatment is effectively promoted, developed and protected in the prison.

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

- Awareness of the needs of people with protected characteristics is promoted by educational and celebratory events.
- Leaders work effectively to understand, communicate, and discuss issues of ethnic and racial identity with their staff and prisoners.
- The specific needs of foreign national prisoners and detainees are met, including understanding and participating in every aspect of prison life.
- Prisoners with disabilities of all kinds have fair access to every aspect of prison life, and can participate in them safely and constructively.
- Staff are aware of the needs of prisoners with neurodivergent conditions and learning disabilities, and adjustments are made to meet them.
- Whatever their gender identity, all prisoners receive fair, equal and respectful treatment.
- LGBT+ prisoners can play a full, open and equal part in the life of the prison.
- The well-being and maturation of young adults (age 18–24), including those who have transitioned from the children's estate or have been in local authority care, is supported through fair and age-appropriate treatment.
- Older prisoners have access to a regime and facilities that enable them to make constructive use of their time in prison.
- Prisoners of all faiths and belief systems receive equitable treatment.
- All other minority groups, such as veterans, are recognised and their specific needs are met, including any additional support required to make sure they receive equal and inclusive treatment.

Faith and religion

In this section, religion includes 'religion and belief' as they are understood in the context of the Equality Act 2010 and related case law.

45. Prisoners are enabled to practise their religion fully and in safety.

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

- Prisoners know about the chaplaincy services and have easy access to corporate worship and faith-based classes and groups.
- The make up of the chaplaincy team is commensurate with the prison's faith populations.
- Staff supervision of faith services is respectful and proportionate.
- Prisoners and staff know chaplaincy members well.
- Faith areas are accessible and permit contemplation, reflection and prayer.
- The use of segregation does not unreasonably prevent the easy access of prisoners to corporate worship and faith-based classes and groups.
- Alternative or additional provisions are made when individual prisoners are excluded from corporate worship.
- Prisoners can obtain, keep and use artefacts that have religious significance.
- Prisoners can fulfil religious lifestyle requirements.

46. Different religious faiths are recognised and respected.

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

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

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

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

- Chaplains meet all new prisoners within 24 hours of their arrival in the prison and have a meaningful and private conversation.
- A member of the chaplaincy team visits prisoners in the inpatients unit and those who are segregated every day.
- Chaplains are involved immediately when a prisoner is near to death or has died, to support the dying prisoner, relatives, other prisoners and staff.

- Chaplains are able to provide support to prisoners who have experienced bereavement or loss.
- Chaplains contribute to multidisciplinary teams across the prison, and attend individual case reviews where appropriate.
- Chaplains establish and maintain links with faith communities outside the prison.
- Chaplains support the role of faith in promoting desistance from crime and help prisoners meet their faith needs on release.
- The chaplaincy team has a role in identifying and challenging extremist ideologies that purport to be based on religious belief.
- Prisoners of no faith can receive support from the chaplaincy team and are not less favourably treated than prisoners of faith.

Health, well-being and social care

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

Expectations

Strategy, clinical governance and partnerships

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

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

- Effective partnership working between the prison, commissioners and providers ensures that health, social care and substance use services meet the assessed needs of the prison population.
- Effective leadership and governance systems ensure good patient outcomes.
- Health, substance use and social care provision meet the required regulatory standards.
- Effective prisoner consultation, audit and lessons learned (for example from adverse incidents and complaints) inform service improvement. Leaders and staff apply the duty of candour.
- Health staff are easily recognisable. Staffing levels and skill mix throughout the 24-hour period meet patient needs.
- Staff are appropriately trained and supported in line with professional standards; this includes regular clinical and reflective practice, managerial supervision and appraisal.
- Every patient has a single clinical record which meets contemporary record-keeping standards, managed in line with safe information governance.
- Information is shared within the bounds of medical confidentiality to promote continuity of care and maintain patient safety.

- Safer custody, health care and the family support provider have effective multi-agency working arrangements to engage with families and significant others to support prisoners' health and well-being.

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

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

- All prisoners have equal access to health, well-being and social care services regardless of location, regime, disabilities or language barriers.
- Patients are treated with dignity, respect and compassion.
- There are sufficient confidential and safe rooms to provide a full range of health services that comply with infection prevention and control measures.
- All clinical equipment is accessible, appropriately maintained and serviced.
- Arrangements to gain and review patient consent are appropriate. When patients lack mental capacity to make a decision, health professionals make 'best interests' decisions in accordance with legislation.
- Patients are kept safe and have access to independent advocacy if required. Safeguarding arrangements are robust.
- Patients know how to complain about their treatment in confidence through an effective complaints system.

Promoting health and well-being

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

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

- Health providers contribute to a prison-led approach to optimising health and well-being.
- Information about available health services and current national health campaigns is easily accessible in all required formats and languages.
- Well-trained and supervised peer workers and health trainers offer health information and support to prisoners.
- Prisoners can easily access health checks, disease prevention, screening programmes and NHS treatments that align with community services.
- Prisoners can access confidential sexual health services.
- Health improvement advice and guidance is specific to individual and diverse needs and delivered by competent staff.
- There are robust systems to prevent, identify and manage communicable diseases.
- Prisoners receive individual health and well-being advice on release.

Primary care and inpatient services

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

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

- A competent health professional screens all new prisoners on the day of arrival, and prisoners receive a secondary health assessment within seven days to identify their immediate needs and make appropriate onward referrals, including risk information.
- With consent, the patient's community clinical records are obtained promptly.
- Prisoners are supported to provide informed consent to contact named family and significant others in the event of incapacity or a medical emergency.

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

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

- Prisoners can access all necessary primary care services within equivalent waiting times to the community, including accessing out of hours care.
- There is an effective appointments system.
- Patients with long-term conditions and complex health needs receive appropriate joined-up care by skilled staff. Recorded care plans demonstrate patient involvement and support continuity of care.
- Patients with palliative and end of life needs receive person-centred care delivered jointly by the prison and community services, to national standards, in a safe and decent environment.
- Patients receive secondary care services within community-equivalent waiting times and care is not delayed by prison transfers or lack of officer escorts.
- Security measures on hospital escorts are proportionate and are based on an individual risk assessment which includes a detailed health contribution.
- Prisoners receive pre-release assessments and interventions that include all relevant partners and ensure continuity of care, including registration with health services.

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

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

- Admission and discharge is based on agreed clinical criteria. Staffing numbers and skills mix meet the patients' needs.
- Patients receive a comprehensive assessment of their care needs, regular reviews and, wherever possible, are involved in developing their own care plans.

- Patients have decent living conditions and access to a normal prison regime, alongside therapeutic and constructive activities to maintain well-being and encourage recovery.
- Patients' ongoing care needs are met following discharge from the inpatient unit.

Social care

54. Prisoners with social care (Care Act 2014; Social Services and Well-being (Wales) Act 2014) and support needs are identified and receive assessment, care packages, adaptations and advocacy services that continue on release or transfer.

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

- There is a comprehensive pathway and governance structures for the provision of social care between the local authority, domiciliary care provider and the prison.
- Prisoners with social care needs are promptly assessed and care plans are implemented without delay to make sure prisoners' social care needs are consistently met.
- Sufficient trained, supervised and screened social care staff implement agreed care plans that are reviewed regularly.
- Required equipment, call assist mechanisms and adaptations are provided promptly and maintained correctly.
- Peer prisoner supporters do not provide intimate care and are appropriately selected, risk assessed, trained, supported and supervised.
- Effective joined-up planning ensures agreed packages of care are continued on transfer within the prison estate and on release.

Mental health

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

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

- Mental health services are well governed and have clear leadership arrangements.
- Prisoners' immediate mental health needs are accurately identified on arrival and referred effectively.
- Prison officers receive training to enable them to recognise when a prisoner requires referral for mental health assessment and use a clear referral pathway.
- Referrals are reviewed without delay, and care and support is delivered, based on clinical need/risk, including crisis intervention.
- Sufficient competent staff provide an effective range of evidence-based interventions and support.
- Prescribing reviews and related physical health checks occur regularly.

- Patients are assessed using a standardised format and additional information is obtained from other sources as required.
- Patients have care plans and risk assessments which are regularly reviewed with their mental health practitioners.
- Liaison and joint working with other prison departments and health providers, including substance use treatment services, is effective.
- Patients with severe and enduring mental illness are supported within the Care Programme Approach (England) or Mental Health Measure (Wales).
- Patients who require assessment or treatment under the Mental Health Act are assessed and transferred without delay.
- Effective discharge planning means there is continuity of care following release.

Support and treatment for prisoners with addictions and those who misuse substances

56. An effective whole-prison strategic approach to drugs and alcohol is in place to optimise the outcomes of evidenced-based clinical and recovery interventions.

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

- Effective joint working between prison departments, treatment providers and other relevant stakeholders delivers a dynamic, whole-prison drug and alcohol approach informed by local needs and national policy.
- Partnership working between the prison and health providers is well established, and care is delivered through well-integrated specialist support.
- Substance misuse services are well governed and have clear leadership arrangements.
- Sufficient competent staff provide effective evidence-based psychosocial and clinical services.
- Drug- and/or alcohol-dependent prisoners newly arrived from the community receive effective, evidenced-based monitoring and individualised treatment during their early days in prison.
- All newly arrived prisoners receive harm reduction information on illicit substance use in prison and about substance misuse treatment services.
- All prisoners have prompt access to a sufficient range of clinical, psychosocial and harm reduction interventions throughout their time in prison.
- Patients receive flexible prescribing which reflects national clinical guidelines, meets their assessed needs and is reviewed regularly. All related clinical investigations and checks are completed.
- Multidisciplinary prescribing is available for patients with emerging or established mental health, substance misuse and/or pain control needs, and is considered when concordance or engagement is poor, or if bullying or coercion are suspected.
- Prison officers receive training that enables them to recognise when a prisoner needs support, and which ensures they know how to make a referral to specialist substance misuse services.
- Prisoners have easy access to family support services, self-help and mutual aid, including well-trained and supervised peer supporters.
- Drug recovery wings have a recovery ethos, competent staff and additional therapeutic interventions.

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

Medicines optimisation and pharmacy services

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

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

- Patients' medication histories, including allergies, are recorded during the initial reception screening and a full medicines reconciliation is completed within 72 hours of arrival.
- Any disruption in prescribing regimens is minimised and urgent/critical medicines can be accessed without delay.
- Patients have direct access to clinical pharmacy services and advice.
- All medicines are handled, transported and stored legally, safely and securely with effective pharmaceutical stock management and use.
- Robust governance processes are in place to ensure safe and effective medicines management, including monitoring of medication incidents and prescribing trends.
- Patients' medicines are prescribed, reviewed regularly and adjusted in consultation with the patient, safely in line with evidence-based NHS practice and formularies.
- Subject to a regularly reviewed in-possession risk assessment, patients can store their medicines securely and self-administer them.
- Prisoners can access over-the-counter medicines safely and easily, including out of hours.
- Prison and health care staff make sure patients can access the correct medication safely and at clinically indicated times.
- Prisoners receive information about their medicines in a format they can understand. This is reviewed regularly for concordance and efficacy.
- Prisoners going to court or being released/transferred receive adequate supplies of medication or a community prescription to meet their needs.

Dental services and oral health

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

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

- Dental services are well governed and have clear leadership arrangements, with sufficient competent staff to deliver treatment.

- All prisoners have timely access to emergency dental services based on clinical need, complemented with through-the-gate treatment plans.
- Patients have timely access to the full range of NHS-equivalent treatment.
- Prisoners receive evidence-based interventions in oral health promotion and disease prevention.
- Patients have prompt access to required medicines to effectively manage pain following dental interventions.
- Dental surgeries meet contemporary professional standards.

Section 4: Purposeful activity

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

Contents

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

Time out of cell

All prisoners have sufficient time out of cell and are encouraged to engage in recreational and social activities which support their well-being and promote effective rehabilitation.

Expectations

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

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

- Prisoners are allowed a minimum of 10 hours out of their cell every day.
- Daily routines for prisoners, including association and exercise, are publicised on every residential unit, and adhered to.
- Wherever they are located, prisoners are never subjected to a regime which amounts to solitary confinement (when prisoners are confined alone for 22 hours or more a day without meaningful human contact).
- There is sufficient time for prisoners to complete domestic tasks, such as showering, collecting medication, cell cleaning and telephone calls, in addition to employment and education.
- Prisoners unable to attend learning or work activities, because they are retired, sick or disabled, are unlocked during the day and are provided with meaningful activities.
- Prisoners have the opportunity to telephone or video call their children, families and significant others at a time convenient to them and their family.

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

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

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

61. Prisoners, including inpatients, those on a restricted regime and those in segregation, can spend as much time as possible – and no less than one hour – in the open air every day.

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

- Exercise areas are clean, spacious and inviting, and include enough seating and equipment.
- Prisoners do not have to choose between access to the open air and other important regime activities.
- Exercise areas are properly equipped with exercise equipment and places for prisoners to sit.
- Prisoners are encouraged by staff to spend time in the open air to benefit mental and physical well-being.
- Outside exercise is only cancelled in extreme weather conditions and waterproof clothing is available.

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

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

- The library promotes literacy effectively and encourages social engagement.
- Prisoners receive a timely and helpful library induction.
- Prisoners can visit the library, or access library services at least once a week.
- Library materials reflect the diverse needs of the prisoners held and are available in a range of formats and languages, including those for poor readers.
- Relevant, comprehensive and up-to-date legal textbooks, including prison legislation and policies, are readily available to prisoners free of charge.
- Prisoners have enough time to access materials if they are unable to take them away from the library.
- Prisoners have appropriate access to a range of additional learning resources.
- Prisoners have access to internet and IT services.
- The library promotes healthy living, for example by supplying books recommended by the health team or physical education staff.
- Services provided by the library actively promote contact with children, families and other people who are significant to prisoners.

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

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

- Prisoners receive an appropriate and timely induction into physical education and fitness activities which focuses on healthy living.
- Prisoners have suitably frequent access to the physical education facilities for recreation.

- Prisoners can shower in private after each session in well-maintained amenities.
- The physical education facilities are in good condition and are well supervised.
- The range of physical education and fitness activities offered is varied, caters for all levels of ability and fitness, and meets the needs of the population.
- Effective joint working between gym staff and health/substance misuse staff supports safe gym use for all prisoners.
- Prisoners benefit from structured training programmes and opportunities to achieve employment-related qualifications.
- Physical education and fitness staff have appropriate qualifications and expertise.
- Prisoners are encouraged to participate in fitness activities which involve the local community.
- Prisoners' views on physical education are sought and acted on.

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

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

- Prisoners have access to a range of activities which build positive relationships, self-esteem, confidence and improve health and well-being.
- Prisoners help to develop the range of recreational activities on offer and are, with staff oversight, involved in the delivery and review of activities.
- Prisoners are actively encouraged to take part in recreational activities, including in-cell provision.
- Art and cultural experiences are used to enhance the prison environment, making it more conducive to rehabilitation.
- Community-based organisations are involved in delivery where appropriate.

Education, skills and work activities (Ofsted)

In England, this part of the inspection is conducted by Ofsted. To ensure that prisons are held accountable to the same standard of performance as further education colleges in the community, we have chosen to explicitly adopt Ofsted's Education Inspection Framework, which explains the different style of this section of Expectations. For prisons in Wales, see Expectation 65. For prisons in Northern Ireland, which we inspect only by invitation, we use the Education and Training Inspectorate Northern Ireland's inspection and self-evaluation framework, which can be found at <https://www.etini.gov.uk/publications/inspection-and-self-evaluation-framework-isef-effective-practice-and-self-evaluation-4>.

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

Expectations

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

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

- Leaders and managers have selected and developed a curriculum that develops the knowledge, skills and behaviour (including English, and in particular reading, mathematics and information and communication technology) that prisoners need to take advantage of the opportunities, responsibilities and experiences that prepare them for their next stage in education, training or employment within the establishment or on release.
- It is clear what the curriculum is preparing prisoners for and what prisoners will need to be able to know and do at the end of their learning or training programmes.
- Leaders, managers and all teaching staff have planned and sequenced the curriculum so that prisoners can build on previous learning and develop the new knowledge and skills they need.
- The curriculum takes into account the needs of prisoners and offers them the knowledge and skills that reflect the needs of the local and regional context where they are likely to be released.
- Teachers, trainers and instructors have expert knowledge of the subjects that they teach.
- Teachers enable prisoners to understand key concepts, presenting information clearly and promoting discussion.
- Teachers check prisoners' understanding effectively, and identify and correct misunderstandings.
- Trained peers are deployed as mentors to work closely with staff to provide focused individual guidance and help.
- Prisoners are able to access digital technology and appropriate digital content to support their learning.

- The curriculum is sequenced so that new knowledge and skills build on what prisoners know and can do and prisoners can work towards defined end points.
- Teachers use assessment to develop prisoners' understanding to extend and improve their skills beyond simply memorising disconnected facts. Assessment also checks prisoners' understanding to inform further teaching, training and instruction.
- The design and delivery of the curriculum and teaching, including the use of assessment, ensure prisoners embed key concepts and knowledge to long-term memory and are able to apply concepts and knowledge consistently and easily.
- Prisoners' employment-related skills are recognised and recorded.
- Release on temporary licence (ROTL) is used to enhance prisoners' employment or training skills and prepare them for release.
- Prisoners make progress from their starting points, attaining skills, behaviours and, where appropriate, qualifications.
- Staff are aware of and plan for individual prisoners' diverse needs in teaching, training and work sessions and provide effective support, including for prisoners with English as a second language. Staff make reasonable adjustments for prisoners with disabilities or with additional educational needs.
- The curriculum is ambitious for all prisoners, including those with Special Educational Needs and Disability (SEND) or learning difficulties, and it meets their needs.
- Prisoners with learning difficulties and/or disabilities and those with SEND gain knowledge and skills and progress towards rehabilitation and to becoming more independent in their everyday life, and/or progress to employment.
- Examinations are used as useful indicators of prisoners' outcomes, but it is recognised that they only represent a sample of what prisoners learn.
- Learning takes account of prisoners' sentence plans.
- All learning builds towards an end point. Prisoners are being prepared and are ready for their next stage of education, training or employment, in the prison or on release, at each stage of their learning.
- Provision reduces reoffending and promotes employability skills so that prisoners are well-prepared for the next stage of their education, employment, self-employment or training in the prison or on release.

64.2 Provision successfully promotes positive behaviour and attitudes.

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

- Prisoners feel safe and experience a calm and orderly environment in the prison's classroom, workshop and workplace.
- Staff and prisoners do not accept bullying, harassment or discrimination.
- There are clear expectations for behaviour across education, skills and work activities.
- There is a strong focus on attendance and punctuality at education, skills and work areas.
- The prison supports a respectful culture in which staff know and care about prisoners and prioritise their attendance at education, skills and work.
- Prisoners' motivation and positive attitudes to learning are important predictors of attainment.

- Prisoners understand the importance of the skills learned in the context of their next steps and rehabilitation plans.

64.3 Provision successfully promotes personal development.

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

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

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

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

- Leaders focus their attention on the education, skills and work-related activities in a way which leads to better outcomes for prisoners such as reducing reoffending and continued and sustainable improvement.
- Leaders ensure that prisoners' knowledge and skills in reading are accurately identified and monitored, including those of prisoners who cannot read, and that appropriate support is provided to ensure they make good progress.
- Leaders engage with prisoners, their community and employers to plan and support the education and training that prisoners receive.
- The prison has sufficient education, skills and work provision for its population and appropriate learning opportunities are available.
- Allocation and attendance measures ensure prisoners attend their activity on time with minimal interruptions.

- Pay rates encourage self-improvement and prisoners are paid fairly, accurately and on time.
- Continuing professional development for teachers, trainers, instructors and other staff is aligned with the curriculum, and this allows teachers to develop subject expertise and teaching/training knowledge over time, so that they deliver high-quality education and training.
- Prisoners benefit from effective teaching/training and high expectations in classrooms, in workshops and at work.
- Leaders consider the workload and well-being of their staff, and improve the quality of the workforce to strengthen the quality of the provision.
- Leaders and those responsible for governance understand their respective roles and carry these out to enhance the effectiveness of the prison.
- Leaders and managers have an accurate understanding of the prison and their providers' and contractors' effectiveness.
- Leaders and managers monitor the progression and destinations of prisoners (including whether prisoners enter secure and sustained employment) and use this information to improve provision.

Education, skills and work activities (Estyn)

In Wales, this part of the inspection will be conducted by Estyn. To ensure that prisons are held accountable to the same standard of performance as further education colleges in the community, we have chosen to explicitly adopt Estyn's common inspection framework, which explains the different style of this section of Expectations. For prisons in England, see Expectation 64. For prisons in Northern Ireland, which we inspect only by invitation, see <https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/purposeful-activity/education-skills-and-work-activities/education-skills-and-work-activities-education-and-training-inspectorate/>.

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

Expectations

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

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

- standards and progress overall;
 - standards and progress of specific groups; and
 - standards and progress in skills.
- The standards reached by prisoners overall are appropriate to their abilities.
 - Prisoners make good, timely progress towards achieving appropriate qualifications and challenging learning goals.
 - Prisoners recall previous learning, develop thinking skills, acquire new knowledge, understanding and skills, and apply these to new situations.

- Particular groups of learners, for example learners on different levels, learners from disadvantaged backgrounds and those from ethnic minority groups, make good progress.
- Prisoners with additional learning needs progress well towards well-defined, individual targets that take good account of their needs and abilities.
- Prisoners are stretched to make as much progress as they can, given their starting points and their ability, including those with more developed vocational skills or academic achievements.
- Prisoners develop the skills of speaking and listening, reading and writing (in Welsh/English), numeracy and ICT that equip them to succeed and progress their education, skills and work activities and to reach their progression aims.
- Prisoners are able to access digital technology and appropriate digital content to support their learning.
- Prisoners develop the skills they need in order that they can progress effectively to the next stage of their education, employment, self-employment or training within the prison, or outside of prison when they are released.
- Prisoners develop their awareness of the value of the Welsh language and those who speak Welsh develop their use of the language within education, work and activities.

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

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

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

- Prisoners' behaviour in education and work settings complies with guidelines for behaviour and conduct stipulated by the prison.
- Prisoners develop an understanding of how they can avoid reoffending when they are released and develop strategies to reduce reoffending behaviours.

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

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

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

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

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

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

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

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

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

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

Section 5: Preparation for release

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

Contents

- Children and families and contact with the outside world
- Reducing reoffending
- Public protection
- Interventions and support
- Returning to the community

Children and families and contact with the outside world

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

Expectations

75. Prisoners are encouraged and supported to establish and maintain relationships with their children and families, where it is appropriate to do so.

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

- Prison staff understand the importance of family ties to a successful return to the community.
- Prisoners' distance from home, frequency of visits, parental status and number of dependents are monitored, and the resulting data is used to improve family contact.
- Newly arrived prisoners, including those on remand, are assisted to make prompt contact with a family member or others providing care for their child.
- Families are involved in supporting prisoners, particularly those at risk of self-harm.
- Release on temporary licence (ROTL) is used when possible to help maintain contact with families.
- Prisoners and their families can access interventions for improving parenting and relationship skills.
- Imaginative methods are used to encourage family contact.
- Skilled family support workers provide structured support to prisoners and their families.
- Prisoners who do not receive visits are identified and receive individual support.
- Unused visiting orders can be exchanged for phone credit.
- Prisoners' families and friends know how to share concerns they have about a prisoner and how to seek support.

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

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

- All prisoners can regularly participate in children's/family days.
- There is a welcoming visitors' centre, which has activities to keep children entertained.
- Search and entry processes are child-friendly and proportionate.
- Children are allowed to have physical contact with their imprisoned parent.

- Access to special/enhanced visits is not determined by incentives and earned privileges (IEP) status.
- Children are safe and can enjoy age-appropriate activities with the prisoner they are visiting.
- Prisoners who are parents, or who may become parents, are supported to understand how their behaviour may affect their children.
- Prisoners receive advice on how to support their child while they are imprisoned.

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

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

- Prisoners can make a free phone call on their first night in a new prison.
- Prisoners' telephone numbers are added to their PIN account within 24 hours.
- Telephones can be used every day and in private, ideally in cell.
- Prisoners can obtain contact details of suitable outside organisations, know which numbers they are permitted to call and can easily make contact.
- Prisoners' outgoing mail is posted within 24 hours (48 hours when received on Saturday) and incoming mail is received by prisoners within 24 hours of arrival at the prison, including registered and recorded mail.
- Prisoners can easily contact families using electronic means, including email and video calls.
- Foreign nationals receive additional help to keep in touch with family abroad.

78. Prisoners can maintain access to the outside world through regular and easy access to visits.

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

- Convicted prisoners can receive a visit within one week of admission and thereafter at least once a week for at least an hour, including at weekends.
- Unconvicted prisoners can receive visits at least three times a week, including at weekends.
- The visits booking system is accessible and efficient, and visitors can book visits during a previous visit.
- Prisoners' visitors are given information about how to get to the prison, visiting hours, what to expect and how to complain.
- Where public transport is poor, the prison provides transport from local stations.
- Prisoners can access approved schemes whereby trained volunteers provide support through visits or other forms of communication (such as letters).
- Accumulated/extended or consecutive visits are facilitated to meet the needs of visitors who travel long distances.

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

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

- Searching is respectful, proportionate and takes account of individual needs.
- There are effective systems to collect feedback from prisoners and visitors (including children) about their visits experience.
- Prisoners and visitors have access to toilet facilities throughout the visit.
- Visits areas are comfortable, friendly and welcoming.
- Staff are trained in child safeguarding and visits staff are aware of children with particular safeguarding needs.
- Security arrangements and restrictions on physical contact are not excessive.
- Visitors can buy a good range of refreshments during visits.

Reducing reoffending

Prisoners are helped to change behaviours that contribute to offending. Staff help prisoners to demonstrate their progress.

Expectations

80. Prisoners have access to well-planned services to reduce the risk of offending.

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

- Helping prisoners to work towards and prepare for the day of release is understood as a central purpose of the establishment.
- The prison helps prisoners to address offending-related problems and experience personal growth during their time in custody.
- The prison routinely consults prisoners about whether the available services will help them to stop offending and can meet their individual needs.
- A wide range of data relevant to progression and release is systematically collected, broken down by race and other protected characteristics, shared and discussed with prisoners and among all agencies working in prisons.
- There is a local reducing reoffending strategy that outlines how the needs of all groups within the prison will be identified and addressed.
- There is good cooperation and communication between various organisations and departments delivering work to reduce offending.
- Community-based probation services and relevant voluntary and community sector organisations are supported to work with prisoners.
- Leaders gather evidence on longer-term outcomes after release and use it to improve services.

81. The sentence is effectively managed to help reduce the likelihood of reoffending.

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

- Prisoners are encouraged and helped to take responsibility for changing offending-related behaviours.
- The practical resettlement needs of all prisoners, including those on remand, (such as accommodation, employment, finances and debt) are identified on arrival and met.
- Recalled prisoners have the implications of recall explained to them and are helped to contact a solicitor.
- There is a timely and competent assessment of the likelihood of reoffending, which is reviewed and updated following a significant event.
- The assessment takes account of individual factors that may affect decision-making, including neurodivergent needs and ill health.
- Convicted prisoners are involved in preparing a sentence plan based on the likelihood of reoffending, the risk of harm to others and their individual strengths, skills and goals.
- Plans include outcome-focused objectives identifying relevant time-limited and appropriately sequenced interventions and reintegration support. They are regularly reviewed and amended as necessary.
- Prisoners suitable for home detention curfew (HDC) are assessed promptly and released on their earliest eligibility date.

82. Prisoners receive meaningful support to achieve the targets in their sentence or resettlement plan and progress through their sentence.

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

- A case manager works with the prisoner to make sure key decisions about interventions and activities reflect the plan, in liaison with the key worker.
- The level of contact between the prisoner and responsible staff member reflects assessed levels of risk and need.
- Prisoners can easily arrange an appointment with their case manager.
- Prisoners understand and are meaningfully engaged in their plan and have opportunities to make choices about their progression and reintegration.
- Staff, especially prison offender managers and key workers, have a good working knowledge of the services available to help prisoners to avoid offending, and they support prisoners to use them.

83. Prisoners with long or indeterminate sentences receive appropriate advice and support to enable them to progress through their sentence.

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

- Prisoners who face an indeterminate sentence are identified on remand, given support and have the elements and implications of an indeterminate sentence explained to them and, where appropriate, to their families.
- Prisoners have realistic opportunities to demonstrate objective progress towards a reduction of the risk they pose throughout their sentence.
- Staff understand the importance of helping to motivate and prepare prisoners for eventual release.
- Knowledgeable staff explain tariffs and Parole Board processes.
- Prisoners are given effective and timely support to progress and prepare for parole hearings.
- Staff make sure that parole paperwork is submitted on time and is of sufficient quality to help the Parole Board make well-informed decisions.
- Parole Board processes happen on time and prisoners understand what happens after a parole hearing. This includes arrangements for release or for the next parole review if the person is not released. Prisoners understand how to challenge a parole decision.
- There are sufficient learning opportunities at an appropriate level for prisoners to be engaged over many years.

84. Prisoners are held in the lowest appropriate security conditions and allocated to prisons in accordance with their individual needs.

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

- Categorisation documentation (including for category A prisoners) contains accurate and detailed information, taking account of the individual needs of the prisoner and any medical needs.
- Sentenced prisoners are allocated according to their individual needs and proximity to home is given strong importance.
- Reviews involve the prisoner and all relevant departments. Prisoners are informed of the outcome in writing and told how to appeal.
- Progressive transfers take place promptly after being decided in principle.

Public protection

Prisoners' risk of serious harm to others is managed effectively. Prisoners are helped to reduce high risk of harm behaviours.

Expectations

85. Prisoners' risk of serious harm to others is identified and minimised.

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

- Prisoners are involved in assessing the risk of harm they pose to others and, where possible, are engaged in planning how to manage and minimise this risk.
- All prisoners have an accurate and timely screening of the risk of harm to others and (if necessary) a risk management plan which is shared as necessary.
- Reviews are undertaken regularly and always following a significant change or event.
- Prison staff understand and effectively support structures for safeguarding the public, such as multi-agency public protection arrangements (MAPPA).
- In statutory victim contact cases, relevant and accurate information is exchanged in a timely manner.
- The best interests and safety of the child are considered when a prisoner's access to children is being assessed.
- Prisoners' communications are monitored, in line with the law, to support public protection.
- Restrictions on access to specific activities are proportionate and clearly communicated to prisoners.
- All high-risk cases are overseen by qualified practitioners.

Interventions and support

Prisoners are able to access support and interventions designed to reduce reoffending and promote effective resettlement.

Expectations

86. Prisoners can access a wide range of support aimed at reducing their risk of harm and reoffending.

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

- Prisoners have timely access to offending behaviour work that meets their needs.
- Prisoners entering specialist units have a clear understanding of the treatment process.
- Changes in attitudes, thinking and behaviour are maintained through ongoing support during and after completion of an intervention.

- Staff undertake offence-related work on a one-to-one basis as necessary, including work to prepare a prisoner for a structured programme.
- A dedicated member of staff provides meaningful and regular contact with the prisoner to make sure the targets are being delivered as planned.
- In preparation for release, prisoners, especially those on long custodial sentences, have opportunities to develop and practise life skills such as cooking and proficiency in ICT.
- Where appropriate, release on temporary licence (ROTL) is a key part of any reintegration strategy.

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

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

- Unconvicted prisoners are able to retain their entitlement to state benefits, including housing and incapacity benefit and retirement pension.
- Newly arrived prisoners, including those on remand, are assisted to make contact with their employer.
- Prisoners have ongoing access to debt advice.
- Prisoners can attend money management courses.
- Prisoners have access to specialist services providing advice and information about benefits/pension entitlements and are helped to make claims in advance of release.
- Prisoners who want to save money for their release are helped to do so.
- Prisoners are helped to apply for recognised identification and can open a bank account before release.

88. Prisoners are helped to manage their housing at the earliest opportunity and have suitable and sustainable accommodation on release.

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

- The need for help with housing is identified as early as possible after arrival in custody.
- Every action is taken to make sure prisoners, including those on remand, have sustainable housing on release.
- Newly arrived prisoners receive help and advice to manage existing rental/housing agreements.
- Newly arrived prisoners are helped to make sure that their property is secure.
- Housing advisors are suitably trained to effectively address the wide range of accommodation issues facing prisoners.
- Prisoners who are at risk of being released homeless are referred to the local authority at least 56 days before release, so that an assessment can be carried out before they leave the prison.
- Leaders effectively monitor prisoners' access to sustainable housing after release and use the data to take remedial action when needed.

89. Prisoners receive suitable education, training or employment on release or transfer.

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

- Prisoners are prepared effectively to take up education, training or employment in the community.
- Prisoners are encouraged and able to continue with their learning programmes when transferred to other prisons.
- When transferred, an accurate record of the prisoner's learning needs and achievements is sent promptly to the receiving prison.
- Leaders monitor education, training or employment outcomes after release and use the data to improve services.

90. Prisoners who have particular vulnerabilities or who have been abused are supported appropriately.

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

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

Returning to the community

Prisoners' specific reintegration needs are met through good multi-agency working to maximise the likelihood of successful resettlement on release.

Expectations

91. Prisoners being released have an up-to-date plan for addressing outstanding needs related to reducing reoffending and harm.

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

- Prisoners have an up-to-date resettlement plan and are meaningfully engaged in their own release planning.

- A designated staff member takes responsibility for tracking progress against identified targets and reviewing them jointly with the prisoner.
- There is an in-person handover to the person who will be responsible for the prisoner's case, which involves the prisoner.
- In the lead up to release, prisoners have meaningful contact with their probation officer in the community.
- All necessary work required to support a prisoner's release is completed early enough to ensure a smooth transition to the community.
- Prisoners understand the requirements of their licence and have the opportunity to discuss their rights and responsibilities prior to release.

92. Prisoners are given all necessary practical support ready for their day of release.

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

- Prisoners, especially those who have served long sentences, are well prepared for life in modern society and have been able to practice independent living skills.
- Where appropriate, prisoners are released on temporary licence to support their gradual return to the community.
- Prisoners can have a community-based mentor and are able to meet them before they are released.
- Prisoners released from court following a period on remand have access to information and advice.
- Facilities are available before discharge to launder clothes that have been in storage for long periods.
- Remanded prisoners have access to the full range of resettlement help, including advice and information about bail.
- Prisoners receive all their property.
- Eligible prisoners receive discharge grants and money for travel and can be taken to the nearest public transport hub if it is not within walking distance.
- Prisoners are given detailed travel directions and can receive or be signposted to advice and support once out of the gate.
- Prisoners are able to make a phone call and charge their mobile phone in advance of release.
- Suitable clothes, bags and other essential supplies are available to discharged prisoners who do not have them.
- Prisoners know about the appointments made for them on the day of release. Those who need additional support are met at the gate and taken to these appointments.