



Report on an unannounced  
inspection of

## **HMP Usk and HMP and YOI Prescoed**

by HM Chief Inspector of Prisons

14–25 June 2021



# Contents

Introduction.....	3
About Usk and Prescoed.....	5
Section 1 Summary of key findings.....	8
Section 2 Safety .....	16
Section 3 Respect.....	23
Section 4 Purposeful activity.....	38
Section 5 Rehabilitation and release planning.....	44
Section 6 Recommendations in this report .....	51
Section 7 Progress on recommendations from the last full inspection report	54
Appendix I About our inspections and reports .....	59
Appendix II Glossary of terms.....	62
Appendix III Further resources .....	64

# Introduction

Usk and Prescoed, as the names suggest, are two distinct prisons, although managed as a single entity. Usk is a small establishment built in a traditional 19th century style which held 220 category C prisoners, almost all of whom were serving sentences for sexual offences. Prescoed is an open prison in a deeply rural setting about three miles away, with a clear focus on the resettlement of the 231 men it held during our inspection.

In recent years the Inspectorate has routinely reported very positively on the outcomes experienced by prisoners at the two sites and this remains the case. Making separate healthy prison assessments, we judged outcomes in safety and respect to be good (our highest mark) at both Usk and Prescoed and reasonably good or better at both for purposeful activity and rehabilitation and release planning. These are excellent results made more noteworthy in that they were achieved while the prisons were still emerging from the effects of the pandemic. It should be noted that Usk, in particular, had faced very real challenges and risks in responding to COVID-19, with a generally older and more vulnerable population and the tragic loss of two members of staff and a prisoner. The prison had, in our view, shown remarkable resilience in its response.

Key to the continuing success of the prisons seemed to be the quality of leadership. There was a genuine sense of community within the prisons with an engaged staff and generally good consultation with those held. It was clear from our survey that prisoners felt respected and supported by staff and we observed several examples during our inspection where the well-being of prisoners was at the heart of initiatives and a clear consideration in how the prison was being taken forward. One such example was the formal endorsement of Usk as an Enabling Environment, an accreditation achieved during the pandemic (see paragraphs 1.45 and 3.5). Similarly, we observed some exemplary social care arrangements.

As the pandemic seemed to be easing, both prisons had moved quickly within the HMPPS risk management framework to open up their regimes and we were told that the prisons were among the first to advance to HM Prison and Probation Service (HMPPS) 'stage 2', a designation that defines the extent to which regimes could be opened further. In this context, it was pleasing to see that release on temporary licence (ROTL) had continued during restrictions for those Prescoed prisoners who were defined as essential workers, and that by the time of our inspection, some 60% of Prescoed prisoners were now benefiting from various forms of ROTL. More needed to be done to ensure work and education became fully operational but we had confidence in the prisons' plans and their long-established record of delivery.

Our report notes a small number of issues that require further attention. These include some refurbishment of accommodation at Prescoed and mitigating the impact of some overcrowding in Usk. We have also noted the comparatively high number of prisoners who were returned to closed conditions from Prescoed, possibly linked to the application of a so-called 'zero tolerance' policy

concerning the application of rules at the site. But these issue aside, it was clear to us that the resilience being shown by Usk and Prescoed leaders, staff and prisoners was ensuring that those held continued to experience meaningful and positive outcomes.

**Charlie Taylor**

HM Chief Inspector of Prisons

August 2021

# About Usk and Prescoed

## Task of the prison/establishment

Usk is an adult men's category C national sex offender treatment provider and resettlement prison. Prescoed is an adult and young adult men's open resettlement prison.

## Certified normal accommodation and operational capacity (see Appendix II: Glossary of terms)

### Usk

- Prisoners held at the time of inspection: 220
- Baseline certified normal capacity: 159
- In-use certified normal capacity: 159
- Operational capacity: 254

### Prescoed

- Prisoners held at the time of inspection: 231
- Baseline certified normal capacity: 260
- In-use certified normal capacity: 260
- Operational capacity: 260

## Population of the prison

### Usk

- 45% of the population was over 50 years of age.
- 10.45% of the prisoners were from black and ethnic minority backgrounds.
- 10 prisoners were foreign nationals.
- 12 prisoners had less than two months left to serve.
- 78.18% of prisoners were sentenced to five years or more.
- 99.09% of prisoners had been convicted of a sexual offence.
- 8.63% of men were working with the substance use team.

### Prescoed

- 21.05% of the population were over 50 years of age.
- 14.91% of the prisoners were from black and ethnic minority backgrounds.
- There were no foreign national prisoners at HMP Prescoed.
- 27 (11.84%) had less than two months left to serve.
- 72.26% of prisoners were sentenced to five years or more.
- 8.33% of prisoners had been convicted of a sexual offence.
- 13.15% of prisoners were working with the substance use team.

## Prisons' status and key providers

### Public

Physical and mental health provider: Aneurin Bevan University Health Board

Substance use treatment provider: Dyfodol

Prison education framework provider: HM Prison and Probation Service (HMPPS)

Community rehabilitation company (CRC): St Giles Trust commissioned by Seetec CRC  
Escort contractor: GEOAmey

### **Prison region**

Wales

### **Brief history**

Usk opened in 1844 as a house of correction. In 1870, it became the county gaol for Monmouthshire and remained in that role until 1922, when it closed. It reopened in 1939 as a closed borstal and became a detention centre in 1964. In 1983, it was turned into a youth custody centre, and from 1988 to 1990 a young offender institution. Since May 1990, it has been an adult category C establishment largely holding men convicted of sexual offences. It became a resettlement prison in 2019.

Prescoed opened in 1939 as an open borstal. It became a detention centre in 1964, an open youth custody centre in 1983 and an open young offender institution in 1988. Some years later it also started holding category D adult men. Since 2004, it has been exclusively an open prison for adult males, including young adult men aged 18 to 21.

### **Short description of residential units**

At Usk, the accommodation consisted of four wings:

- A, B and C – each with two-storey landings. A1 landing was used as protective isolation units (PIUs) (accommodation for known or probably COVID-19 cases) and reverse cohort units (RCUs) (see Appendix II: Glossary of terms) during the height of the pandemic.
- D wing – a single-storey shielding unit.

At Prescoed, there were 10 residential units; all except the Lester unit were single storey, consisting of a mixture of single and double rooms:

- The Mitchell unit – larger single room accommodation for prisoners working in the community.
- Two semi-detached houses – accommodation for up to eight longer term men, assisting them to prepare for release.
- Forty temporary pods with their own en-suite facilities, 20 of which had been used as PIUs and RCUs during COVID-19, and the remainder accommodating those working outside the prison.

### **Name of governor/director and date in post**

Giles Mason, April 2017

### **Leadership changes since the last inspection**

Deputy governor for both prisons – Sophie Lozano from March 2020

Deputy governor for both prisons – Ash Thomas from May 2021

### **Prison group director**

Kenny Brown

### **Independent Monitoring Board chair**

Julian Williams

**Date of last inspection**  
9–19 October 2017

## Section 1 Summary of key findings

- 1.1 We last inspected HMP Usk and HMP and YOI Prescoed in 2017 and made 29 recommendations, four of which were about areas of key concern. The prison fully accepted 24 of the recommendations and partially (or subject to resources) accepted five.
- 1.2 Section 7 contains a list of recommendations made at the last full inspection.

### Progress on key concerns and recommendations

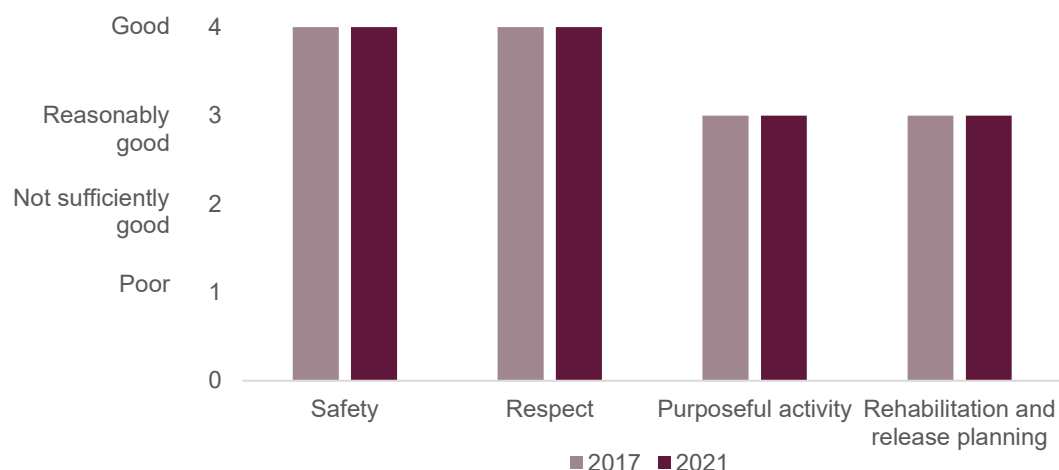
- 1.3 Our last inspection of HMP Usk and HMP and YOI Prescoed took place before the COVID-19 pandemic and the recommendations in that report focused on areas of concern affecting outcomes for prisoners at the time. Although we recognise that the challenges of keeping prisoners safe during COVID-19 will have changed the focus for many prison leaders, we believe that it is important to follow up on recommendations about areas of key concern to help leaders to continue to drive improvement.
- 1.4 We made one recommendation about a key concern in the area of purposeful activity. At this inspection we found that the recommendation had been achieved. Estyn visited alongside our inspection to assess the progress that leaders and managers had made towards reinstating a full education, skills and work curriculum.
- 1.5 We made three recommendations about key concerns in the area of rehabilitation and release planning. At this inspection we found that one of those recommendations had been achieved, and two had been partially achieved.

### Outcomes for prisoners

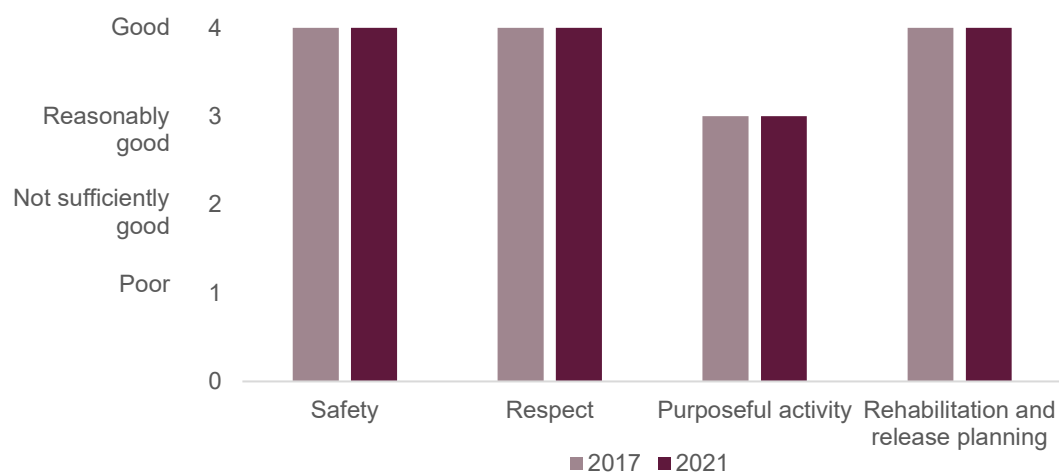
- 1.6 We assess outcomes for prisoners against four healthy prison tests (see Appendix I for more information about the tests). At this inspection of HMP Usk we found that outcomes for prisoners had stayed the same in all four healthy prison areas.
- 1.7 At this inspection of HMP and YOI Prescoed we found that outcomes for prisoners had stayed the same in all four healthy prison areas.
- 1.8 These judgements seek to make an objective assessment of the outcomes experienced by those detained and have taken into account the prison's recovery from COVID-19 as well as the 'regime stage' at which the prison was operating, as outlined in the HM Prison and Probation (HMPPS) National Framework for prison regimes and services.



**Figure 1: HMP Usk healthy prison outcomes 2017 and 2021**



**Figure 2: HMP and YOI Prescoed healthy prison outcomes 2017 and 2021**



## Safety

At the last inspection of HMP Usk and HMP and YOI Prescoed in 2017 we found that outcomes for prisoners were good against this healthy prison test.

At this inspection we found that outcomes for prisoners remained good.

- 1.9 Peer workers provided new arrivals with good support, and staff were friendly and efficient. However, prisoners were not always able to make a phone call on their first night at Usk.
- 1.10 Levels of violence at both sites remained extremely low. Very few prisoners absconded from Prescoed, although the number of returns to closed conditions was higher than from most other open prisons. A 'zero-tolerance policy' meant any behaviour that might be termed violent or involve the misuse of drugs or a mobile phone led to an

immediate return to closed conditions, without appearing to consider any mitigation or the impact on the individual.

- 1.11 Use of force was rare, and oversight was good. There was no designated segregation unit at Usk or Prescoed, but prisoners returning to closed conditions from Prescoed were placed in a holding room that had an unscreened toilet and no chair.
- 1.12 Security systems were proportionate, information was well managed, and very good local tactical assessments were communicated well to staff. All strip-searching at Prescoed was intelligence led, but it still took place routinely following social visits at Usk.
- 1.13 There had been one self-inflicted death at Usk since the previous inspection. Levels of self-harm remained very low in both prisons. The standard of assessment, care in custody and teamwork case management documents for prisoners at risk of suicide or self-harm was mostly good. Access to Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) at both prisons was also good and the well-being garden at Prescoed was welcoming.
- 1.14 The safeguarding adults policy was comprehensive and there were well established links with the local authority. Staff knew about the referral process.

## **Respect**

At the last inspection of HMP Usk and HMP and YOI Prescoed in 2017 we found that outcomes for prisoners were good against this healthy prison test.

At this inspection we found that outcomes for prisoners remained good.

- 1.15 Most prisoners in our survey reported respectful treatment and said they had a member of staff they could go to for help. We observed friendly and helpful interactions, and regular electronic case note entries provided good evidence of engagement.
- 1.16 Prisoners were also very positive about residential issues at both prisons. Shower areas had been refurbished to a decent standard. Although cells were generally in a good state of repair, too many prisoners at Usk still lived in cramped conditions, sharing cells designed for one person. Prisoners at Prescoed were very content with their accommodation arrangements. External areas at both sites were impressive.
- 1.17 Self-catering facilities were too limited and available only to a small number of prisoners at Prescoed. New arrivals at Prescoed were not offered grocery packs, and prisoners at both Usk and Prescoed could wait up to nine days for their first full shop order.

- 1.18 Consultation arrangements at both prisons were good, and a new application process had been introduced. The number of complaints was lower than the average for similar prisons, and most responses were reasonable and timely.
- 1.19 The promotion of equality needed to improve, starting with an effective plan that detailed priorities for both prisons. There was reasonable and frequent consultation at Usk, leading to some better outcomes for minorities, but this was not replicated at Prescoed, where too much was left to the initiative of prisoners with insufficient support from staff and managers. Faith provision across both sites was well managed and prisoners said they received good pastoral care.
- 1.20 In our survey, 95% of patients said the overall quality of health services was very or quite good. Timely advice from Public Health Wales enabled leaders to manage the situation well during the COVID-19 pandemic. Primary care was very good and long-term conditions care had improved.
- 1.21 Social care arrangements were excellent and partnerships between the health care department, the local council and the prisons were effective. The responsive mental health team was easily accessible and offered support that the patients we spoke to valued. As in 2017, psychosocial services for patients with substance use problems were appropriate. The absence of the visiting pharmacist, due to COVID-19 redeployment, had led to a lack of professional oversight of pharmacy services. Dental services were good and waiting times for treatment were acceptable.

### **Purposeful activity**

At the last inspection of HMP Usk and HMP and YOI Prescoed in 2017 we found that outcomes for prisoners were reasonably good against this healthy prison test.

At this inspection we found that outcomes for prisoners remained reasonably good.

- 1.22 Prisoners at Usk had on average two hours and 45 minutes out of their cells a day to exercise outside, make a telephone call, have a shower and associate. This was not as good as we would have hoped but represented progress as the prison was among the first to move to stage 2 of the HMPPS recovery plan to ease COVID-19 regime restrictions (see Appendix II: Glossary of terms). At Prescoed, access to outdoor areas was unrestricted until 8:30pm.
- 1.23 Libraries across both prisons operated during the pandemic despite the long absence of a librarian. Committed prisoners had kept services running, but library stocks needed replenishing. Physical education staff operated across both sites but were unable to deliver a full timetable due to insufficient staffing levels.

- 1.24 The prison had a clear recovery plan in place for education, enabling prisoners to resume activities, while observing social distancing. Prisoners in Prescoed had participated well in work placements in the community and at the prison farm throughout COVID-19 restrictions, while a few in Usk had been employed in essential prison jobs. Some prisoners had made progress on Open University courses or courses funded by the Prisoner Education Trust. Prisoners reported that teachers and staff had been supportive and helpful during COVID-19 restrictions, helping them to access books, internet printouts and art material, as well as worksheets.
- 1.25 Mentors and orderlies encouraged and supported prisoners very effectively so they could take part in education sessions. Most prisoners knew what goals in their individual learning plans they had agreed and understood what they needed to do to make progress. Prisoners at both sites had reasonable access to computers, although laptops acquired for use in cells were not suitable, and material from the virtual campus (prisoner access to community education, training and employment opportunities via the internet) could not be accessed in classes.
- 1.26 The prison had interacted well with employers to extend the range of work placement opportunities for Prescoed prisoners. The prisons had also considered labour market information in its curriculum planning. A useful quality assurance plan was in place.
- 1.27 There were some bilingual displays and a few that promoted Welsh culture. However, the prison's own evaluation of its Welsh language provision was sometimes too positive and some targets within the Welsh language strategy were still to be met.

## **Rehabilitation and release planning**

At the last inspection of HMP Usk in 2017 we found that outcomes for prisoners were reasonably good against this healthy prison test.

At this inspection we found that outcomes for prisoners remained reasonably good.

At the last inspection of HMP and YOI Prescoed in 2017 we found that outcomes for prisoners were good against this healthy prison test.

At this inspection we found that outcomes for prisoners remained good.

- 1.28 Face-to-face social visits had operated intermittently over the previous year in line with Public Health Wales guidance. Usk had made good use of a marquee to host visits outside. Family workers from the Prison Advice and Care Trust were back on site delivering services to prisoners and children.
- 1.29 Use of secure video calling (see Appendix II: Glossary of terms) at Prescoed was very good. However, at Usk uptake was much lower – in

our survey, only 8% of prisoners said they had used the video calling facility. Many prisoners at Usk complained about limited access to prison phones.

- 1.30 Comprehensive needs analyses of the population at each prison had recently been completed and used to inform a specific strategy for reducing reoffending.
- 1.31 Nearly all prisoners had an offender assessment system report outlining their risks and needs, as well as a sentence plan, and nearly all had been reviewed in the previous 12 months. The standard of the sentence plans we examined was good.
- 1.32 The progress prisoners made against their sentence plans was reasonably good at Usk, but the curtailment of offending behaviour programmes during the regime restrictions had had an impact in some cases. In contrast, release on temporary licence (ROTL) had been maintained at Prescoed, so progress was good for most prisoners there.
- 1.33 Probation offender manager staffing levels were insufficient at Usk. Contact between prison and probation offender managers and prisoners had been adversely affected by COVID-19 restrictions in both prisons, but the impact was felt less severely at Prescoed, where many prisoners continued to be off site on ROTL. Offender management unit (OMU) clinics at Prescoed, held two evenings a week and at weekends, were appreciated.
- 1.34 Public protection arrangements were managed well. At Usk, the interdepartmental risk management team (IRMT) meeting routinely considered all new arrivals and those due for release, but Prescoed did not have an IRMT meeting, which meant there was a gap in oversight. However, we were confident that risk management and joint release planning with community offender managers were still being dealt with effectively.
- 1.35 The quality of prisoners' risk management plans was generally very good across both establishments. Prison and community offender managers worked well together to manage those subject to multi-agency public protection arrangements. Child contact restrictions and telephone monitoring for public protection purposes were well managed.
- 1.36 ROTL provision for prisoners at Prescoed undertaking essential work continued throughout the regime and community restrictions, which was good. Wider ROTL opportunities had been introduced as soon as restrictions allowed and, at the time of our inspection, over 60% of prisoners were on some form of ROTL.
- 1.37 The suspension of accredited behaviour programmes in March 2020 meant that some prisoners left Usk without having their treatment needs addressed. However, it was positive that they had resumed in September 2020, and access was prioritised appropriately. Plans to

address the needs of prisoners who did not meet the threshold for programmes had been paused over the previous year.

- 1.38 Usk had been designated a training and resettlement prison and now also had community rehabilitation company provision in place. Prisoners across both sites received good support to make release planning arrangements, including help to address their accommodation needs.

## **Key concerns and recommendations**

- 1.39 Key concerns and recommendations identify the issues of most importance to improving outcomes for prisoners and are designed to help establishments prioritise and address the most significant weaknesses in the treatment and conditions of prisoners.

- 1.40 During this inspection we identified some areas of key concern and have made a small number of recommendations for the prison to address those concerns.

- 1.41 Key concern: Prescoed's zero-tolerance policy returned prisoners to closed conditions without due consideration of any mitigation, the overall impact on the prisoner and whether the decision was a proportionate response. The number of returns to closed conditions was higher than in most other open prisons.

**Recommendation: Prisoners should only be returned to closed conditions following an appropriate re-categorisation review that fully considers all the circumstances and ensures that the decision is always a proportionate response.**

(To the governor)

- 1.42 Key concern: Aneurin Bevan University Health Board lead pharmacists had stopped providing regular input at Usk and Prescoed. This had led to: a failure to make sure that medicines were appropriate and patients knew how to take them; inadequate pharmacy staffing to make sure the supply of medicines was safe; a limited range of medicines for patients to buy to treat minor ailments or that did not require prescribing by a doctor; and gaps in the oversight of pharmacy service processes and procedures.

**Recommendation: There should be more pharmacist involvement to oversee the service's professional standards, protocols and procedures to make sure the supply of medicines is safe.**

(To the governor)

## **Notable positive practice**

- 1.43 We define notable positive practice as innovative work or practice that leads to particularly good outcomes from which other establishments may be able to learn. Inspectors look for evidence of good outcomes for prisoners; original, creative or particularly effective approaches to problem-solving or achieving the desired goal; and how other establishments could learn from or replicate the practice.
- 1.44 Inspectors found four examples of notable positive practice during this inspection.
- 1.45 Following an assessment process which began before the pandemic, Usk had recently gained Enabling Environments accreditation, awarded by the Royal College of Psychiatrists to institutions and organisations that meet required standards for creating a positive environment and healthy relationships. (See paragraph 3.5.)
- 1.46 Social care arrangements were exemplary. Integrated social care staff were embedded in the prison and were driving service developments to meet the needs of the ageing population. (See paragraph 3.67.)
- 1.47 During pandemic restrictions, Prescoed had made highly effective use of its prison resources and its links with employers to maintain a high level of employment among prisoners. This has led to 45% of prisoners being employed in areas, such as, the farm, the market garden and the waste management unit. In addition, many prisoners were placed with employers outside the prison. (See paragraph 4.21.)
- 1.48 The OMU at Prescoed held evening and weekend clinics, providing prisoners with the opportunity to see offender managers out of hours, when they returned from work. (See paragraph 5.17.)

## Section 2 Safety

**Prisoners, particularly the most vulnerable, are held safely.**

### Early days in custody

Expected outcomes: Prisoners transferring to and from the 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.

- 2.1 On average between four and six prisoners arrived at each prison in a week, most of whom had short journeys. However, some prisoners travelled about four hours from North Wales. Prisoners we spoke to said that they were provided with sandwiches and water for the journey and that handcuffs were not used when they left the escort vehicle.
- 2.2 Reception areas at both prisons were small but functional. The reception area at Usk was shabby and in need of some repair, while at Prescoed it was clean and welcoming.
- 2.3 In our survey, 92% of prisoners at Usk and 95% at Prescoed said they had been treated very or quite well in reception. Processes were swift and staff were friendly and efficient. Peer workers in the reception areas of both prisons provided good early support to new arrivals. This was particularly important at Prescoed, where prisoners could be arriving in open conditions for the first time.
- 2.4 Neither site routinely strip-searched new arrivals – at Usk prisoners received a rub-down search. Strip-searches at Prescoed on reception were only carried out if specific intelligence had been received.
- 2.5 All new prisoners received a first night interview in private, which focused well on their risks and vulnerabilities. Cells in the first night accommodation at Usk on C wing were clean and well equipped. At Prescoed, the induction wing had good peer support workers living on the unit and a designated member of staff available. During our inspection, however, the induction wing was at full capacity and new arrivals were located elsewhere within the prison. The new arrivals we spoke to said they were happy with where they had been placed and knew how to get hold of staff for support if needed.
- 2.6 Free phone calls were not routinely available for newly arrived prisoners at either prison. At Prescoed, prisoners' telephone accounts were promptly activated which enabled them to use the phone. At Usk, the process was not properly understood by staff, with some prisoners, for example, told they were not allowed make a phone call on their first night.



- 2.7 Newly arrived prisoners at Usk could purchase a grocery pack on arrival but it was unusual that Prescoed did not offer grocery packs on arrival. (See paragraph 3.19.)
- 2.8 During the pandemic, the induction timetable at both prisons had shortened and there was no monitoring to check all prisoners had received their induction. However, peer workers at both prisons supported the induction process well. At Usk, induction orderlies provided necessary information and were easily identifiable across the prison. At Prescoed, the induction orderlies were particularly helpful and made sure new arrivals met staff from relevant departments and undertook a comprehensive tour of the prison. The orderlies were planning to reintroduce the induction 'passport' that was in place at the previous inspection to monitor induction delivery. At Usk, managers had recognised that not all staff were familiar with the induction timetable and had identified a need for staff training.

### **Recommendation**

- 2.9 **All new arrivals should be able to make a telephone call on their first night.**

### **Managing behaviour**

Expected outcomes: 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.

### **Encouraging positive behaviour**

- 2.10 Prisoner perceptions of safety were broadly similar to the previous inspection – in our survey 25% of prisoners at Usk said they had felt unsafe during their time at the prison and 7% felt unsafe at the time of the survey. The figures for Prescoed were 13% and 4% respectively.
- 2.11 Reported levels of violence at the two sites were extremely low and there had been no recorded assaults against prisoners or staff at Prescoed in the 12 months prior to inspection. At Usk there had been six recorded assaults on prisoners in the preceding 12 months and three on staff, none of which were classed as serious. This was lower than at our previous inspection.
- 2.12 However, at Prescoed staff and prisoners told us that there had been increased tension between prisoners on the wings during the pandemic restrictions. This perception was reflected in our survey: 38% of prisoners who responded said they had experienced threats or intimidation from other prisoners compared with 9% at our last visit, and 37% said they had been physically assaulted compared with 1% last time.

- 2.13 Challenge, support and intervention plans (CSIPs) (see Appendix II: Glossary of terms) were used effectively at Usk to challenge perpetrators of violence and support their victims. The plans were opened following an investigation whenever a report of violence or bullying occurred and were managed through the weekly safety intervention meeting (SIM). The quality of CSIP plans was good and initial actions seemed effective in reducing violence, but there was a lack of ongoing support once the initial actions had been completed.
- 2.14 At Prescoed, a zero-tolerance policy was in place, which meant that a prisoner was returned to closed conditions if their behaviour was termed violent or involved the misuse of drugs or a mobile phone. This policy, which was applied without always considering the particular circumstances of an alleged offence, any possible mitigation or the overall impact on the individual, had the potential to lead to disproportionate or punitive outcomes.
- 2.15 The policy had led to many prisoners (proportionately more than most other open prisons) being returned to closed conditions from Prescoed. In the 12 months prior to the inspection some 81 men had been re-categorised and returned. (See key concern and recommendation 1.41.)
- 2.16 There was a rewards and sanctions policy in place at both sites, but at Usk leaders had recently taken the decision to promote every prisoner to enhanced as a reward for their good behaviour and acceptance of the restrictions to the regime during the COVID-19 pandemic. This had been well received by prisoners who were appreciative of the increased spending money and in-cell possessions they could access.
- 2.17 At Prescoed nearly every prisoner was also on enhanced, the highest level of rewards. However, prisoners told us that the difference between the various levels did little to encourage positive behaviour and that the main incentive was the chance of release on temporary licence (ROTL) to see family and to work in the community. The good ROTL opportunities and positive staff-prisoner relationships encouraged prisoners to engage with the resettlement ethos at the prison and a very low number of prisoners had absconded.

## **Adjudications**

- 2.18 The number of adjudications at both sites was low. Most of the charges at Usk concerned the possession of unauthorised articles or the use of abusive or insulting words or behaviour. Charges at Prescoed were more complex – a number related to prisoners being found on other wings and breaking COVID-19 restrictions.
- 2.19 The sample of adjudications we viewed, showed a good level of inquiry, and sanctions were proportionate to the offence committed. However, at Prescoed prisoners being returned to closed conditions were unlikely to have had an adjudication before they were moved, denying them the opportunity to present a defence to the charge that led to their immediate re-categorisation.

- 2.20 Oversight was very good – a quarterly standardisation meeting took place and the governor carried out monthly quality assurance checks. The quality assurance process challenged inconsistencies in awards, made sure they were not overly punitive and provided feedback to individual adjudicators effectively. There was no backlog of outstanding adjudications, and we saw very few that could have been dealt with at a lower level.

### **Use of force**

- 2.21 The use of force was rare and lower than at the previous inspection. There had been nine unplanned incidents at Usk involving force in the 12 months prior to the inspection and none at Prescoed. Planned incidents at Prescoed had occurred on 17 occasions and mainly involved handcuffing prisoners to move them and prevent risk of flight prior to their return to closed conditions.
- 2.22 Oversight of the use of force was good, with every incident reviewed by a senior leader, and any lessons learned were brought to the quarterly use of force meeting to be shared with staff. The incidents we viewed showed good de-escalation both before and during incidents and staff used the minimum force necessary for the situation. Staff debriefed every prisoner who was restrained the following day.
- 2.23 The chemical incapacitant spray PAVA1 was issued to staff at Usk and to staff on night duty at Prescoed but had never been drawn or used at either site.

### **Segregation**

- 2.24 Neither site had a segregation unit and at Usk any prisoner who required segregation was transferred out of the prison. At Prescoed, prisoners who were being returned to closed conditions were held in a holding room in reception that was a converted cell. The room had a bed and an unscreened toilet, but no seating.

### **Security**

Expected outcomes: 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 use and effective drug supply reduction measures are in place.

- 2.25 The security needs of the two sites were very different and were reflected in the structure of the management team, which had two separate security teams and leaders. This worked well producing systems that we found proportionate to the levels of risk posed by the populations held at both sites.
- 2.26 Security information was well managed at both sites; information received from inside the prison and from other agencies such as the

police or probation service was analysed and used to produce a local tactical assessment for each site. These assessments provided valuable information that assisted staff and leaders in managing the differing prisoner populations and actions that helped the two sites achieve the security objectives set each month.

- 2.27 Usk had only recently resumed mandatory drug testing following its suspension as part of the national pandemic restrictions and continued to have very low numbers of positive tests. The few they did have were generally for the misuse of prescribed medication. Those who tested positive were always referred to Dyfodol, the substance misuse service provider, for support.
- 2.28 Testing for illicit substances had continued at Prescoed throughout the pandemic restrictions as continued negative tests were a condition for ROTL. In the 12 months prior to inspection, 272 tests had taken place, of which 45 were positive for illicit substances. Prisoners who tested positive were immediately returned to closed conditions under the prison's 'zero tolerance' policy without a referral to the substance misuse service, which was potentially a disproportionate response and left these prisoners without necessary support (see paragraph 2.14 and key concern and recommendation 1.41).
- 2.29 All searching at Prescoed was intelligence-led, but at Usk we found that routine strip-searching took place following visits, where 10% of prisoners were randomly subject to a strip-search, despite illicit drug use being very low.

## Recommendation

- 2.30 **Prisoners should only be strip-searched on the basis of intelligence or a specific suspicion.** (Repeated recommendation 1.29)

## Safeguarding

Expected outcomes: 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 are identified, protected from harm and neglect and receive effective care and support.

## Suicide and self-harm prevention

- 2.31 There had been one self-inflicted death at Usk but none at Prescoed since our previous inspection in 2017. Recorded levels of self-harm remained very low, with no recorded incidents at Prescoed and just 16 at Usk in the 12 months, prior to our inspection. This was significantly lower than at similar prisons.
- 2.32 The local suicide and self-harm policy had a clear focus on identifying risks during a prisoner's early days at the prison, and the frequency of

the joint quarterly safer custody meetings were a proportionate response to the level of need. However, meetings did not sufficiently focus on Prescoed and action identified from a serious self-harm incident investigation had not been implemented at Usk. There was no overarching action planning for continuous improvement for either prison.

- 2.33 We observed the managers' night handover at Usk and found that appropriate risk information was discussed. Night staff were confident about what to do in an emergency situation but some night staff told us they had left their ligature knife in their locker.
- 2.34 There were no open assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm at either prison during the inspection. The standard of closed ACCT documents we looked at was mostly good, reviews were multidisciplinary and care planning was tailored to the prisoners' needs. However, considering the small number of ACCT documents that were opened at Usk, it was disappointing to see that the first case reviews were not always timely.
- 2.35 Nonetheless prisoners who were in crisis received good support, and 77% of prisoners in our Usk survey who had been on an open ACCT document, said they had felt cared for by staff. The weekly safety intervention meeting also had an appropriate focus on prisoners who were on an ACCT document and provided good support, which included sharing risk information for a prisoner who was transferred to another prison so they could obtain continuous care.
- 2.36 A well-established group of Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) met the needs of both prisons and access to Listeners was good. Although most contacts were ad-hoc 'stop and chats', there was a suitable Listeners' suite at Usk, and the well-being garden at Prescoed was welcoming.



**Well-being garden at Prescoed**

## **Recommendation**

- 2.37 Safety management meetings should be fully integrated into both prisons and have an effective action plan to drive continuous improvement.**

## **Protection of adults at risk (see Appendix II: Glossary of terms)**

- 2.38** Safeguarding arrangements had been developed since the previous inspection. The policy was comprehensive, and the prison's safeguarding panel, chaired by the deputy governor, met quarterly. Although there had been no prisoner referrals since 2019, appropriate links with local safeguarding authorities were maintained.
- 2.39** Staff training had been suspended during the pandemic. However, staff we spoke to were aware of the referral process or knew whom to contact if they had concerns about a prisoner. There were plans for future staff training. Prisoners could also report any safeguarding concerns by completing a community concerns document, which they sent to the safer custody team.



## Section 3 Respect

**Prisoners are treated with respect for their human dignity.**

### Staff-prisoner relationships

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

- 3.1 Staff-prisoner relationships continued to be good at both sites. Throughout the inspection we observed friendly and helpful interactions and were impressed by the level of knowledge staff had of those in their care. At Prescoed, for instance, the supervising staff, including the caterers, knew almost every prisoner's first name and went out of their way to welcome new arrivals. Similarly, at Usk, meal service staff were friendly and efficient and we saw supervising wing staff interacting with prisoners regularly.
- 3.2 In our survey at both sites, most prisoners reported that they were treated respectfully (80% at Usk and 88% at Prescoed) and that there were staff they could turn to if they had a problem (92% at Usk and 90% at Prescoed).
- 3.3 There was a good level of peer support and all residential units had representatives who attended the prisoner council meetings to put forward prisoners' views and raise concerns. The 'ask the governor' process, allowing individual prisoners to submit questions, was a positive initiative. Although formal council meetings had been suspended at times during the pandemic due to virus outbreaks, the representatives still had the opportunity to submit their concerns and suggestions to managers on behalf of their residential units.
- 3.4 All prisoners at Usk were allocated a key worker (see Appendix II: Glossary of terms). Electronic case notes showed key workers had a good level of contact with prisoners and entries were mostly made regularly and provided a clear picture of the issues pertinent to the prisoner. Prescoed was an early adopter site for the offender management in custody model (see Appendix II: Glossary of terms) and all prisoners had an identified officer responsible for monitoring and recording key events. Case notes, although not as frequently completed as at Usk, were nonetheless comprehensive. Prisoners we spoke to knew who their allocated officer was and most were complimentary about the support they received and said they could go to staff with issues or requests for which they would receive help.
- 3.5 Following an assessment process which began before the pandemic, Usk had gained Enabling Environments accreditation, awarded by the

Royal College of Psychiatrists to places that meet required standards for creating a positive environment and healthy relationships.

## Daily life

Expected outcomes: 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.

### Living conditions

- 3.6 In our survey, prisoners across both sites were very positive about their living conditions, including access to showers, clean clothes and bedding and cleaning and sanitising material. Prisoners at Usk were also positive about responses to cell bells – 67% claimed they were answered within five minutes.
- 3.7 External areas were impressive at both prisons – there were well-kept gardens and communal areas. Communal areas within residential units were clean and in a good state of repair. Regular cleaning schedules ensured areas were sanitised regularly to minimise the ongoing risk from COVID-19.



**Garden at Usk**

- 3.8 Cells on the three main wings at Usk were clean and generally in good order and prisoners were able to mitigate the limitations of their living



conditions with their own possessions. However, too many cells continued to be overcrowded and many cells designed for single occupancy were accommodating two, which led to cramped conditions, where the in-cell toilet was shared. Although this was normally offset by the prison's relatively open regime, restrictions imposed because of the pandemic meant that prisoners routinely spent about 20 hours a day in these conditions. The claustrophobic feel of the cells was exacerbated by the limited amount of natural light available and lack of a view of outside because the windows were small and high up.



**Double cell at Usk**

- 3.9 Accommodation at Prescoed comprised a mix of double and single rooms in the units within the perimeter of the site. Two former staff quarters just outside the gate housed up to eight prisoners who worked outside the prison and were usually nearing release. They lived a relatively self-contained lifestyle designed to assist them with their transition back into the community. Lester unit, a 40-bed temporary accommodation building was due to be demolished in August 2021. The capacity of the prison would be maintained by using temporary pod accommodation.





**Lester unit at Prescoed**



**Accommodation pods at Prescoed**

- 3.10 Prisoners at Prescoed told us they appreciated the conditions there. Those in shared rooms told us that they would eventually be allocated single accommodation and that the relatively free access to the grounds made up for sharing.

- 3.11 All prisoners could shower at least every day. Showers across both sites were clean and tidy and had been refurbished to a good standard. Screening was effective and there was enough space for clothing to be kept dry while the showers were being used. Most prisoners wore their own clothes. Laundry facilities and kit exchanges for those who required them were good at both sites.
- 3.12 Both sites operated a decency policy in which accommodation was checked regularly to ensure it was adequately furnished, cleaned and maintained. We saw no evidence of graffiti and the offensive displays policy was strictly enforced and abided by.

### **Recommendation**

- 3.13 **Prisoners should not be held in multi-occupancy cells that are too small for them to have sufficient personal space, furniture and privacy.**

### **Residential services**

- 3.14 The large and well-equipped kitchen at Prescoed prepared food for prisoners at both sites. Meals for Usk were transported the short journey via lorry. There was a small kitchen at Usk consisting of deep fat fryers and two large ovens where meals were cooked immediately before food service. All food was temperature tested before it was served and recording was good.
- 3.15 The kitchen was clean, bright and equipment was in good order. It employed up to 24 prisoners at any time. All prisoners employed there undertook basic food hygiene training, but they could not gain formal qualifications.
- 3.16 Menus were operated on a four-week cycle that was changed periodically throughout the year. Consultation was good and an annual survey was used to influence the provision. In our survey, far fewer prisoners at Usk considered the food to be good or very good – only 50% compared with 75% in 2017. However, we attended the food service at both sites and all prisoners we spoke to were generally positive about the food they received. Meals we observed throughout the inspection were well presented and provided in reasonable quantity. We sampled the food at the point of service at both sites and considered it to be good.
- 3.17 The freely available food comments books contained some complaints, most of which had received a response. Catering staff also routinely attended the food service to deal first-hand with any issues.
- 3.18 Self-catering facilities were too limited and available to only a small number of prisoners at Prescoed.
- 3.19 The shop provision had continued unaffected throughout the pandemic. The range of items was reasonable and most prisoners at both sites said that the shop sold what they needed (66% at Usk and 75% at

Prescoed). Prisoners could order electronic goods, clothing and hobby materials from a range of catalogues.

- 3.20 New arrivals could wait up to nine days for their first full order, which left them open to bullying if they borrowed goods to fill that gap. It was unusual that at Prescoed, prisoners did not receive a grocery pack on arrival.

### **Recommendation**

- 3.21 **Newly arrived prisoners at Prescoed should be offered early access to a range of grocery goods until they receive their first full shop order.**

### **Prisoner consultation, applications and redress**

- 3.22 A wide range of information was available on all wings at Usk and at a central point at Prescoed known as 'Control'. A triplicate application system had recently been reintroduced so that application responses could be tracked. Control was staffed throughout the day and prisoners could attend at any time for information and help. In our survey, 85% of respondents at Usk and 94% at Prescoed said it was easy to make an application, while 71% at Usk and 81% at Prescoed said they were dealt with fairly.
- 3.23 Complaint forms were freely available. The number of complaints was low and lower than the average for similar prisons. Residential issues featured regularly at Usk – managers had acknowledged this and carried out further analysis to address issues where possible. At Prescoed, as at other similar prisons, most complaints related to property not arriving from sending prisons. Responses at both sites were timely and most documents we reviewed were answered adequately. Monitoring and quality assurance processes were reasonable.
- 3.24 Consultation arrangements were good. Each landing at Usk, and each residential unit at Prescoed had a representative who attended regular meetings to raise any concerns and discuss opportunities. This was especially helpful as the prison recovered from regime restrictions during the pandemic. (See paragraph 3.3.)
- 3.25 A range of legal books was available in both libraries. Provision for legal visits met the demand and video conferencing was offered at Usk.

## Equality, diversity and faith

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

### Strategic management

- 3.26 As at the last inspection, there were gaps in the strategic management of equality, and we found it to be underdeveloped. The equality lead staff member was a senior manager who was also responsible for residential issues at Usk and safety across both prisons. At the previous inspection, we were encouraged by the introduction of two equality officer posts, but there was now no one in those positions, which had been the case for a least a year.
- 3.27 Ninety-two per cent of all prison staff had completed diversity and equality training and staff we spoke to said they had found it helpful. The quarterly equality meeting continued to run and discussed some relevant data, but no analysis took place and the data did not inform what action was required to address disproportionate outcomes for prisoners with protected characteristics. The prison did not have an overarching consolidating equality action plan.
- 3.28 A named senior leader was responsible for raising the profile and promoting inclusion of each protected characteristic, but most leaders had not developed their area in this way nor had they chaired or attended respective forums with prisoners that had continued to take place throughout the pandemic. Senior leaders stated they would address this when we raised it with them.
- 3.29 However, despite these strategic weaknesses, outcomes for prisoners with protected characteristics were broadly positive and many prisoners we spoke to said they felt included and supported. Forums at Usk took place frequently and minutes demonstrated that action was taken. However, forums at Prescoed were managed by a committed group of prisoners. Senior leaders had little, if any, oversight of equality issues raised at Prescoed. We found that leaders and managers did not address for several months some of the problems that prisoners highlighted.
- 3.30 Prisoner representatives for most protected characteristics were in place at both prisons. They wore distinctive t-shirts and were available for prisoners to talk to. However, they did not have job descriptions and had not received any training. Leaders we spoke to committed to resolving this as soon as they could.



- 3.31 As in 2017, prisoners had submitted very few discrimination incident reporting forms (DIRFs). The forms were freely available in English and Welsh and seven in total across both prisons had been submitted in the last 12 months. Some prisoners told inspectors that they lacked confidence in the DIRF process. The DIRF complaints we looked at had been reasonably well investigated within acceptable timescales and all had been appropriately quality assured by a senior leader. Leaders said they would explore why some prisoners did not have confidence in the process.

## **Recommendation**

- 3.32 **Leaders and managers should consolidate action raised at protected characteristic forums and equality committee meetings into an equality action plan that is scrutinised regularly.**

## **Protected characteristics**

- 3.33 According to prison data, 9% of prisoners at Usk and 11% at Prescoed identified as being from a black and minority ethnic background. Forums for this group had been running frequently on both sites and the black and minority ethnic prisoners we spoke to in both prisons raised no concerns about disproportionate treatment.
- 3.34 Support for prisoners from the Gypsy, Romany and Traveller community had improved and prison managers had conducted Traveller forums at Usk, which prisoners said were helpful. Leaders and managers had also made efforts to raise awareness with a display of information celebrating Traveller history in a central area of the prison. Travellers we spoke to appreciated the support and said they felt well integrated.
- 3.35 Prison data showed that 4.9% of the prisoners at Usk and just one prisoner at Prescoed were foreign national prisoners. As in 2017, foreign national prisoners received limited support and the Home Office did not run any routine face-to-face services. Staff were now having documents translated and formal interpretation services were being used for those who needed them.
- 3.36 In our survey, 32% of prisoners at Usk and 21% at Prescoed identified as having a disability. As at the previous inspection, much of the accommodation and access to some places of work and education remained unsuitable for prisoners with mobility difficulties and care needs. However, adaptations had been made to two cells at Usk and the prisoners we spoke to living there said they felt well supported.
- 3.37 Prisoners requiring a wheelchair at Prescoed were more likely to be transferred to another open prison. Managers said this was because the cost implications of adapting the prison were not feasible, which we felt was not a valid reason. However, leaders we spoke to said they would review the policy.

- 3.38 In our prisoner survey, 14% at Usk and 5% at Prescoed identified as LGBT. There was a nominated and active LGBT prisoner representative and LGBT forums had taken place recently. LGBT prisoners we spoke to said they felt consulted and able to talk to staff about their concerns. The LGBT flag had been placed in a prominent position during Pride month in Usk and was indicative of the inclusive ethos we observed at both prisons.
- 3.39 Transgender prisoners we spoke to stated they were able to access appropriate clothing and toiletries. A multidisciplinary team held transgender boards, where reviews for these prisoners were conducted, and health care input was appropriate.
- 3.40 At Usk, about 9% of the population were at retirement age and although most were unlocked during the day, we did come across some older prisoners locked in their cells during the core day when they should have been allowed out of their cells. As before there was limited provision to address the needs of younger prisoners.
- 3.41 Veterans at both prisons continued to receive support from prisoner representatives and a designated member of staff. They supported veterans and directed them to support services.

### **Faith and religion**

- 3.42 In our survey, 79% at Prescoed and 71% at Usk said they could speak to a chaplain of their own faith.
- 3.43 Most faiths continued to receive support from the same chaplains across both prisons, and many prisoners we spoke to valued the support they provided. The managing chaplain also supported HMP Cardiff and HMP Swansea. Chaplains spoke of the logistical difficulties of delivering all required services to meet the needs of prisoners.
- 3.44 The chapels in both prisons were welcoming and suitable. They also provided a safe space in which to deliver one-to-one support to prisoners in crisis.
- 3.45 Many prisoners we spoke to complained about the multi-faith room having been moved to temporary accommodation. We observed that the room was not adequately prepared as a place for contemplation or prayer. Managers said they had plans to address this in the weeks following the inspection.
- 3.46 Faith groups, such as Bible studies and Islamic classes had been reintroduced with social distancing in place, but chaplains and prisoners were concerned about the reduced number who were able to attend.
- 3.47 Usk did not have a nominated faith prisoner representative and no faith forums had taken place in the previous year. Managers told us they were committed to addressing this issue.

- 3.48 Prison data showed that Muslim prisoners represented 6% of the population at Prescoed and 5% at Usk. Those we talked to spoke highly of the Muslim chaplain and the support they received to practise their faith. They also told us that Friday prayers mostly started on time and that their religious dietary needs were appropriately catered for. Managers had made sure that halal food was clearly labelled in the servery and that utensils for serving food were correctly identifiable and used only for contact with halal food.

### **Recommendations**

- 3.49 **Prison leaders should make sure that there is a multi-faith room that is suitable for practising faith and providing one-to-one support.**
- 3.50 **Prison leaders should ensure faith forums are introduced to address the needs of prisoners with faith-related concerns.**

### **Health, well-being and social care**

Expected outcomes: 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.

### **Strategy, clinical governance and partnerships**

- 3.51 The prison and Aneurin Bevan University Health Board (ABUHB) worked in partnership effectively to deliver health services. They had received advice from Public Health Wales on managing COVID-19 infections at the prisons. In our survey, 95% of respondents at both prisons said services were very or quite good. Although the population health needs assessment required updating, well-led health services had developed since 2017 and met the needs of the patients.
- 3.52 There were few adverse incidents and errors (nine in six months) and no complaints in six months. There was evidence that staff learned from incidents and deaths in custody. Previous complaint responses we sampled were appropriate and addressed the matters raised, and complaints were no longer mentioned in individuals' clinical records. Clinical audits had recently re-started following the relaxation of COVID-19 restrictions. Service users had been surveyed during the restrictions and views they expressed were mostly positive.
- 3.53 The health team, while small, had grown and widened its range of competencies to include nurse prescribing. A senior nurse was based at Prescoed, which had improved leadership. Staff were motivated and each nurse participated in personal development beyond mandatory requirements. Peer clinical supervision was undertaken but not often recorded. The team offered services on both sites between 8am and 4.30pm, Monday to Friday, and until 7pm at Prescoed on Wednesdays to provide those working outside the prison with access.



- 3.54 Staff used SystmOne (the electronic clinical information system) – we observed good clinical record keeping, and care planning for patients with long-term conditions had been consolidated.
- 3.55 Clinical staff were easily recognisable. Consultations were conducted in private unless a risk assessment indicated a chaperone was required. Patients could request a GP of a chosen gender, except in an emergency. Relationships were professional and good-natured. Clinicians knew their patients well.
- 3.56 Health centres at both sites were clean. There had been a recent infection prevention and control audit to drive improvements. Equipment for use in emergencies at each site included automated external defibrillators and COVID-19 personal protective equipment (see Appendix II: Glossary of terms), which were suitably checked and maintained. Emergency grab bags, despite being on wheels, were heavy to transport.

### **Promoting health and well-being**

- 3.57 Prisoners' sedentary lifestyles during COVID-19 restrictions had led some to gain weight. The prisons had adopted the Welsh government's Five Ways to Wellbeing strategy to address this and other issues. For example, at Prescoed a joint prisoner-staff group had produced an informative newsletter in April to promote well-being, and gym staff and prisoners had created a well-being garden to encourage mindfulness. Consultations were taking place on both sites to develop ways of promoting well-being.
- 3.58 Health promotion in the health centres was very visible. National health screening programmes such as bowel screening had re-started, and the full range of immunisations and vaccinations on offer reflected the needs of the populations at each prison.
- 3.59 Harm-minimisation advice and supplies were available from the health centres. Smoking was not permitted at Usk but was at Prescoed. Patients at Prescoed had access to nicotine replacement therapy as part of a smoking cessation programme.

### **Primary care**

- 3.60 All new arrivals at the prisons received a health screening on the day they arrived, followed by a secondary comprehensive assessment within three days. Referrals to other departments were made, as necessary. New patients received an appropriate written introduction to health services.
- 3.61 We observed patients referring themselves to nurse-led drop-in clinics at each health centre. The administrator and health orderly efficiently and confidentially made sure that responses to written applications were prompt, resulting in negligible non-attendance rates. Despite the challenges of COVID-19, waiting times were short. Access to the GP

was excellent and non-urgent appointments were available within three working days at both sites.

- 3.62 Pertinent GP-led and nurse-led primary care clinics were available at both sites, complemented by visiting specialists undertaking clinics in areas such as hepatitis C, optometry, physiotherapy and podiatry. Suitable arrangements were in place for patients to attend hospital appointments, including through the use of telephone-based consultations with hospital specialists, which were particularly valuable during the COVID-19 restrictions.
- 3.63 Care for patients with lifelong conditions, such as heart disease and diabetes, had improved since 2017. Registers of those requiring monitoring were on SystmOne, GPs and nurses with special interests took the lead on their care, and health care assistants provided routine support, such as taking responsibility for uncomplicated aspects of diabetic foot care.
- 3.64 The prisons had responded well to the COVID-19 pandemic. There had been one patient death. The health care department was well-prepared to manage further episodes and the prisons now tested new prisoners and those becoming symptomatic. Prison officers' and patients' awareness of COVID-19 was high, and the vaccination programme was in line with what was available in the community.
- 3.65 The prisons and their partners had implemented a comprehensive end-of-life care pathway. Two cells in Usk had been turned into a palliative care suite to enable men to remain at the prison and receive care, if they wished, at the end of their lives.
- 3.66 Pre-release preparation for patients was good. All prisoners were offered appointments for medical checks and received assistance to find GPs if they did not have one. Patients were given health summary letters to take to their GPs, medicines to take home and harm minimisation advice.

## **Social care**

- 3.67 There was a regularly reviewed and up-to-date memorandum of understanding and information sharing protocol between the prisons, Monmouthshire County Council and ABUHB, and partnerships were highly effective. A dedicated social worker and senior occupational therapist were based in the prisons three days a week, which was excellent. (See paragraph 1.46.)
- 3.68 Patients' social care needs were identified at reception and assessments were undertaken in a timely manner. Weekly multidisciplinary meetings took place between staff from the health care department, the prison and social care to review service users' care and discuss referrals. During the inspection, five prisoners were receiving packages of social care (see Appendix II: Glossary of terms) at Usk.

- 3.69 There was an impressive focus on enabling service users to maximise their independence. Interventions were tailored to combat social isolation, improve well-being, and teach life skills prior to release. The day facility at Usk re-opened during the inspection and we saw plans to support prisoners with their transition into the community. (See paragraph 1.46.)
- 3.70 Prisoner buddies provided peer support, had received appropriate training, and were supervised in their roles. Patients we spoke to valued buddies' assistance with their daily living tasks.

### **Mental health care**

- 3.71 Mental health awareness training for prison staff did not take place regularly due to COVID-19 restrictions. Despite this, officers we spoke to knew when to refer patients, and referrals were appropriate. There were up to 12 referrals per week from both sites, and all patients were seen within three working days, and usually on the same day. Most referrals arose from reception screening, or from patients referring themselves. In our survey, 45% of respondents from Usk, and 28% from Prescoed, said they had mental health problems.
- 3.72 As in 2017, ABUHB provided two very experienced part-time mental health nurses for patients at both sites, supported by a visiting forensic psychiatrist. Both nurses had suitable training and supervision arrangements. The nurses attended relevant prison safety and case meetings to inform joint care approaches.
- 3.73 There were 62 patients on the mental health caseloads. The nurses used one-to-one solution-based approaches, including cognitive therapy and EMDR (a psychotherapy designed to alleviate distressing thoughts associated with traumatic stress), alongside counselling for emotional support and trauma-related work. Several patients had written testimonials to express their appreciation of the treatments' effectiveness.
- 3.74 Systems for recording clinical and risk assessments and care plans had improved and were very good. Health care assistants made sure that mental health patients had essential physical health checks, an improvement since we last inspected.
- 3.75 Discharge planning was coordinated with the offender management unit, and the care and treatment plan approach mandated by the Mental Health (Wales) Measure, was used, as required. No one had been transferred under the measure since we last inspected.

### **Substance use treatment**

- 3.76 In our survey, only 2% of prisoners at Usk and 1% at Prescoed said they had a drug or alcohol problem on arrival. Patients on opiate substitution therapy were not accepted at either prison.
- 3.77 Dyfodol delivered psychosocial support to approximately 160 patients across both sites and continued to see all new arrivals, and peer

mentors were now working in both prisons. Due to COVID-19 restrictions, most support was offered on a one-one basis, but groupwork was about to start at the time of the inspection.

- 3.78 Patients at Prescoed continued to have access to the excellent Collectively Heightening Awareness of Substance Misuse Through Education programme, in which Dyfodol staff co-facilitated sessions.
- 3.79 Throughcare arrangements were good, and Dyfodol staff provided advice on relapse prevention, coping strategies and harm minimisation. There were good links with community substance use staff, which promoted effective continuity of care. Prisoners were given naloxone (a drug to manage a substance use overdose) to take home and were provided with training in its use. Custody staff were also trained in the use of naloxone, which was good.

### **Medicines optimisation and pharmacy services**

- 3.80 Medicines were supplied, mainly for named patients, from a local community pharmacy. No one from the community pharmacy visited the prisons. Medicines were managed, across both sites, by one pharmacy technician employed by ABUHB, with multi-disciplinary support, which was not sufficient. The prisons had a lead pharmacist, but they had been seconded to a temporary COVID-19 role at ABUHB. Consequently, patients did not receive a pharmacist's advice or have their medicines reviewed regularly (see key concern and recommendation at 1.42).
- 3.81 All patients received their medicines in possession. There was no in-possession policy, although risk assessments from the transferring prison were checked. However, unless a prisoner saw a doctor, medicines could be supplied through repeat requests without the necessary professional oversight to make sure that they were still suitable and being taken as prescribed. Ten per cent of patients took a sedating anti-depressant medicine, which was not the usual first choice treatment for depression. Five per cent of patients took an addictive, abusable pain relief medicine, but most of this prescribing had not been subject to a pharmacist's medicine use review.
- 3.82 Patients were able to store their medicines safely. There was provision for patients who worked to collect their medicines in the evening and some provision, in exceptional circumstances, for medicines administration to be supervised.
- 3.83 Patients were only able to get two medicines to treat minor ailments, either from a vending machine or by visiting the health care department. There were limited protocols for providing more potent medicines without the need to see a doctor. This meant that prisoners needed to see a doctor to get simple remedies that would be available to buy in a community setting.
- 3.84 Medicines were stored in and handed out from one room on each site. The named patient medicines for collection were stored tidily. However,

some previously named patient medicines were held in the general stock cupboards. Other unlabelled medicines, not listed on any protocol for supply, were stored in one cupboard. There were pre-packed boxes of a medicine supplied by the local pharmacy, which contravened legal requirements. Other than the vending machine, there were no stock reconciliation procedures. Controlled drugs were only stored at Usk, but security procedures for the keys to the cabinet housing them were poor.

- 3.85 Medicine management meetings were well attended, but not by the pharmacist from the community pharmacy. Recent dispensing errors had been electronically recorded and escalated through the ABUHB system. However, the community pharmacy could not access the system and there were no formal procedures for alerting the pharmacy of the errors, which might have meant lessons could be learned.

### **Dental services and oral health**

- 3.86 Dental services had improved since the previous inspection. Time for Teeth delivered routine and urgent treatment and provided oral health advice at both sites, with days set apart for each prison. Governance of the service was well-managed. In our survey, 70% of prisoners at Usk said dental services were quite or very good and patients we spoke to during the inspection were positive about the dentist, although fewer (48%) were positive about it at Prescoed.
- 3.87 A full range of dental treatments was available and oversight and management of the waiting list was good, which meant the waiting time for a routine appointment was four weeks, which was good.
- 3.88 The small dental suite was modern, well-ordered and complied with infection control standards.

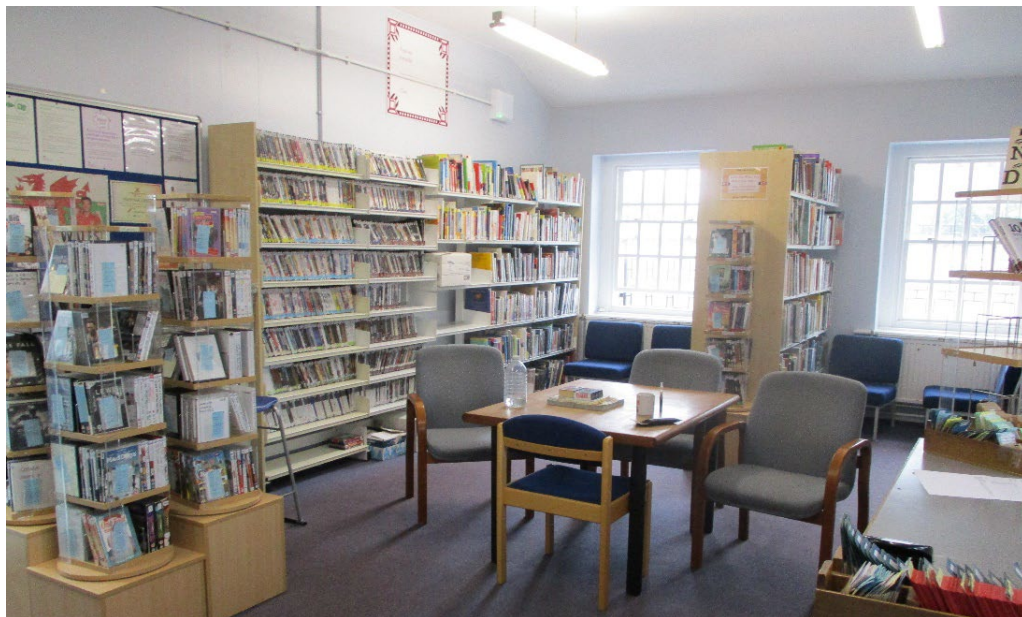
## Section 4 Purposeful activity

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

### Time out of cell

Expected outcomes: All prisoners have sufficient time out of cell (see Appendix II: Glossary of terms) and are encouraged to engage in activities which support their rehabilitation.

- 4.1 On average prisoners at Usk received two hours and 45 minutes out of their cells a day to exercise outside, make a telephone call, have a shower and associate. This was lower than the 11 hours we observed in 2017 and was not as good as we would have hoped but represented progress as the prison was among the first to move to stage 2 of the HMPPS recovery plan to ease COVID-19 regime restrictions (see Appendix II: Glossary of terms).
- 4.2 As we would expect, prisoners at Prescoed were never locked in their rooms and could spend time outside up until 8.30pm; thereafter they were expected to remain in the units.
- 4.3 Prisoners subject to reverse cohorting arrangements at Usk received an equitable regime, which included access to outside areas that was the same as for all other prisoners at Usk. However, the regime had only been extended in recent weeks.
- 4.4 Libraries across both prisons operated during the pandemic despite the long absence of a librarian on both sites. Both libraries stocked a small selection of books written in Welsh to cater for Welsh-speaking prisoners.
- 4.5 Prisoners had worked hard to keep library services running, but library stocks needed replenishing. Prisoners complained about being bored with the library's old book and media stock. The prison was working with Monmouthshire County Council Library Services to resolve this problem.



**The library at Usk**

- 4.6 Indoor and outdoor physical education (PE) facilities on both sites were set up well for prisoners to use while maintaining social distance, which prisoners appreciated. They explained how it helped with their mental and physical well-being.



**Sports field at Usk**

- 4.7 PE staff operated across both sites but could not deliver a full timetable due to instructor vacancies and redeployment to other duties. Although some prisoners spoke highly of the PE team and were able to use the gym more frequently than others, prison data showed that on average prisoners received less than an hour of gym each week. COVID-19 restrictions had reduced access to PE in bad weather: outdoor sports sessions had been replaced with indoor activities in the gymnasiums, but these could hold far fewer prisoners than the sports field. Managers



recognised that access to the gym was inconsistent, caused frustration among prisoners and needed to be addressed. They said that PE instructor vacancies were likely to be filled towards the end of the year.

## Recommendations

- 4.8 **Leaders should make sure there are librarians on both sites to provide prisoners working there with support, see that stocks are replenished and reinstate links with Monmouthshire library.**
- 4.9 **Leaders should fill PE instructor vacancies and provide all prisoners with more access to the gym.**

## Education, skills and work activities



Arolygiaeth Ei Mawrhydi dros Addysg a Hyfforddiant yng Nghymru  
Her Majesty's Inspectorate for Education and Training in Wales

This part of the inspection is conducted by Estyn inspectors using Estyn's common inspection framework. This ensures that prisons are held accountable to the same standard of performance as further education colleges in the community.

Expected outcomes: All prisoners can engage in activities that are purposeful, benefit them and increase their employability. Prisoners are encouraged and enabled to learn both during and after their sentence. The learning and skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.

- 4.10 At the time of inspection, education activities were only just resuming at the prisons. Since social distancing measures prevented the usual size of classes meeting together, Estyn judged that it was inappropriate to undertake a full inspection of education and training using its common inspection framework. An Estyn inspector visited education and work activities on both prison sites to provide HMIP with an overview of provision.

## Well-being and attitudes to learning

- 4.11 The prison had started to implement a clearly documented recovery plan (see Appendix II: Glossary of terms) that was enabling prisoners in Usk to resume participation in a programme of part-time education. The prison had undertaken a risk assessment of rooms to identify the maximum number of learners that each one could accommodate. Nearly all prisoners took effective precautions to maintain social



distancing and appropriate hygiene. In Prescoed, prisoners were making appropriate use of the classroom facilities, and on both sites most prisoners were eager to take advantage of opportunities to learn new skills and to explore academic subjects. In a wood-working workshop, one prisoner had started to make a high-quality memorial plaque to commemorate a member of staff who had died during the pandemic.

- 4.12 A few prisoners in both prisons made good progress on Open University courses or courses funded by the Prisoner Education Trust. Several of them were considering, with the help of their tutors, the progression options available to them. A few aimed to progress to higher degrees since they had graduated and appreciated the opportunities that they had been given to pursue these academic goals. A few prisoners explained that they had only been able to complete their studies because tutors had kept them supplied with books, internet printouts and reference material during COVID-19 restrictions.

### **Teaching and learning experiences**

- 4.13 Many prisoners found the teaching staff helpful and supportive throughout the pandemic. They appreciated teachers' efforts to provide them with activity packs. A few prisoners were given art supplies to enable them to continue painting in their cells, an activity that they felt improved their mental health. Other prisoners also found the material that staff provided to promote their well-being helpful.
- 4.14 Prescoed prisoners had participated well in work placements within the prison and in the community throughout COVID-19 restrictions, while a few at Usk had been employed in essential jobs. The prison had maximised the potential of Prescoed to provide work opportunities, by opening a bricklaying workshop. Throughout the pandemic, prisoners had been employed to keep the prison's farm running in order to meet its commercial contracts. Prisoners also maintained the market garden, which was extended so food could be grown. Many prisoners appreciated the opportunity to be working in the open air. The farm provided an authentic and high-quality work training environment, offering prisoners good opportunities to develop land-based skills. A minority of prisoners also took advantage of this work to develop their social, literacy and numeracy skills in a context that was more meaningful than if they had been completing exercises in a classroom.
- 4.15 Prescoed continued to provide prisoners with work placements in the community. At the lowest point during the COVID-19 restrictions, there were still 23 prisoners working with organisations outside the prison and at the time of inspection, the number had risen to 86.
- 4.16 Usk prisoners had also been employed in essential work within the prison.

## Care, support and guidance

- 4.17 Mentors and orderlies encouraged and supported prisoners very effectively to enable them to take part in education sessions. They discussed the range of education options with prisoners and one prisoner explained how an orderly had helped him to consider how he could use his remaining time in prison to improve his work prospects when he was released. Mentors and orderlies on both sites provided prisoners in classrooms and workshops with valuable support and used their understanding of individuals' circumstances to help learners make progress in their work.
- 4.18 Most prisoners on both sites knew what goals they had agreed within their individual learning plans, a document that had recently been redesigned. The majority discussed them with tutors to help them bolster their understanding of the options available to them and to consider how they could achieve longer term goals. Most knew what they needed to do to make further progress.
- 4.19 A few prisoners in both prisons, particularly those working towards Open University qualifications, had limited access to computers to enable them to complete work during the restrictions. The prison had acquired a few laptops to help them complete work in their cells. However, staff found that these computers were unsuitable. Since prisoners had started to resume classroom activities, access to computers became reasonable. However, on both sites, prisoners could not access learning material on the computer system's virtual campus resource (prisoner access to community education, training and employment opportunities via the internet). A few prisoners in Prescoed, who had recently come from other prisons in Wales, were disappointed that they were not able to access interactive literacy and numeracy learning resources, which they had found helpful in their previous prisons.
- 4.20 The prison had considered labour market information in its curriculum planning. Prescoed introduced and trained staff to deliver a useful and industry-relevant qualification for prisoners working in waste management, while discussing opportunities for prisoners' placements and employment with relevant employers. It invested in a new forklift and trained a member of staff to deliver forklift training to extend the range of training opportunities it could provide on the farm. Usk prison enabled a few learners to gain a construction skills certification scheme card. The prison identified the labour market value of skills in rail maintenance and started to look at how this training could be delivered.
- 4.21 The prison interacted effectively with employers, involving them in initiatives to extend the range of opportunities for Prescoed prisoners to progress into work placements. A few large employers were engaging with prison staff to set in place programmes that would improve the range of skills that prisoners could gain. (See paragraph 1.47.)

## **Leadership and management**

- 4.22 The prison had strengthened the learning and skills team by gaining a seconded member of staff who had developed a helpful quality management framework and calendar, highlighting when quality management activities were due to be carried out. It had also placed a member of the education team into the farm to strengthen farm staff's flexibility to further develop training opportunities relevant for the employment market.
- 4.23 In Prescoed, a recently arrived Welsh speaker was pleased to have been given a badge that advertised his language skills, feeling that this would encourage other Welsh speakers to communicate with him. Prescoed had a few bilingual displays, although bilingual signage was not consistently or routinely displayed. At Usk, many classrooms had bilingual displays and a few promoted Welsh culture. However, the judgements staff made when evaluating the use of the Welsh language on both sites were overly complimentary. A few targets within the prison's Welsh language strategy had not yet been met.

## **Recommendations**

- 4.24 **Managers should improve prisoners' access to IT-based learning and interactive resources to strengthen their literacy and numeracy skills.**
- 4.25 **The prison's adherence to its Welsh language strategy should be strengthened further.**

## Section 5 Rehabilitation and release planning

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

### Children and families and contact with the outside world

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

- 5.1 A custodial manager and a small team continued to support the children and family's pathway. They had maintained links with partners and had remained committed to improving services for prisoners and their families. The Bamboo panda, a locally designed cartoon character, had been introduced into all communication with families, which reduced children's anxiety when they were visiting their fathers in prison.
- 5.2 Prisoners were still unable to make calls in private and in our survey 9% of prisoners at Usk said they could not make a phone call every day. Many prisoners at Usk complained about the limited access to prison phones because of restricted time out of their cells. We observed long queues for the phones, which allowed a maximum of a 10-minute call. This was a very acute source of frustration and leaders at Usk had not made use of the mobile phones that HM Prison and Probation Service (HMPPS) had issued to them.
- 5.3 Incoming mail continued to be delivered to prisoners on the day after it had arrived at the prison, which was too late. Prisoners raised concerns with us about longer delays than a day, but we found no evidence of mail backlogs in either prison when we checked.
- 5.4 Family engagement continued to be good. Prison Advice and Care Trust staff had been absent from the prisons during most of the pandemic, but had returned recently and were delivering an impressive service, including meeting prisoners at the gate on the day of their release, attending their first probation meeting, helping prisoners to register with a GP and facilitating a phone call to set up any benefits. Prisoners we spoke to were positive about their support.
- 5.5 In our survey, 38% at Usk and 47% at Prescoed said their family and friends found it easy or quite easy to get to the prison. Family visits had ceased to run during the pandemic but were scheduled to restart in August 2021 if Public Health Wales permits. Prisoners we spoke to

who had experienced visits before said that they were well managed and that they were looking forward to their reintroduction.

- 5.6 The visiting facilities were well prepared and the children's area at Prescoed remained exceptional. However, face-to-face domestic visits had operated intermittently over the previous year in line with Public Health Wales guidance on preventing the spread of Covid-19. To help prisoners to maintain family ties, leaders at Usk had made use of a marquee in the sports field when visits could not take place indoors. A total of 349 domestic visits took place outside between June 2020 to September 2020.
- 5.7 Use of secure video calling at Prescoed was very good – 94% of the allocations had been used. However, at Usk uptake was much lower and, in our survey, only 8% of prisoners said they had used the video calling facility in the previous month. When we spoke to leaders, it became apparent that video calling had not been widely available at Usk. Leaders we spoke to said they would seek to expand the provision imminently.
- 5.8 HMPPS had provided the prisons with iPads for prisoners to use in exceptional circumstances. They had been used 14 times to support prisoners who had experienced bereavements.

## **Recommendations**

- 5.9 **Leaders should make sure that prisoners can make phone calls in private.**
- 5.10 **In-cell telephony should be installed.**
- 5.11 **Leaders should increase access to secure video calling to maximise prisoners' opportunities to keep in contact with their children and families.**

## **Reducing risk, rehabilitation and progression**

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

- 5.12 The population profiles for both prisons were very different. Usk was a national resource for the delivery of sex offender treatment programmes. The majority of prisoners were assessed as presenting a high risk of serious harm to others and were serving long sentences of four years or more. Prescoed's central function was to offer release on temporary licence (ROTL) opportunities to prepare prisoners for their resettlement back into the community. Prisoners there had been convicted of a wide range of offences and had progressed well enough to serve the rest of their sentence in open conditions.

- 5.13 Unlike at our previous inspection, comprehensive needs analyses of the population at each prison had been completed (in March 2021) and used to inform a specific strategy for reducing reoffending.
- 5.14 Reducing reoffending meetings had only recently resumed following COVID-19 restrictions, which meant a new joint action plan, aligned to the new strategies, had not yet been developed. However, managers in both prisons were aware of the needs of their populations, particularly in the context of COVID-19 recovery planning. They knew what their priorities were and were focused on achieving them.
- 5.15 Prisoners at both Usk and Prescoed required an offender assessment system (OASys) report due to their sentence length. It was positive that nearly all prisoners had an initial assessment of their risks and needs and a sentence plan, and nearly all had been reviewed in the previous 12 months.
- 5.16 The standard of the sentence plans we reviewed was good – the plans were specific to each prison. At Usk, almost all plans reflected the need for some offending behaviour work and contained objectives relating to compliance with the regime or undertaking employment, training and education, for example. At Prescoed, plans were appropriately focused on community reintegration, maintaining family networks, employment and ROTL.
- 5.17 The level of contact between prisoners and their prison and probation offender managers had been adversely affected by COVID-19 restrictions in both prisons. While contact had been reduced, the impact was felt less severely at Prescoed, where many prisoners continued to be outside the prison on ROTL and generally had less need for contact. Evening and weekend clinics run by the offender management unit (OMU) helped address the overall lack of planned contact and was appreciated by many of the prisoners we spoke to (see paragraph 1.48). In our survey, nearly all prisoners at Prescoed (92%) said they knew what they needed to do to achieve their targets and 75% said staff were helping them to achieve them.
- 5.18 Prescoed was an early adopter site for the offender management in custody model (see Appendix II: Glossary of terms) and prison and probation offender manager staffing levels were sufficient.
- 5.19 However, at Usk, probation offender manager staffing levels were insufficient and caseloads were too high. During our inspection, there were 1.5 full-time equivalent trained probation offender managers, which was not enough to meet the needs of the high-risk population, even with the support from the four prison offender managers. One part-time probation offender manager was about to leave, and an identified full-time replacement was due to start imminently. The lack of probation offender managers and high caseloads meant contact largely took place in response to key milestone events, such as for prisoners' OASys reviews and before a parole hearing and upcoming release dates. This might well indicate why 65% of prisoners at Usk in our survey, significantly fewer than at our previous inspection (90%), said



they knew what they needed to do achieve their targets and only 46% said staff were helping them to achieve them. Leaders had already identified this problem and were proactively escalating nationally the need to increase their profiled staffing capacity as a priority.

- 5.20 The cases we reviewed showed that the progress made by prisoners against their sentence plans overall was reasonably good. However, at Usk the suspension of offending behaviour interventions and lack of one-to-one work to drive sentence progression during the regime restrictions had had a negative impact for some (see paragraphs 5.34, 5.35 and 5.36). In contrast, ROTL at Prescoed had been maintained to a good degree, and progress remained good for most prisoners (see paragraph 5.33).

## **Recommendation**

- 5.21 **Probation offender manager staffing levels at Usk should be increased sufficiently to provide manageable caseloads which support effective case management of prisoners' sentence planning and progression.**

## **Public protection**

- 5.22 Public protection arrangements at both prisons were managed well. At Usk, the interdepartmental risk management team (IRMT) meeting routinely considered all new arrivals and those due for release at appropriate intervals. Discussions and contributions were comprehensive and provided good oversight, making sure prisoners' risks were properly managed.
- 5.23 Prescoed did not have an IRMT, which meant prison-wide collaborative governance and oversight was lacking. The senior probation officer was aware of this and well-developed plans were in place to introduce one. However, we were confident that risk management and release planning arrangements established jointly with community offender managers were still being handled effectively through the ROTL risk assessment process and on an individual prison and probation offender manager practitioner level.
- 5.24 At both prisons, interactions between the prison and community offender managers relating to those subject to multi-agency public protection arrangements (MAPPA) and those due for release were good and timely. In both OMUs, the positive leadership of the senior probation officer was apparent and we saw prison and probation offender managers demonstrate a good awareness of risks. The quality of prisoners' risk management plans was generally very good and as good as we have seen for some time.
- 5.25 Where community offender managers had requested input into MAPPA meetings, the content of MAPPA F reports (the prison's contribution to these meetings) were generally sufficiently detailed but some from Prescoed were too brief and not appropriately countersigned by the senior probation officer.

- 5.26 Arrangements for conducting and reviewing telephone and mail monitoring were managed well. During our inspection, 19 prisoners were subject to offence-related monitoring at Usk. On arrival, prisoners were automatically put on monitoring for the first four to five weeks. Timely reviews took place to determine if arrangements should stop or continue and monitoring logs were up to date.
- 5.27 About 85% of prisoners at Usk and 10% at Prescoed were on child contact restrictions, the majority of whom were not allowed any contact with children at all. Both prisons conducted thorough assessments of new arrivals, in the absence of information from sending establishments. Annual reviews of child contact restrictions were managed well and took place systematically.

### **Recommendation**

- 5.28 **An IRMT should be established at Prescoed to make sure prison-wide collaborative governance and oversight of risk management arrangements are in place.**

### **Categorisation and transfers**

- 5.29 Prisoners' re-categorisation reviews at Usk were managed appropriately. Boards considered those for category D approval, but prisoners were not involved in the actual board hearing. In the previous six months, nine prisoners had been transferred to open conditions, most of whom went to Prescoed. During the inspection, there were six category D prisoners. While there were justified reasons why most of these prisoners had not yet been moved, including prisoners' refusal to transfer, one prisoner had been waiting since January 2020.
- 5.30 The maximum number of prisoners convicted of sexual offences held at any one time at Prescoed had increased slightly since our previous inspection, but was limited to only 25. Prisoners with a previous or current conviction for a sexual offence still had to spend up to three months at Usk before being accepted at Prescoed, even if they had already been approved for category D conditions, which affected their ability to progress. However, prisoners transferring to Prescoed from another open prison were now able to move there directly.
- 5.31 At Prescoed, 45 prisoners had been assessed and granted early release on home detention curfew (HDC) in just over the previous 12 months. Processes were well managed, and releases generally timely. The population at Usk was not eligible for HDC given the nature of their convictions.

### **Recommendation**

- 5.32 **The criteria for accepting prisoners with sexual convictions at Prescoed should be reviewed to ensure prisoners can progress as planned. (Repeated recommendation S45)**

## Interventions

Expected outcomes: Prisoners are able to access interventions designed to promote successful rehabilitation.

- 5.33 HMPPS had suspended most types of ROTL at the beginning of the pandemic, in March 2020. However, it was positive that ROTL for prisoners at Prescoed, who were undertaking essential work, had continued throughout the regime and community restrictions. Prisoners had continued to work on the on-site farm and ROTL had taken place on more than 8,300 occasions over the previous six months, involving about two thirds of prisoners assessed as 'ROTL ready'. The prison had enabled prisoners to access wider ROTL opportunities beyond essential work, such as for day and overnight release for other work and to maintain family ties, as soon as restrictions allowed. During the inspection, over 60% of prisoners were on some form of ROTL, which was good. ROTL assessment and review boards continued to be held and oversight of risk management was good.
- 5.34 Usk was a national resource for the delivery of sex offender treatment programmes. The prison offered four accredited programmes: Becoming New Me + (for prisoners convicted of a sexual offence, adapted for those with learning difficulties); Horizon (a medium intensity course for prisoners convicted of sexual offences), Kaizen (a high intensity course for those convicted of sexual offences) and the Healthy Sex Programme (for adult men convicted of a sexual offence and/or an offence that has a sexual element). The suspension of the programme delivery in March 2020 meant that a small number of prisoners left Usk without having their treatment needs addressed within the prison. However, we saw some evidence of effective handovers taking place with community offender managers to ensure their outstanding needs could be met in the community on release.
- 5.35 It was positive that programme delivery had resumed at the earliest opportunity, in September 2020. The psychology manager knew the needs of the population well and prisoners' access to programmes was prioritised appropriately. Programmes had been adapted to be undertaken one to one rather than in groups, because of a lack of space and the need to comply with COVID-19 safe, social distancing measures. This meant fewer programmes could be delivered and therefore fewer prisoners could complete them. However, during the inspection, eligible prisoners from the current population due to be released in 2021, would be able to complete a programme before their release date, which was positive.
- 5.36 About 30% of the population were not eligible to undertake a programme. Plans to develop provision to meet the needs of these prisoners had been suspended in March 2020 and there was little evidence of work taking place to address the offending and social behaviour needs of this group. However, the prison intended to establish and resume the provision as soon as possible.

- 5.37 At both Usk and Prescoed, prisoners received good support with managing their finances, benefits and debts. St Giles Trust and the prisons' own resettlement staff provided general assistance to help prisoners manage their finances, and Christians Against Poverty had continued to provide specialist support. Unlike at the previous inspection, prisoners now had access to Jobcentre Plus staff who helped them with benefits in preparation for release. Prisoners could open bank accounts and at Usk, 17 accounts had been opened in the previous six months. At Prescoed, the application process for opening bank accounts had improved, and in the previous six months, 63 of the 66 applications had been accepted.
- 5.38 Prisoners received good support to find accommodation. Data showed that in the previous 12 months (from May 2020 to April 2021), eight prisoners at Usk and 17 prisoners at Prescoed left without knowing where they would be staying on their first night following release. Prison managers had discovered that community offender managers were not always updating the positive accommodation outcomes accurately. The managers sought to rectify this by working with Wales National Probation Service. Some evidence showed that the number of prisoners released without accommodation on their first night was lower than the figures reported.

## Release planning

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

- 5.39 Since our previous inspection, Usk had been designated a resettlement prison and now had community rehabilitation company (CRC) provision in place to support prisoners on their release. In the previous 12 months, 71 prisoners had been released from Usk and 162 from Prescoed.
- 5.40 Seetec CRC commissioned St Giles Trust to provide resettlement support across both prisons, complemented by assistance from external agencies and the prisons' own staffing, peers and orderlies.
- 5.41 CRC staff had mostly been providing a remote service throughout the regime restrictions but had recently returned to offering face-to-face support. Prisoners across both prisons received good support to help them in their release planning arrangements, and in all the cases we reviewed, resettlement plans were timely and of a sufficient standard.

## Section 6 Recommendations in this report

The following is a list of repeated and new concerns and recommendations in this report.

### Key concerns and recommendations

- 6.1 Key concern (1.41): Prescoed's zero-tolerance policy returned prisoners to closed conditions without due consideration of any mitigation, the overall impact on the prisoner and whether the decision was a proportionate response. The number of returns to closed conditions from Prescoed was higher than from most other open prisons.

**Key recommendation: Prisoners should only be returned to closed conditions following an appropriate re-categorisation review that fully considers all the circumstances and ensures that the decision is always a proportionate response.** (To the governor)

- 6.2 Key concern (1.42): Aneurin Bevan University Health Board lead pharmacists had stopped providing regular input at Usk and Prescoed. This had led to: a failure to make sure that medicines were appropriate and patients knew how to take them; inadequate pharmacy staffing to make sure the supply of medicines was safe; a limited range of medicines for patients to buy to treat minor ailments or that did not require prescribing by a doctor; and gaps in the oversight of pharmacy service processes and procedures.

**Key recommendation: There should be more pharmacist involvement to oversee the service's professional standards, protocols and procedures to make sure the supply of medicines is safe.** (To the governor)

### Recommendations

- 6.3 Recommendation (2.9): All new arrivals should be able to make a telephone call on their first night. (To the governor)
- 6.4 Recommendation (2.30): Prisoners should only be strip-searched on the basis of intelligence or a specific suspicion. (Repeated recommendation 1.29) (To the governor)
- 6.5 Recommendation (2.37): Safety management meetings should be fully integrated into both prisons and have an effective action plan to drive continuous improvement. (To the governor)
- 6.6 Recommendation (3.13): Prisoners should not be held in multi-occupancy cells that are too small for them to have sufficient personal space, furniture and privacy. (To HMPPS)

- 6.7 Recommendation (3.21): Newly arrived prisoners at Prescoed should be offered early access to a range of grocery goods until they receive their first full shop order. (To the governor)
- 6.8 Recommendation (3.32): Leaders and managers should consolidate action raised at protected characteristic forums and equality committee meetings into an equality action plan that is scrutinised regularly. (To the governor)
- 6.9 Recommendation (3.49): Prison leaders should make sure that there is a multi-faith room that is suitable for practising faith and providing one-to-one support. (To the governor)
- 6.10 Recommendation (3.50): Prison leaders should ensure faith forums are introduced to address the needs of prisoners with faith-related concerns. (To the governor)
- 6.11 Recommendation (4.8): Leaders should make sure there are librarians on both sites to provide prisoners working there with support, see that stocks are replenished and reinstate links with Monmouthshire library. (To the governor)
- 6.12 Recommendation (4.9): Leaders should fill PE instructor vacancies and provide all prisoners with more access to the gym. (To the governor)
- 6.13 Recommendation (4.24): Managers should improve prisoners' access to IT-based learning and interactive resources to strengthen their literacy and numeracy skills. (To the governor)
- 6.14 Recommendation (4.25): The prison's adherence to its Welsh language strategy should be strengthened further. (To the governor)
- 6.15 Recommendation (5.9): Leaders should make sure that prisoners can make phone calls in private. (To the governor)
- 6.16 Recommendation (5.10): In-cell telephony should be installed. (To HMPPS)
- 6.17 Recommendation (5.11): Leaders should increase access to secure video calling to maximise prisoners' opportunities to keep in contact with their children and families. (To the governor)
- 6.18 Recommendation (5.21): Probation offender manager staffing levels at Usk should be increased sufficiently to provide manageable caseloads which support effective case management of prisoners' sentence planning and progression. (To the governor)
- 6.19 Recommendation (5.28): An IRMT should be established at Prescoed to make sure prison-wide collaborative governance and oversight of risk management arrangements are in place. (To the governor)



- 6.20 Recommendation (5.32): The criteria for accepting prisoners with sexual convictions at Prescoed should be reviewed to ensure prisoners can progress as planned. (Repeated recommendation S45) (To HMPPS)

## Section 7 Progress on recommendations from the last full inspection report

### Recommendations from the last full inspection

The following is a summary of the main findings from the last full inspection report and a list of all the recommendations made, organised under the four tests of a healthy prison. If a recommendation has been repeated in the main report, its new paragraph number is also provided.

#### Safety

**Prisoners, particularly the most vulnerable, are held safely.**

At the last inspection, in 2017, men received good support when they arrived at the prison. Usk and Prescoed were very safe; most men told us they felt safe and there were very few incidents of violence or antisocial behaviour. Minor conflict and disputes were well managed and there was little use of formal disciplinary measures. Security arrangements were generally proportionate. Care for the small number of men vulnerable to self-harm was good, although some processes needed to be improved. Formal adult safeguarding arrangements needed development. Outcomes for prisoners were good against this healthy prison test.

#### Recommendations

Applications for enhanced status should be considered swiftly to enable deserving prisoners to take advantage of higher level privileges. (1.17)

**Achieved**

Managers should ensure that data are collated and analysed across all aspects of behaviour management to identify any areas of concern where action needs to be taken. (1.22)

**Achieved**

Prisoners should only be strip-searched on the basis of intelligence or specific suspicion. (1.29)

**Not achieved** (recommendation repeated, 2.30)

The strategic management of suicide and self-harm should be improved and there should be a focus on data analysis and understanding the distinct needs of men at each site. (1.36)

**Partially achieved**

Emergency equipment at Usk should be checked regularly and restocked. (1.37)

**Achieved**

Formal processes to protect adults at risk should be implemented and staff should be trained to identify risks and make appropriate referrals. (1.40)  
**Achieved**

## **Respect**

**Prisoners are treated with respect for their human dignity.**

At the last inspection, in 2017, staff-prisoner relationships were strong. Most cells at Usk were very cramped. Living conditions at Prescoed were reasonably good. Men received what they needed to live decently and both prisons were clean. The food was good, but meals were served too early at Usk. Consultation, applications and complaints were well managed. Aspects of equality and diversity were underdeveloped, but despite limitations in the environment, some good work was being undertaken with the large number of disabled and older men at Usk. Health care provision was reasonably good overall, but waiting times for some treatments were unacceptable. Social care support at Usk and the substance misuse programme at Prescoed were outstanding. Outcomes for prisoners were good against this healthy prison test.

## **Recommendations**

The DIRF process should be publicised. DIRFS should be investigated thoroughly and responses quality assured. (2.23)

**Achieved**

Regular forums with black and minority ethnic men, Travellers and foreign national prisoners should be used to identify their needs and concerns and develop appropriate services. (2.37)

**Not achieved**

Prisoners should not have to wait outside the health department in Usk at peak times in bad weather. (2.51)

**Achieved**

Prisoners should be able to raise health complaints and concerns through a clear, confidential and well-understood system. (2.52)

**Achieved**

Patients with complex health needs should be identified and have a formal care plan overseen by a care coordinator. (2.61)

**Achieved**

Patients requiring ongoing mental health support should have clear recorded assessments and care plans that are drawn up with the prisoner, detailed in their clinical records and reviewed regularly. (2.75)

**Achieved**

Robust systems should ensure patients receive all required physical health checks linked to their prescribed medication and condition. (2.76)

**Achieved**

The drug and alcohol strategy should explicitly reflect the different populations in each prison and be informed by a current needs assessment. The implementation of the strategy should be driven by a dynamic action plan that is regularly reviewed at the drug and alcohol committee meeting. (2.83)

**Achieved**

Prisoners should have easy access to community-equivalent pharmacist advice and clinics, such as medicine use reviews. (2.90)

**Not achieved**

Prisoners should have prompt access to over-the-counter medication for minor injuries and illnesses, including out of hours. (2.91)

**Partially achieved**

Prisoners should have access to routine dental appointments at Usk within six weeks and at Prescoed within community-equivalent waiting times. (2.94)

**Achieved**

## **Purposeful activity**

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

At the last inspection, in 2017, Time out of cell at both sites was very good and men had good access to outside exercise. A good range of activities was provided to support a productive use of free-time. There was a clear focus on developing the quality and range of activities. There were sufficient opportunities for all men to engage in activities and most men made good progress. Men valued the opportunities they had. Teaching was generally good. However, management arrangements needed to be improved to ensure standards were maintained. Outcomes for prisoners were reasonably good against this healthy prison test.

## **Key recommendation**

The prisons should strengthen the management of quality in education and skills to ensure that evaluations focus on prisoners' achievement and progress, and are based on first-hand evidence and data analysis. (S44)

**Achieved**

## **Recommendations**

The prison should ensure that teachers are allocated to areas that make the most of their specialist expertise. (3.31)

**Achieved**

The prison should improve individual learning plans. (3.43)  
**Achieved**

## **Rehabilitation and release planning**

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

At the last inspection, in 2017, the primary rehabilitation aims of both Usk and Prescoed were well understood. Children and families work was reasonably good at Usk, and excellent at Prescoed. Offender management work at Usk was mixed. Men who undertook offending behaviour courses could focus well on risk reduction and progression. However, the management of those not undertaking programmes was insufficient and levels of contact were not good enough. The arbitrary limit on the number of sex offenders who could be held at Prescoed restricted opportunities for some men. Usk offered a good range of relevant offending behaviour programmes, which now included involving men in denial of their offence. Usk also offered some good practical resettlement support. While the impact of the community rehabilitation company (CRC) provision at Prescoed was not clear, the many opportunities for release on temporary licence (ROTL) supported men effectively in preparing for their release. Outcomes for prisoners were reasonably good at Usk and good at Prescoed against this healthy prison test.

### **Key recommendations**

The criteria for accepting men with sexual convictions at Prescoed should be reviewed to ensure men can progress as planned. (S45)  
**Partially achieved** (recommendation repeated, 5.32)

Oversight of offender management work at Usk should be improved to ensure men receive effective support in reducing their risk of harm, and progressing towards release. (S46)  
**Achieved**

A strategy should be developed for managing men who are not eligible to attend the offending behaviour programmes offered at Usk. (S47)  
**Partially achieved**

### **Recommendations**

Visits facilities at Usk should be improved. (4.8)  
**Achieved**

The prisons should consult visitors to see what practical support could be offered to help them get to the prisons. (4.9)

**Achieved**

More comprehensive needs analyses of the population at each prison should be undertaken and used to inform a specific strategy for reducing reoffending. (4.27)

**Achieved**

Men at Usk should have access to Jobcentre Plus to help with new benefit claims in preparation for release. (4.32)

**Achieved**

The applications process for bank accounts for men from Prescoed should be improved. (4.33)

**Achieved**

Data collection at Prescoed should be improved so that the effectiveness of CRC release planning can be evaluated and links between the CRC and the OMU should be developed to ensure risks are managed appropriately. (4.37)

**Achieved**



## Appendix I About our inspections and reports

Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.

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

All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this Inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. For men's prisons the tests are:

### **Safety**

Prisoners, particularly the most vulnerable, are held safely.

### **Respect**

Prisoners are treated with respect for their human dignity.

### **Purposeful activity**

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

### **Rehabilitation and release planning**

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

Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. There are four possible judgements: in some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by Her Majesty's Prison and Probation Service (HMPPS).

### **Outcomes for prisoners are good.**

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

### **Outcomes for prisoners are reasonably good.**

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

**Outcomes for prisoners are not sufficiently good.**

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

**Outcomes for prisoners are poor.**

There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

Our assessments might result in one of the following:

**Key concerns and recommendations:** identify the issues of most importance to improving outcomes for prisoners and are designed to help establishments prioritise and address the most significant weaknesses in the treatment and conditions of prisoners.

**Recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections.

**Examples of notable positive practice:** innovative work or practice that leads to particularly good outcomes from which other establishments may be able to learn. Inspectors look for evidence of good outcomes for prisoners; original, creative or particularly effective approaches to problem-solving or achieving the desired goal; and how other establishments could learn from or replicate the practice.

Five key sources of evidence are used by inspectors: observation; prisoner and staff surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.

Other than in exceptional circumstances, all our inspections are unannounced and include a follow up of recommendations from the previous inspection.

All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission and the General Pharmaceutical Council (GPhC). Some are also conducted with HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

## **This report**

This report provides a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of and conditions for men in prisons* (Version 5, 2017) (available on

our website at <https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/>). The reference numbers at the end of some recommendations indicate that they are repeated and provide the paragraph location of the previous recommendation in the last report. Section 6 lists all recommendations made in the report. Section 7 lists the recommendations from the previous full inspection (and scrutiny visit where relevant), and our assessment of whether they have been achieved.

Findings from the survey of prisoners and a detailed description of the survey methodology can be found on our website (see Appendix II: Further resources). Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant. The significance level is set at 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

## **Inspection team**

This inspection was carried out by:

Martin Lomas	Deputy chief inspector
Sara Pennington	Team leader
David Foot	Inspector
Natalie Heeks	Inspector
Jade Richards	Inspector
Paul Rowlands	Inspector
Esra Sari	Inspector
Heather Acornley	Researcher
Annie Bunce	Researcher
Becky Duffield	Researcher
Rahul Jalil	Researcher
Amilcar Johnson	Researcher
Isabella Raucci	Researcher
Shannon Sahni	Researcher
Paul Tarbuck	Lead health and social care inspector
Shaun Thomson	Health and social care inspector
David Green	Health Inspectorate Wales
Missbah Chaudry	Inspector, General Pharmaceutical Council
Deborah Hylands	Inspector, General Pharmaceutical Council
Alun Connick	Estyn inspector
Martyn Griffiths	Offender management inspector

## Appendix II Glossary of terms

We try to make our reports as clear as possible, and this short glossary should help to explain some of the specialist terms you may find. If you need an explanation of any other terms, please see the longer glossary, available on our website at: <http://www.justiceinspectors.gov.uk/hmiprisons/about-our-inspections/>

### **Certified normal accommodation (CNA) and operational capacity**

Baseline CNA is the sum total of all certified accommodation in an establishment except cells in segregation units, health care cells or rooms that are not routinely used to accommodate long stay patients. In-use CNA is baseline CNA less those places not available for immediate use, such as damaged cells, cells affected by building works, and cells taken out of use due to staff shortages. Operational capacity is the total number of prisoners that an establishment can hold without serious risk to good order, security and the proper running of the planned regime.

### **Challenge, support and intervention plan (CSIP)**

Used by all adult prisons to manage those prisoners who are violent or pose a heightened risk of being violent. These prisoners are managed and supported on a plan with individualised targets and regular reviews. Not everyone who is violent is case managed on CSIP. Some prisons also use the CSIP framework to support victims of violence.

### **Key worker scheme**

The key worker scheme operates across the closed male estate and is one element of the Offender Management in Custody (OMiC) model. All prison officers have a caseload of around six prisoners. The aim is to enable staff to develop constructive, motivational relationships with prisoners, which can support and encourage them to work towards positive rehabilitative goals.

### **Offender management in custody (OMiC)**

The Offender Management in Custody (OMiC) model, being rolled out across the closed male prison estate, entails prison officers undertaking key work sessions with prisoners (implemented during 2018–19) and case management, which established the role of the prison offender manager (POM) from 1 October 2019. On 31 March 2021, a specific OMiC model for male open prisons, which does not include key work, was rolled out.

### **Personal protective equipment (PPE)**

Safety equipment including masks, aprons and gloves, worn by frontline workers during the COVID-19 pandemic.

### **Protected characteristics**

The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

**Protection of adults at risk**

Safeguarding duties apply to an adult who:

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

**Recovery plan**

Recovery plans are published by HMPPS and aim to ensure consistency in decision-making by governors, by setting out the requirements that must be met for prisons to move from the most restricted regime to the least as they ease COVID-19 restrictions. See: <https://www.gov.uk/government/publications/covid-19-national-framework-for-prison-regimes-and-services>

**Reverse cohort unit (RCU)**

Unit where newly arrived prisoners are held in quarantine for between seven and 10 days.

**Secure video calling**

A system commissioned by HM Prison and Probation Service (HMPPS) which requires users to download an app to their phone or computer. Before a visit can be booked, users must upload valid ID.

**Social care package**

A level of personal care to address needs identified following a social needs assessment undertaken by the local authority (i.e. assistance with washing, bathing, toileting, activities of daily living etc, but not medical care).

**Time out of cell**

Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

## **Appendix III Further resources**

Some further resources that should be read alongside this report are published on the HMI Prisons website. For this report, these are (delete as required):

### **Prison population profile**

We request a population profile from each prison as part of the information we gather during our inspection. We have published this breakdown on our website.

### **Prisoner survey methodology and results**

A representative survey of prisoners is carried out at the start of every inspection, the results of which contribute to the evidence base for the inspection. A document with information about the methodology and the survey, and comparator documents showing the results of the survey, are published alongside the report on our website.



Crown copyright 2021

This publication, excluding logos, is licensed under the terms of the Open Government Licence v3.0 except where otherwise stated. To view this licence, visit [nationalarchives.gov.uk/doc/open-government-licence/version/3](http://nationalarchives.gov.uk/doc/open-government-licence/version/3) or write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

Where we have identified any third party copyright information you will need to obtain permission from the copyright holders concerned.

Any enquiries regarding this publication should be sent to us at the address below or: [hmiprisons.enquiries@hmiprisons.gsi.gov.uk](mailto:hmiprisons.enquiries@hmiprisons.gsi.gov.uk)

This publication is available for download at: <http://www.justiceinspectors.gov.uk/hmiprisons/>

Printed and published by:  
Her Majesty's Inspectorate of Prisons  
3rd floor  
10 South Colonnade  
Canary Wharf  
London  
E14 4PU  
England

All images copyright of HM Inspectorate of Prisons unless otherwise stated.