



Report on an unannounced inspection of

HMP/YOI Hatfield

by HM Chief Inspector of Prisons

15–25 July 2024



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Introduction

Located in South Yorkshire and comprising two elements, the main site and 'The Lakes' facility a few miles away, Hatfield is an open prison with space for just under 360 adult men. We last inspected it five years ago when we assessed outcomes for prisoners as good, our highest assessment, against all four of our healthy prison tests. At a time when there is much criticism of the prison system, it is pleasing to report that Hatfield has maintained those standards and arguably surpassed them. For the second inspection in a row, we found outcomes against all of our tests to be good, an impressive achievement for a men's prison.

A very safe place with hardly any violence or self-harm, the success of Hatfield is predicated on good relationships, respect, and the sense of purpose and opportunity engendered by a meaningful prison regime. A third of the men were working out of the prison on temporary release each day. The governor and his team had worked very hard to build partnerships with a range of local and national businesses which gave prisoners real employment opportunities. An important element of this was the capacity of these business partners to offer sustained employment following release. There was tangible commitment by staff to the governor's vision and the response from prisoners was impressive.

Employment was at the heart of the prison's success, but this focus was supported by elements such as meaningful offender management and work to reduce risk. Public protection arrangements were robust and most prisoners were discharged with somewhere to live. There was excellent support for families and a very energetic reading strategy. Since our last inspection, the promotion of equality had improved and there was ongoing investment in the prison's accommodation, impressively evidenced by the new D wing.

In this report we describe the excellent culture we saw at this prison, the optimism among the prisoner population and the genuine team ethos. This does not happen by accident. Hatfield's purpose is to resettle prisoners. The governor had ensured that everyone understood that, and that they were working toward that shared goal. He and his team should be congratulated for what they were achieving.

Charlie Taylor

HM Chief Inspector of Prisons
August 2024

What needs to improve at HMP/YOI Hatfield

During this inspection we identified no priority concerns. However, there were two key concerns which require attention by leaders and managers.

Leaders should make sure that the concerns identified here are addressed and that progress is tracked through a plan which sets out how and when the concerns will be resolved. The plan should be provided to HMI Prisons.

Key concerns

1. **Communal toilets and showers were stained and grubby.** A refurbishment programme had recently started on the main site, but funding had not been secured to complete work on A and C wings or to address poor conditions at The Lakes site.
2. **Prisoners attending education and industries workshops were not being helped to understand fundamental British values or the risks of radicalisation and extremism.**

About HMP/YOI Hatfield

Task of the prison

Hatfield is a category D open male prison for adults and young adults in Doncaster, South Yorkshire.

Certified normal accommodation and operational capacity (see Glossary) as reported by the prison during the inspection

Prisoners held at the time of inspection: 353

Baseline certified normal capacity: 358

In-use certified normal capacity: 358

Operational capacity: 358

Population of the prison

The prison is split between two sites: The Lakes has a capacity for 112 prisoners and the main site holds 246.

- 33% of prisoners from black and minority ethnic backgrounds.
- An average of 29 prisoners released into the community each month.
- 74% of prisoners access release on temporary licence (ROTL).
- A third of prisoners in employment in the community.
- 70% of prisoners were released with sustainable accommodation during 2023-24.
- 92% of prisoners had secured employment six months after release during 2023-24.

Prison status (public or private) and key providers

Public

Physical health provider: Practice Plus Group

Mental health provider: Practice Plus Group

Substance misuse treatment provider: Practice Plus Group

Dental health provider: Time for Teeth

Prison education framework provider: Novus

Escort contractor: GEOAmev

Prison group

Yorkshire

Prison Group Director

Matt Spencer

Brief history

HMP/YOI Hatfield was formerly part of HMP Moorland. In April 2014, Hatfield officially separated from Moorland and then took over The Lakes site (formerly I wing, HMP Lindholme) in 2015. The two sites are three miles apart. The Lakes site is used to accommodate all new arrivals for an initial period of around three months until they are risk assessed to progress to the main site, where they can apply for paid work in the community.

Short description of residential unitsMain site

A, B, C units – each unit provides 20 rooms per landing across three floors.

D unit – accommodates 60 prisoners across two floors.

F unit – a self-contained unit that provides independent living for six prisoners.

The Lakes

G and H units – accommodate 56 prisoners each in large double rooms.

Name of governor and date in post

Mick Mills, August 2019

Changes of governor since the last inspection

No change

Independent Monitoring Board chair

Susan March

Date of last inspection

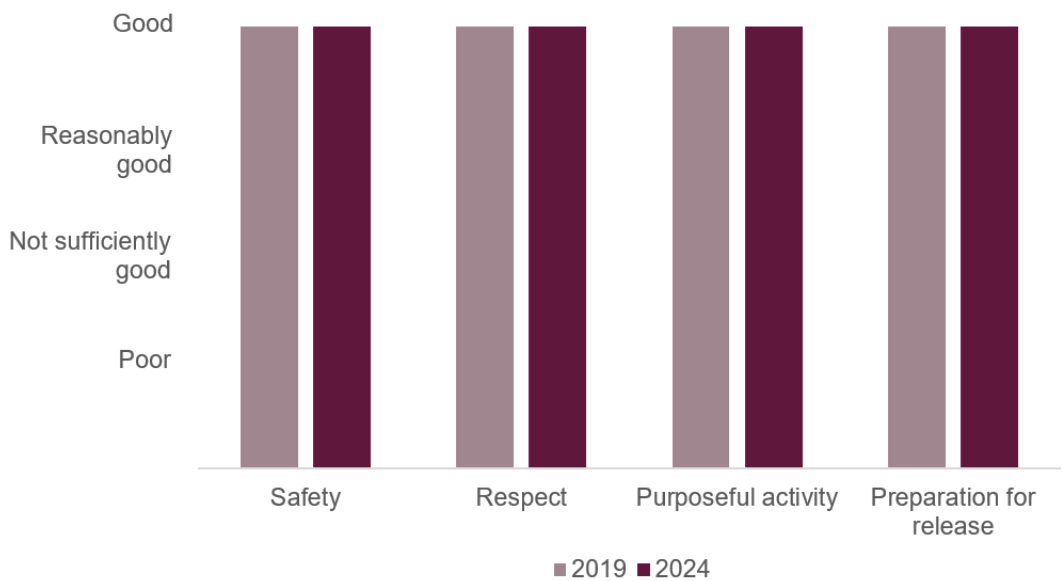
5–16 August 2019

Section 1 Summary of key findings

Outcomes for prisoners

- 1.1 We assess outcomes for prisoners against four healthy prison tests: safety, respect, purposeful activity, and preparation for release (see Appendix I for more information about the tests). We also include a commentary on leadership in the prison (see Section 2).
- 1.2 At this inspection of HMP/YOI Hatfield, we found that outcomes for prisoners were:
 - good for safety
 - good for respect
 - good for purposeful activity
 - good for preparation for release.
- 1.3 We last inspected HMP/YOI Hatfield in 2019. Figure 1 shows how outcomes for prisoners have changed since the last inspection.

Figure 1: HMP/YOI Hatfield healthy prison outcomes 2019 and 2024



Progress on key concerns and recommendations from the full inspection

- 1.4 At our last inspection in 2019 we made 15 recommendations, three of which were about areas of key concern. The prison fully accepted 10 of the recommendations and partially (or subject to resources) accepted two. It rejected two of the recommendations. The prison did not include a response to one of the recommendations in their action plan.

- 1.5 At this inspection we found that all our recommendations about areas of key concern had been achieved. Of all 15 recommendations from the last inspection only three in the area of respect had not been achieved. For a full list of the progress against the recommendations, please see Section 7.

Notable positive practice

- 1.6 We define notable positive practice as:

Evidence of our expectations being met to deliver particularly good outcomes for prisoners, and/or particularly original or creative approaches to problem solving.

- 1.7 Inspectors found eight examples of notable positive practice during this inspection, which other prisons may be able to learn from or replicate. Unless otherwise specified, these examples are not formally evaluated, are a snapshot in time and may not be suitable for other establishments. They show some of the ways our expectations might be met, but are by no means the only way.

Examples of notable positive practice

a)	In our survey, 78% of prisoners said their experiences at Hatfield had made them less likely to offend in the future. Leaders had set out a clear vision that staff understood, and excellent partnership and teamwork enabled them to realise their ambition to reduce reoffending through employment on release. Most departments operated an open-door policy, which gave prisoners easy access to resolve problems and put plans in place for their release.	See paragraphs 2.2, 2.3, 4.22, 6.8, 6.12
b)	The use of exit surveys to gather information when prisoners left the prison helped leaders to understand the issues that affected prisoners, including how safe they had felt. This information was used to inform the monthly security meeting and decisions on any emerging threats to safety in the prison.	See paragraph 3.15
c)	D wing, a brand-new purpose-built unit, provided some of the best accommodation in the prison estate. The unit was bright and comfortable with excellent communal facilities, and rooms with in-cell telephones and individual shower rooms. The opportunity to progress to the unit was an encouragement to prisoners to engage with their sentence plan, as those working in the community were prioritised for a room.	See paragraph 4.6
d)	Leaders had implemented an effective strategy promoting reading as a skill for employment, well-being and leisure. There were reading stations	See paragraphs 5.4, 5.24, 6.6

	across the site, books were freely available, most prisoners we spoke to were engaged with reading books, and the 'raising readers' scheme enabled fathers to send a book to their children to share through reading together over the phone or during visits. The few prisoners with low-level reading skills accessed specific reading intervention support through Shannon Trust and library staff and neurodiversity managers.	
e)	Leaders worked very closely with relevant stakeholders, including the local employment advisory board, and used local labour market information and accurate skills analysis of the prisoner population to design an effective curriculum. As a result, prisoners were very well prepared for the workplace; a third could access good-quality work with reputable employers in the community through release on temporary licence (ROTL), and a very high proportion remained in employment six months after their release.	See paragraphs 5.11, 6.28, 6.29, 6.34
f)	Leaders and managers had developed excellent relationships with employers who provided good-quality jobs for prisoners in the community. Prisoners were able to access training in the workplace that helped them to gain promotion or move into specialist positions - for example, some completed accredited training to qualify as health and safety specialists with their employer.	See paragraphs 5.17, 5.18
g)	A weekly ROTL surgery for high-risk prisoners helped them to fully understand the process, which in turn managed their expectations well.	See paragraph 6.14
h)	The employment hub provided an excellent resource for prisoners, including resettlement support and job opportunities. The prison worked with a wide range of resettlement partners.	See paragraph 6.29

Section 2 Leadership

Leaders provide the direction, encouragement and resources to enable good outcomes for prisoners. (For definition of leaders, see Glossary.)

- 2.1 Good leadership helps to drive improvement and should result in better outcomes for prisoners. This narrative is based on our assessment of the quality of leadership with evidence drawn from sources including the self-assessment report, discussions with stakeholders, and observations made during the inspection. It does not result in a score.
- 2.2 Hatfield was fulfilling its purpose to resettle prisoners into the community. Leaders had a clear vision aimed at giving every prisoner the hope and opportunities needed to improve their prospects on release. Staff at every level understood the governor's ambitions and their role in delivering the objectives, all of which was clearly articulated in the prison's self-assessment report and business plan.
- 2.3 The drive, energy and compassion demonstrated by the governor inspired and motivated the senior team. A commitment to and pride in Hatfield cascaded through every level of management to the wider staff group. Good leadership had engendered a strong team ethos with effective partnership working across the prison and with the community. Both the HMI Prisons and the HM Prison and Probation Service staff surveys demonstrated high morale and excellent staff engagement.
- 2.4 Leaders had developed further the positive culture we found at the last inspection. They had set and enforced clear rules and boundaries, which created a safe and stable environment. They were also responsive to individual prisoner needs, providing support to those who were struggling in open conditions.
- 2.5 Leaders had prioritised employment as a means of reducing reoffending. Effective networking and negotiation had enabled them to secure and retain meaningful work placements for a third of the population with reputable national companies who were also committed to providing prisoners with employment after release.
- 2.6 Prisoners articulated genuine optimism about their own prospects because of the opportunities available to them at Hatfield. They recognised that their potential to earn decent wages would also improve their life on release.
- 2.7 HMPPS leaders had made significant investment in the prison to replace some dilapidated accommodation and facilities. Funding had been secured to make further much-needed improvements, although no money had been committed to replace the poor shower facilities at The Lakes site or improve prisoner access to telephones.

- 2.8 Leaders were visible and approachable, but needed to spend more time at The Lakes to understand and improve the experiences of the prisoners and staff there.
- 2.9 Leaders had taken our previous inspection concerns seriously, making improvements in important areas such as the prisoner's early days and work to ensure fair treatment. They had addressed 12 out of the 15 key concerns we raised at the last inspection. The established and experienced senior team were proactive, receptive to feedback and keen to continue driving improvements at the prison.

Section 3 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.

- 3.1 A proactive offender management team had devised and disseminated a well-presented information booklet to the main prisons who transferred prisoners to Hatfield. This helped to structure the expectations of new arrivals and informed them about what Hatfield could offer. Prisoners understood and accepted that there would be a requirement to remain at The Lakes annex for an assessment period of around three months before progressing to the main Hatfield site. They knew that they could then access a range of education and work and release on temporary licence (ROTL) to see their families and potentially secure paid employment with a wide range of reputable businesses, many of whom could provide them with work on release. This clearly defined pathway supported the prison's vision to provide all prisoners with hope and opportunity and encouraged positive behaviour from the start.
- 3.2 Most prisoners arrived on transport operated by the national prisoner escort contractors (PECS). There were also many examples of Hatfield leaders using their own prison vehicles to collect prisoners waiting for transfer to avoid delays when PECS vans were not available.
- 3.3 The reception area at The Lakes was small but well maintained and stocked with relevant information. Reception procedures, such as property checks, were completed promptly and now included a private interview for all new arrivals. This was completed by experienced custodial managers who identified any initial risks, such as concerns about safety. They clearly explained the prison's expectations for standards of behaviour and local rules. Prisoners were offered the option of a reception grocery pack and could also place a full order with the prison shop within seven days, although for most this was often much sooner (see paragraph 4.21).
- 3.4 New arrivals we spoke to were positive about their introduction to Hatfield, and in our survey, 96% said they were treated well by reception staff. A prisoner peer supporter attended reception daily, through ROTL from the Hatfield main site. They supported new arrivals, providing a tour of the grounds and explaining life at both The Lakes and the main site from a prisoner's perspective.

- 3.5 Prisoners were located to large double rooms on G and H wings at The Lakes (see paragraph 4.9). Rooms were generally clean, and prisoners had access to appropriate cleaning materials and equipment to maintain standards. Some accommodation at The Lakes site had been infested with bed bugs, but leaders were taking action to address this (see paragraph 4.13).
- 3.6 Residential staff conducted appropriate checks on new arrivals, taking a sensible approach to locating them together in double cells. They also gave a short presentation to reinforce key messages and information provided by staff and peer supporters during the reception phase.
- 3.7 The induction programme started on the first working day following arrival and covered the main topics of interest to prisoners. The content structured prisoners' expectations effectively, incentivising their engagement and behaviour by clearly setting out the sequence of progression from The Lakes to the main site and then into paid work in the community.

Promoting positive 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

- 3.8 Hatfield was a safe prison with exceptionally low rates of violence. In the previous 12 months, there had been no staff assaults and just two assaults on prisoners, which was lower than at our last inspection and low compared with other open prisons. Prisoner perceptions of safety were also very good; in our survey, only 4% said that they had felt unsafe during their time at Hatfield, compared with 16% at our last inspection and 20% in other open prisons we had recently inspected.
- 3.9 Prisoners told us that there were many reasons for them to behave and engage with the regime at Hatfield. The culture was supportive, and they were treated with respect by staff and leaders. ROTL to see family and loved ones was a significant incentive, as were the many opportunities for prisoners to carry out their sentence and release plans, including well-paid work in the community before and after release. Prisoners valued these opportunities and did not want to lose them.
- 3.10 Leaders had set clear and consistent boundaries on poor behaviour, and every prisoner we spoke to was aware of them and acknowledged that they created a safer prison. Leaders understood that violence and drugs presented a significant threat in an open prison and took an appropriately uncompromising line with those involved, returning them

to closed conditions in most cases. In the year to March 2024, 108 prisoners had been returned to closed conditions.

- 3.11 Leaders advertised this response as a zero-tolerance policy, which potentially limited their ability to use appropriate discretion in individual cases. This stance also made some prisoners vulnerable to being bullied to hold illicit items, like mobile phones, which increased anxiety for some. Leaders had used some discretion in a small number of cases where minor rules had been breached. In such cases, prisoners were returned to the more secure Lake site for a period of re-evaluation (often 12 weeks), returning to the main site if they had rebuilt trust and met the reasonable behavioural standards required.
- 3.12 Oversight of violence reduction and anti-bullying procedures were good; every incident was investigated by the safety officer, who had a good knowledge of the prisoner population and their individual circumstances. When appropriate, challenge, support and intervention plans (CSIPs, see Glossary) were opened to manage prisoners involved in violence. None were open at the time of the inspection, but the historical files we reviewed demonstrated good-quality and specific plans for both victims and perpetrators; the actions in these plans were meaningful and were monitored regularly.
- 3.13 A monthly joint safety and security meeting provided leaders with a good oversight of the prison's key threats. There was also a fortnightly safety intervention meeting (SIM) to manage the individual cases of prisoners who needed support, which ensured that appropriate actions were progressed.
- 3.14 In the previous year, there had only been one abscond (a prisoner who either failed to return to prison following an authorised absence on ROTL or one who left without permission, as there was no fence). Indeed, there had been very few since our last inspection, which indicated that prisoners were invested in and valued the opportunities available to them at Hatfield.
- 3.15 Most prisoners had exit surveys on leaving the prison, which enabled leaders to ask questions about subjects that they might not have wanted to discuss while in custody. The responses provided leaders with a good insight into how safe prisoners felt and what concerned them most during their time in Hatfield. The data were collated and shared at the monthly meeting and was an effective method of managing risk.

Adjudications

- 3.16 There had been 251 adjudications in the previous 12 months, which was higher than at our last inspection. Most charges were for more serious breaches of the prison rules, for example ROTL failures where a prisoner broke the conditions in his licence, or mandatory drug test failures.

- 3.17 Leaders reviewed trends in offending at quarterly adjudication standardisation meetings and assessed the consistency of punishments given to make sure the system was fair and transparent. The quality of inquiry in the selection of adjudications we looked at was good, and helped by rigorous quality assurance in which the deputy governor viewed a sample of records from hearings and provided feedback and learning points to adjudicators.

Use of force

- 3.18 The use of force by staff was very low, with two uses of handcuffs in the previous year - both were to reduce the prisoner's risk of escape while being returned to closed conditions. No other restraint had been used.
- 3.19 Oversight of force was generally good; both incidents were scrutinised and had been recorded on body-worn cameras. Force was discussed as part of the monthly security meeting and staff training was given priority. Staff carried the incapacitant spray PAVA but only on night duty, in accordance with open prison protocols; it had never been deployed.
- 3.20 There were enough body-worn video cameras for all officers to carry one, but not all did so. In one instance, due to a clerical error the footage of a restraint had not been retained for the required time, which meant subsequent independent visual scrutiny was not possible.

Segregation

- 3.21 There was no segregation unit at Hatfield. Prisoners who had contravened prison rules could be returned to The Lakes site, which was more secure, but they could still access the regime available there while they were being reassessed. Prisoners who were assessed to return to closed conditions were moved swiftly, usually to the category C prison they originally came from.

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 misuse and effective drug supply reduction measures are in place.

- 3.22 Security procedures were mostly proportionate to the risks posed in the open estate. Leaders in the security department worked well with other functional heads to reduce or manage identified risks, which helped to maximise the opportunities available for the prisoner population.
- 3.23 Information reports were processed swiftly and the prison benefited from regular visits from the Yorkshire area search team and drug detection dogs.

- 3.24 The monthly security meeting was well attended, comprehensive and included most elements of the safety function, such as violence reduction and self-harm. A monthly local tactical assessment graded individual threats to the security of the prison, such as mobile phones and drugs, and leaders provided examples of successful action to reduce the threat.
- 3.25 There was a good drug supply reduction policy and all the agencies involved, including the substance misuse provider, met regularly and worked closely together. The number of positive random drug test results had reduced since our last visit, from 6% to 4.15%. Through good links with the local police and other external stakeholders, leaders were informed about the type of drugs being used in the community, which was particularly relevant given the number of prisoners who went out on ROTL locally.

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

- 3.26 There had been no self-inflicted deaths since 2015, and no reported incidents of self-harm since November 2020. The positive culture of the prison, supportive staff and opportunities to progress gave prisoners hope and promoted well-being.
- 3.27 There had been just two assessment, care in custody and teamwork (ACCT) case management documents opened in the previous 12 months for at-risk prisoners, both of which were only open for a short time to make sure there were appropriate safeguards.
- 3.28 Leaders were sighted on the need for staff to maintain appropriate skills in identifying and supporting prisoners in distress, and staff had regular training. There were also effective information-sharing protocols between departments, such as reception, residence, safety and the offender management team, to identify and support those with a history of self-harm.
- 3.29 While the prison had no formal training scheme for new Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners), those with previous experience were identified during induction and continued with their Listening duties at both The Lakes and Hatfield. The Listeners were well supported and received regular visits from the Samaritans, and also had good access to the experienced safer custody officer, who was visible across both sites.

- 3.30 Leaders had also developed ties with Andy's Man Club, a men's suicide prevention charity offering peer-to-peer support groups to reduce the stigma of mental ill health. A promising new peer-led 'Hatfield's man club' was held weekly on both sites, providing an opportunity for prisoners to talk in confidence with their peers and share their concerns and experiences.

Protection of adults at risk (see Glossary)

- 3.31 Safeguarding procedures were overseen by the head of residence and safety, who maintained links with the Doncaster Safeguarding Adults Board. There was an up-to-date policy that included easy-to-follow processes for staff if safeguarding concerns were identified. There were also community concern forms for prisoners to raise any concerns about their peers with staff. While there had been no completed forms or referrals to the safeguarding adults board in the last year, records of meetings, such as the SIM (see paragraph 3.13), evidenced that identified prisoners of concern were managed appropriately.

Section 4 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.

- 4.1 Relationships between staff and prisoners remained a strength. The interactions we observed, and recorded case notes, supported the prison's ethos to encourage hope and motivate prisoners to take the opportunities available to them.
- 4.2 In our survey, far more respondents than at similar prisons said that staff treated them with respect (92% against 82%). It was notable that throughout our inspection no prisoners spoke negatively about any staff. Prison records also showed that there had been only one complaint in the previous 12 months that related to poor attitude by a member of staff.
- 4.3 Residential staff were the named officers for caseloads of about 20 prisoners each; their role was to provide support and maintain regular contact with their allocated prisoners, adding a monthly update to the prisoner's record. As a third of prisoners at the main site worked in the community, some on shift work, the contact that could realistically be maintained was limited. However, most prisoners had regular and meaningful contact with their prison offender manager (POM, see Glossary and paragraph 6.15), which was impressive. In addition, prisoners had regular contact with staff in other departments, including industries and education, and staff from those areas added helpful case notes. All staff we spoke to had good knowledge of the prisoners they were working with.
- 4.4 Some prisoners volunteered to support their peers in a variety of roles. This worked well in work on early days (see paragraph 3.4) and to ensure fair treatment (see paragraph 4.31). We saw many prisoners visiting the full-time prisoner information desk workers for advice and help on employment, education and offender management unit (OMU) matters. The prison also had several trained Listeners to support fellow prisoners who were feeling down or at risk of self-harm (see paragraph 3.29). Many of the peer workers, however, did not have a clear job description or regular supervision from staff. Leaders acknowledged that the use of peer work could be expanded further.

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

- 4.5 The external areas of the main site was tended by prisoners employed in the gardens party, and provided green spaces and trees in which prisoners could move around. The gardens at The Lakes site were particularly conducive to well-being with bright, well-maintained flower beds.



Flower beds at The Lakes



Outside area at The Lakes

- 4.6 There had been significant investment to replace the poorest-quality accommodation that we had criticised at the last inspection. A new unit, D wing, provided bright and comfortable accommodation with carpeted landings, excellent communal facilities, and rooms with in-cell telephones and en suite shower rooms. The conditions for the 60 prisoners who lived there were among the best we have seen, and many prisoners were motivated to progress into a paid job in the community, as outworkers were prioritised for a room on D wing.



D wing



D wing landing (left) and room

- 4.7 Rooms and corridors on the older units on the main site (A, B and C wings) were generally clean and many prisoners had personalised their rooms. All prisoners lived in single rooms and were never locked in but had their own keys to secure their belongings while they were away (see paragraph 5.1).



Room on A wing

- 4.8 F unit housed six prisoners who had served long sentences and were trusted to live there without continuous staff supervision. It was quiet

and comfortable, and provided basic facilities to enable occupants to practise independent living skills, although there was scope to improve this accommodation to incentivise other prisoners.



F wing exterior (left) and communal room

- 4.9 Before prisoners could progress to the better accommodation at Hatfield's main site, they usually spent around three months living at The Lakes. Here they shared double rooms that were spacious and which they personalised to make them comfortable. Although the rooms were large, they lacked adequate storage.



Room on H wing

- 4.10 Other than on D wing, prisoners at both sites had to use communal toilets and shower facilities, which were stained and grubby. The facilities at The Lakes were particularly poor; during the inspection, we found a shower stall where the ceiling had recently collapsed due to

damp. A refurbishment programme had commenced on B wing and was improving facilities there, but funding had not been secured to complete all the work necessary across both sites.



Shower with collapsed ceiling (left) and stained, leaking, smelly urinal on G wing

- 4.11 All wings had association areas furnished with sofas and recreational equipment, such as pool tables. Prisoners at The Lakes and on D wing also had access to on-wing fitness and exercise equipment.



Fitness room at The Lakes

- 4.12 There were industrial laundries at both sites that were accessible and well used. Additional laundry rooms on A, F and D wings meant that prisoners could wash their clothes at a time to suit their work pattern or regime. The facility on A wing was shared with B and C wings, which led to queues.

- 4.13 Leaders were taking appropriate action to deal with an infestation of bed bugs at The Lakes, although this remained an ongoing problem and caused anxiety for some prisoners.

Residential services

- 4.14 The prison kitchen offered a varied menu and much of the food was made fresh on site, including bread and pizzas. Prisoners on the main site could have hot food three times a day. The prison made appropriate arrangements for those who worked in the community. The menu at The Lakes was the same as on the main site, except that prisoners were only provided with cereal for breakfast and were unable to supplement this small meal with toast.



Main kitchen

- 4.15 Most prisoners we spoke to were especially positive about meals at the weekend, which included a cooked breakfast and roast dinner. Prisoners at The Lakes were more positive than those on the main site about the quality and quality of food, most of which was made on the day it was served. Many prisoners on the main site told us that their meals often included items left over from the previous days. Kitchen staff told us this only happened with items that were safe to freeze and reheat, but prisoners were not aware of this.
- 4.16 There had been regular meetings with a small number of prisoners to discuss the menu, but leaders were unable to point to any changes that had been made as a result.
- 4.17 Food was often at the centre of celebratory events through the year. The kitchen also offered themed menu choices monthly. There

was a large hall at each site where prisoners could eat communally if they wanted to.



Communal dining room

- 4.18 Prisoners who worked in the kitchen completed a level 2 qualification in food hygiene, but there was no provision to achieve higher qualifications for those who wished to follow a career in catering.
- 4.19 On all wings on the main site, prisoners had access to microwaves, toasters and air fryers, together with fridges and freezers to store items bought from the prison shop. There was good separation of equipment for the preparation of both Halal and non-Halal food.



Self-cook (Halal) area on A wing

- 4.20 Provision was more limited at The Lakes and prisoners there were frustrated by the lack of fridges and freezers to store cold items bought in the prison shop.



Self-cook area H wing

- 4.21 The prison shop service was managed well, and prisoners could make their first purchase relatively soon after arrival (see paragraph 3.3). The prison had recently introduced monthly meetings between managers and prisoners to discuss what products should be available on the shop list. A long-standing complaint about the lack of adequate products for ethnic minority prisoners had recently been addressed.

Prisoner consultation, applications and redress

- 4.22 Much of the consultation with prisoners at Hatfield was informal. The residential manager had an office on C wing, and prisoners on the main site said the ability to move around freely meant they could raise concerns with managers. Most departments operated an 'open-door' policy, which meant prisoners could get responses to issues quickly and efficiently.
- 4.23 In our survey, far fewer respondents from The Lakes than the main site, 31% against 69%, said they could speak to managers if they wanted to, and prisoners here had more limited access to key departments. Leaders had plans to improve leadership visibility at The

Lakes so that prisoners and staff could raise issues and make suggestions.

- 4.24 Good relationships and informal lines of communication meant that leaders had an understanding of the issues that affected prisoners. However, formal consultation was less effective. Many prisoners did not know their wing representatives or that there was a prison council. Those who were aware of this meeting, including some representatives, felt that suggestions took too long to be dealt with or were dismissed.
- 4.25 Many prisoners said they had little need to use the formal applications system as they could visit departments to resolve issues themselves. The prison did not track data on the applications system, but prisoners we spoke to and those who completed our survey were broadly positive about it.
- 4.26 In the previous year, prisoners had submitted on average 12 complaints a month about matters that related to Hatfield, which was low compared with similar prisons. Complaints were well managed and almost all were dealt with on time. In our survey, far more respondents than last time said that complaints were dealt with fairly (69% against 37%). Muslim prisoners had poorer perceptions about the fairness of the scheme than non-Muslims – only 30% against 84% thought it was fair – but we were unable to conclude why this was during the inspection visit.
- 4.27 Data about complaints were reviewed at the monthly performance meeting. Leaders were aware of a perception among prisoners that people who made complaints would be returned to closed conditions. To address this, they regularly shared data with prisoners to show that very few of those returned to closed conditions had made a complaint. More recently, they had issued a questionnaire about complaints, although the response rate was very poor.
- 4.28 Most complaints were subject to quality assurance from managers, who had identified some weaknesses in responses and taken action to address them. Recent responses had improved as a result, including giving prisoners information about possible next steps if they were not satisfied with conclusions.

Fair treatment and inclusion

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 Glossary), or those who may be at risk of discrimination or unequal treatment, are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and rehabilitation.

- 4.29 In response to our criticisms at the last inspection, a review of the equality strategy had produced a vision and pathway to encourage fair treatment for all prisoners. This was led by the deputy governor and a team of managers and prisoners who monitored outcomes aimed at promoting a respectful culture and environment for all.
- 4.30 Our prisoner survey indicated that the perceptions of prisoners with protected characteristics were generally very similar to other prisoners. In discussions with ethnic minority prisoners, most said there were no disparities in their treatment, which was in stark contrast to the perceptions held by these prisoners at the last inspection.
- 4.31 Consultation with protected groups was regular and routine, and prisoners now had a voice in matters that affected them. Peer workers played an integral role within the equality team and participated in the many prisoner forums for protected groups, confident in their ability to raise concerns and influence decisions that affected their daily lives.
- 4.32 Leaders made good use of data to respond dynamically to any indication of inequality. Investigations into disproportionate outcomes were swift and helped leaders to understand and rectify unfair treatment.
- 4.33 Only four discrimination incident reporting forms (DIRFs) had been submitted during 2024. We reviewed all of these and the responses from leaders were polite and demonstrated good investigation into the complaints made. Where complaints were upheld, the issues raised were quickly rectified. The deputy governor reviewed all responses to make sure they were of sufficient quality.
- 4.34 Support for prisoners with protected characteristics who had additional needs was provided case by case, and reasonable adjustments had been made where necessary. The prison's capacity to support physically disabled prisoners had recently improved with the opening of new accommodation on D wing and the ongoing refurbishment of the older wings. For example, a prisoner at The Lakes with a physical disability was transferred to a single adapted cell on D wing, which was much more suitable to meet his needs. However, this prisoner did not have formal support to help him manage his day-to-day routines, and there was, for example, still no formal 'Buddy' scheme' (see paragraph 4.66).

- 4.35 There was one transgender prisoner at the time of the inspection. The prison had held regular meetings with her to make sure her needs were met, including access to women's products and clothing. Despite this, she did not yet feel comfortable enough to live openly as a woman, except within the privacy of her own room and on home leave.
- 4.36 The demographics of the population were changing and there were now more younger prisoners at the prison. Leaders were aware of this but were yet to introduce any specific measures to help staff understand and support the needs and behaviours of younger prisoners. There were only a few prisoners over the age of 55 and most were still engaged in external work. The prison offered a range of age-appropriate recreation activities.

Faith and religion

- 4.37 The chaplaincy provision met the needs of most faith groups. A team of part-time ministers offered worship and faith-based classes throughout the week. Faith facilities at both sites were basic and small, and the larger faith groups had to worship in the visits room. However, work on a purpose-built multi-faith room at the main site was due to start.
- 4.38 In conjunction with the equality team, a wide range of religious festivals were celebrated throughout the year, often well supported by other functions in the prison.

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.

- 4.39 The inspection of health services was jointly undertaken by the Care Quality Commission (CQC) and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The CQC found there were no breaches of the relevant regulations.

Strategy, clinical governance and partnerships

- 4.40 NHS England (NHSE) commissioned Practice Plus Group Health and Rehabilitation Services (PPG) to provide health services and Time for Teeth delivered dental services. NHSE monitored the contracts effectively through quality assurance visits, regular meetings and analysis of requested data. A new health needs analysis had recently been completed and the service was commencing an action plan to address the highlighted recommendations.
- 4.41 Partnership working between the prison, commissioners and the health providers was a strength, and they worked collaboratively to provide a patient-centred service. There was regular dialogue between established meetings, and relationships were proactive and solution-

focused with opportunities taken together to review and enhance the service, which was positive.

- 4.42 The prison health operational group, partnership board meetings and local integrated quality assurance and improvement meetings met regularly and gave strategic oversight of the service.
- 4.43 The head of health care provided clear leadership; she also managed health facilities at HMP Moorland and had used some managerial and clinical resources from there to further enhance and support services at Hatfield. The small clinical team rostered to work between the main site at Hatfield and The Lakes were conscientious and provided a caring and compassionate service, which we observed throughout the inspection.
- 4.44 The quality of and prisoner access to health services were good, and in our survey, 76% of prisoners said the quality of health services was good. However, a few prisoners who worked shifts in the community had longer waits for some services, such as the dentist and allied health professionals.
- 4.45 The service was not provided over 24 hours. The team were on site from 7.30am to 5.30pm every weekday and cover had increased from just the morning to 5.30pm at weekends as well. This was following an increase in population, which warranted these additional hours and an increase in staff. A nurse and health care assistant were due to commence.
- 4.46 Health staff were in-date with mandatory training and had access to professional development opportunities with good uptake. There was regular supervision and all staff had up-to-date appraisals. Staff we spoke to understood their safeguarding responsibilities.
- 4.47 There was thorough investigation of all adverse clinical incidents, including the recommendations from Prisons and Probation Ombudsman reports, and lessons learned were shared with staff. Results from the rolling programme of clinical audits helped to improve the service.
- 4.48 The health centre at the main site had sufficient space to provide a range of services, and clinical rooms at both sites were clean and met infection prevention and control standards. However, at The Lakes there was no identified space for the substance misuse staff and the mental health nurse to see patients, which was a gap.
- 4.49 More robust processes were now in place to manage health care complaints. The responses we sampled were prompt, polite and addressed the concerns raised, and informed patients how to escalate their complaint if they were unhappy with the outcome.
- 4.50 All health staff used SystmOne, the electronic clinical record, and patient records were written comprehensively and in line with expected standards.

- 4.51 Registered clinical staff were trained in immediate life support and had access to suitable and regularly checked equipment, including automated external defibrillators (AEDs), although one of the bags was very heavy, which needed to be reviewed. Prison staff also had access to regularly checked AEDs, which were in good working order.

Promoting health and well-being

- 4.52 PPG had an overarching health promotion strategy but there was no local one, although there was a calendar of health promotion events that reflected national programmes. Health information posters and leaflets were available in the health care rooms as well as on the units. The service had a policy on managing outbreaks of communicable diseases and had applied this where necessary.
- 4.53 National health screening programmes, such as retinal screening and bowel cancer, were in place and data reported on and monitored. Patients had access to immunisations and vaccinations, but uptake was low despite the service running short campaigns throughout the year, as well as offering patients immunisation during appointments.
- 4.54 Barrier protection was available to patients and some sexual health testing and treatment took place on site; most patients were referred on to services in the community.
- 4.55 The service had recently achieved hepatitis C elimination by ensuring patients were tested, and those with a positive result started treatment within a specified time.
- 4.56 The health care team did not offer a quit-smoking service or nicotine replacement. Patients could purchase vapes, and some patients' notes showed that there had been discussion of quitting smoking on an individual level.

Primary care and inpatient services

- 4.57 Nurse-led clinics were available Monday to Friday with some appointments available at weekends; this was due to expand to full access once the new recruits had started. A locum GP held appointments at both The Lakes and main site; patients were seen promptly and waiting times were short. Outside of hours, prison officers or prisoners could dial 111 or 999 in an emergency.
- 4.58 Nursing staff screened new arrivals to The Lakes in a dedicated room in reception. Patients who subsequently transferred to the main site were not subject to a second screening. As part of the reception screening, staff made referrals to other services, including GP, nursing, mental health and substance misuse services. A secondary health assessment took place within seven days. There was a weekly complex care meeting attended by all disciplines, so that patients with identified health needs were prioritised.
- 4.59 Patients were seen promptly for urgent GP or nurse appointments, and routine waiting times were equivalent to the community. There was

clinical oversight of triage to make sure patients were directed to the most appropriate clinical professional.

- 4.60 The service monitored and treated patients with long-term conditions, and targets were generally met, although there had been a drop below target for some patients with long-term conditions because of recent staff annual leave. Most patients had generic care plans for their long-term condition/s. A new care plan had been introduced, which required a personalised approach. These were good, but difficult to locate on the system, which could present a problem for temporary staff less familiar with the process.
- 4.61 A range of visiting practitioners and allied health care professionals included a physiotherapist, podiatrist and optician. A few patients had long waits due to the infrequency of visits; this was particularly difficult for those who had jobs outside the prison.
- 4.62 The service was inclusive and took account of patients' individual needs and preferences. It coordinated care with other services and providers, there was a positive staff culture and teams worked well together.
- 4.63 Patients at The Lakes were transported to hospital appointments or emergency A&E attendance, while those at the main site could travel to external appointments themselves. The system to monitor and support patients attending external hospital appointments was not working effectively, which meant that some patients had experienced unnecessary delays. We raised this with the head of health care, and it was addressed immediately.

Social care

- 4.64 A memorandum of understanding provided an operational framework for social care between HMP/YOI Hatfield, Doncaster Council and PPG as the identified domiciliary social care provider. These arrangements were advertised within the prison through posters and leaflets, and any social care need was identified during initial reception screening.
- 4.65 In the last 12 months, there had been only two referrals to Doncaster Council and the assessments were conducted promptly by a social worker. An occupational therapist assessed and arranged any additional equipment, which was provided through community services or PPG. There was no one in receipt of a social care package at the time of inspection. Anyone requiring out-of-hours personal care would be transferred to a prison with 24-hour health provision.
- 4.66 There was no formalised Buddy (peer support) system to assist prisoners needing lower-level, non-personalised social care, which was a gap in provision (see paragraph 4.34).
- 4.67 If a prisoner needed social care on transfer or release, the social worker would liaise with the receiving local authority at least three months in advance to plan for this.

Mental health

- 4.68 PPG provided a mental health service delivering a stepped care model. A registered mental health nurse offered a four-day service to which patients had good access via a variety of referral methods. The service was supported by a pathway lead who attended Hatfield one day a week. If required, patients had access to psychology services based at HMP Moorland and the PPG cluster full-time psychiatrist; a registered learning disability nurse was also available.
- 4.69 Reception screening identified patients who required mental health support. Delivery was focused on The Lakes where the need was greater and which received most of the 20 to 30 referrals to the service each month.
- 4.70 Seventy-eight per cent of frontline prison staff had received mental health awareness training. The nurse supported assessment, care in custody and teamwork (ACCT) and safer custody processes effectively, although demand was very low.
- 4.71 The service was responsive and active in seeing referrals within routine and urgent access parameters. In the event of an urgent referral or crisis intervention outside service hours, there was access to the seven-day mental health service at HMP Moorland. However, if a patient became acutely unwell or required enhanced support, a transfer back to closed conditions was usually required to ensure safety.
- 4.72 There was evidence of regular reviews for patients prescribed antipsychotic medication, and physical health checks for any patient on antipsychotic medication were completed when required. The psychiatrist reviewed the most complex patients and provided specialist prescribing.
- 4.73 A weekly multidisciplinary team meeting was held at Moorland, attended by the nurse, which provided good support and oversight for complex patients at Hatfield. The nurse and recovery worker met regularly to discuss joint care and treatment needs.
- 4.74 The nurse was supporting four patients on a caseload and delivered a variety of one-to-one interventions when required. At the time of the inspection, there were no patients under the care programme approach and there had been no transfers under the Mental Health Act since our last inspection.
- 4.75 There was effective health care release planning with good links to community services to ensure continuity of treatment when required.

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

- 4.76 The prison took a prison-wide approach to incentivised substance free living (ISFL). PPG delivered a fully integrated clinical and psychosocial substance misuse service enhanced by access to clinicians at

Moorland. The service was supported by a pathway lead who attended Hatfield one day a week.

- 4.77 Strong, established partnership working with the prison and community providers was evident. There was a clear, recently reviewed strategy to drive developments, which PPG complemented with robust governance arrangements. A weekly meeting with prison drug strategy and security leaders provided a responsive focus to developing opportunities to enhance safety. Prison staff received substance misuse training through PPG, and a steroid awareness group was delivered jointly with gym staff. Some prison officers had recently completed train-the-trainer courses to roll out training for officers to administer nasal naloxone (a drug to reverse the effects of opiate overdose), which was a promising initiative.
- 4.78 A flexible and responsive approach to clinical substance misuse treatment offered a broad range of treatment options, supporting patients moving into the community and accessing home leave. Increased prescribing of Buvidal for the treatment of opioid dependence enhanced this ethos.
- 4.79 Specialist prescribing was available on site and was enhanced via remote consultation by the GP at Moorland, where a trainee advanced clinical practitioner (ACP) also attended monthly. The trainee ACP reviewed complex patients and completed 13-week reviews, delivered jointly with the recovery worker. Nineteen patients were receiving opiate substitute treatment.
- 4.80 A full-time, highly motivated recovery worker provided an impressive, accessible psychosocial service. Delivery was focused at The Lakes, where need was greater. The worker met every new prisoner, and provided weekly drop-ins at the main site.
- 4.81 A wide range of creative and innovative interventions were delivered, including the use of art, craft and music, through one-to-one, group and peer support. A strong focus on harm reduction was embedded. Twenty-seven patients were receiving psychosocial treatment.
- 4.82 Mutual aid was available at both sites and included Alcoholics Anonymous, Narcotics Anonymous and Cocaine Anonymous. Patients at the main site accessed these in the community. A peer recovery worker had recently been introduced at The Lakes.
- 4.83 Pre-release planning was strong and began early. Prisoners were encouraged and supported to link with local services when on home leave in preparation for release. The recovery worker contacted prisoners on home leave to offer additional support, which was a helpful initiative.
- 4.84 Effective joint working with community services ensured continuity of treatment. All prisoners released received appropriate support and harm-reduction advice, including a supply of naloxone.

Medicines optimisation and pharmacy services

- 4.85 The management of medicines was safe, effective and patient-centred. Medicines were supplied efficiently from a community pharmacy and other companies on the same or next day. They were delivered directly to the health centre at each site, and the transport of controlled drugs was now more secure than at the last inspection.
- 4.86 Two experienced pharmacy technicians continued to run the pharmacy services at the two sites efficiently; they had regular supervision and told us that they felt supported. The pharmacy manager visited monthly to undertake quality checks and provide advice to patients as needed. Prisoners currently had no access to a pharmacist, but the pharmacy technicians also provided advice and guidance to them about their medicines in a competent and caring manner.
- 4.87 Medicines, including controlled drugs, were stored securely and cabinets were clean and well organised at both sites. A broken medicine cupboard at the main site was being used to store dressings rather than medicines until it was fixed, which was in hand.
- 4.88 There was a range of standard and local operating procedures and patient group directions (enabling nurses to supply and administer prescription-only medicine). An appropriate stock of emergency medication and medicines for minor ailments was held and their use was monitored effectively. There were mechanisms to make sure that the stock items were in-date. Heat-sensitive medicines were kept in refrigerators to monitor temperatures and any remedial action needed was recorded daily.
- 4.89 Nearly all medicines were given in possession, either monthly or weekly depending on the medicine, following a regularly reviewed risk assessment. Medicine reconciliation was completed promptly for new arrivals. Patients could order repeat prescriptions monthly to promote a community-style approach in preparation for release. A few patients were on supervised medicines, which were administered in a competent and caring manner.
- 4.90 There was good governance of the service. Regular regional and local medicines management meetings discussed all key issues, including medicine-related incidents and drug alerts, which were well managed. Tradeable medicines were monitored and supplied weekly only. Patients had in-cell storage facilities for their medicines, and there were regular compliance checks.
- 4.91 There was appropriate provision of medication for patients released on temporary licence (ROTL), into the community or on transfer to another prison.

Dental services and oral health

- 4.92 Time for Teeth provided a range of dental services, including standard treatments and extractions. It was commissioned to run four dental

sessions a week and four dental therapy sessions a month. The clinic had capacity to see approximately eight patients per session, depending on treatment required.

- 4.93 Before 2023, patients had to attend dental appointments at HMP Moorland, which affected staff deployment and prisoners' opportunities for work. There was now a newly built dental suite for patients at The Lakes and main sites, which had a separate decontamination room, brand-new equipment and met all infection-control standards.



Dental suite

- 4.94 The health care and dental team triaged patients, and urgent referrals were seen at the next available clinic. Pain relief and antibiotics were available as required. There was a referral pathway for patients who required extractions under general anaesthetic, as well as those with other complications not covered by dentistry. The dental nurse and therapist gave patients oral health advice.
- 4.95 Waiting times for the dentist were in line with those in the community, although a few patients had longer waits because of their external working commitments. The governor confirmed that he would liaise with employers to make sure patients who worked were not disadvantaged.

Section 5 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 Glossary) and are encouraged to engage in recreational and social activities which support their well-being and promote effective rehabilitation.

- 5.1 As Hatfield was an open prison, prisoners were not locked into cells but had keys to their own rooms and mostly free access to the sites they lived on. However, they were subject to rules on access to parts of the unit at night, with a curfew from 8pm every evening when night staff came on duty, and prisoners were locked on to their accommodation areas. They could then associate with peers until 10pm, when they were expected to return to their rooms. Prisoners were content with these rules, although it did mean they could not access the servery to prepare food after 8pm, which was a problem for some external workers who returned late after shift work.
- 5.2 Leaders maintained a strong focus on preparing prisoners for employment on release (see also paragraph 5.11). Most prisoners were allocated to some education or work, but this was not always sufficient to occupy them full-time, which led to boredom for some. Plans to introduce two further work activities would alleviate this issue (see paragraph 5.14).
- 5.3 The prison provided a range of enrichment activities, including access to spacious, well-equipped recreation areas, CV suites and various activity clubs (see paragraph 5.35). In our survey, prisoners were very positive about their access to work, association, the gym and library.
- 5.4 The reading strategy was clearly at the heart of the prison's positive culture. Driven by the governor and senior team, there were reading stations across the site. Books were freely available and most prisoners we spoke to were engaged and could talk about books they had read. There were regular literacy events throughout the year, and peer mentors were on hand to assist non-readers through the Shannon Trust literacy programme. (See also paragraph 5.24.)



Reading event

- 5.5 Prisoners had very good access to the libraries on both sites and could visit them at any time during the working day. A book ordering service delivered by peer workers was available for those who worked outside of the prison Monday to Friday. There was also a good stock of DVDs and music CDs available to borrow.
- 5.6 The library service was provided by the City of Doncaster Libraries, which meant that the stock was regularly updated, and specific books could be ordered in. There was a sufficient range of legal texts, and materials in foreign languages could be obtained depending on need.
- 5.7 Prisoners also had good access to gym facilities at both sites and could take part in at least three sessions a week. Both gyms were open for prisoners not required at work, providing there was sufficient capacity. Monitoring data showed that a high proportion of all age ranges used the facilities. In our survey, most respondents said they could access the gym at weekends, which supported the working ethos of the establishment.
- 5.8 Short courses on fitness and well-being were available to all prisoners. The PE staff also facilitated courses outside the prison, which gave prisoners the opportunity to develop skills in mountain biking and navigation.
- 5.9 There was good use of the outside facilities, with team games organised at weekends and on some evenings. The twinning project with Sheffield Wednesday Football Club (see Glossary) was still operating with four courses a year that taught participants employment skills and provided the opportunity to earn a coaching award. The

popular courses culminated with a tour of the Hillsborough stadium and a game against a local football team.



Football

Education, skills and work activities



This part of the report is written by Ofsted inspectors using Ofsted's inspection framework, available at <https://www.gov.uk/government/publications/education-inspection-framework>.

Ofsted inspects the provision of education, skills and work in custodial establishments using the same inspection framework and methodology it applies to further education and skills provision in the wider community. This covers four areas: quality of education, behaviour and attitudes, personal development and leadership and management. The findings are presented in the order of the learner journey in the establishment. Together with the areas of concern, provided in the summary section of this report, this constitutes Ofsted's assessment of what the establishment does well and what it needs to do better.

5.10 Ofsted made the following assessments about the education, skills and work provision:

Overall effectiveness: good

Quality of education: good

Behaviour and attitudes: outstanding

Personal development: good

Leadership and management: good.

- 5.11 Leaders and managers had a clear strategy for the education, skills and work (ESW) curriculum to support prisoners into sustainable employment on release. They worked very closely with the prison employment advisory board, and used analysis of prisoners' skills needs and local labour market information to provide a curriculum that developed the knowledge, skills and behaviours employers wanted, and prisoners needed, to gain and maintain employment. Consequently, a very high proportion of prisoners remained in employment six months after leaving custody (see paragraph 6.34).
- 5.12 Leaders created a positive, supportive and collaborative culture across the prison. Leaders were visible and approachable across the establishment and led by example. Staff and prisoners valued this approach highly, felt part of the community and could actively contribute to the continued development of the prison.
- 5.13 Leaders and managers had fully addressed the concerns raised at the previous inspection. Prisoners made good progress in education. Leaders and managers accurately tracked prisoners' destinations post-release to demonstrate the impact of the curriculum at Hatfield.
- 5.14 Leaders and managers ensured there were sufficient activity spaces to meet the needs of most of the prison population. No prisoners were unemployed and waiting lists were minimal. However, leaders and managers rightly recognised that industries' places at The Lakes needed to increase to ensure that the small number of prisoners in ESW on a part-time basis there were fully occupied. Plans were in place to rectify this, including the provision of a call centre facility.
- 5.15 Leaders and managers had constructed a curriculum that was ambitious and met local skills needs, such as warehousing, construction and delivery driving. Prisoners accessed education mostly at The Lakes. Prisoners could gain qualifications there in functional English and mathematics, warehousing, workplace health and safety, food safety and food allergens. Prisoners spent between eight and 12 weeks at The Lakes to prepare for work at the main Hatfield site.
- 5.16 Prisoners accessed a range of workshop activities and prison-based job roles to improve their employability skills. Prison instructors provided opportunities for prisoners to complete tasks independently wherever practicable. However, in a small number of workshops activity was not well enough planned to ensure that prisoners were always purposefully occupied.
- 5.17 Leaders and managers had formed very effective relationships with employers. They worked collaboratively with employers to recruit

prisoners into the workforce. Employers had developed confidence in the quality of candidates put forward for interview. Subsequently, the numbers of prisoners employed had increased and the roles employers offered had become more skilled. Employers reported a high conversion from interview into job starts.

- 5.18 A high proportion of prisoners accessed paid work outside of the prison as part of release on temporary licence (ROTL). Outworking for prisoners provided them with a valuable routine and a source of income. Prisoners gained useful employability skills such as in forklift truck and reach driving, where there were skills gaps nationally. Employers reported that the prisoners brought value to their company, they fitted seamlessly into the workplace and worked well with their colleagues. Prisoners were able to access training in the workplace that helped them to gain promotion or move into specialised positions. For example, prisoners could complete accredited training to qualify as health and safety specialists with their employer.



Warehouse employing prisoners externally

- 5.19 Leaders and managers had put in place an effective process for allocating prisoners to ESW swiftly. Allocations staff had an accurate overview of current vacancies and when further vacancies would become available. They used this information well to allocate prisoners quickly to their choice of ESW activity. Leaders and managers worked closely with internal partners to ensure that prisoners received appropriate advice and guidance on the opportunities available; they also made appropriate referrals to wider services, such as health care and dentistry, when necessary.
- 5.20 Leaders and managers had ensured that the prisoner local pay policy was equitable across all activities within ESW. Prisoners were not

disincentivised to attend education, and prisoners in job roles with a high level of responsibility were paid enhanced rates accordingly, such as farm shop workers and those responsible for driving and refuelling vehicles.

- 5.21 Novus, who provided education and vocational training in the prison, ensured that most teaching was effective. Teachers were knowledgeable and experienced in the topics that they taught. They sequenced learning appropriately to build on learners' knowledge and skills. In level 1 warehousing, teaching started with understanding health and safety rules and safe working practices, such as recognising risks and hazards and how to mitigate them. Teachers then moved on to explain how to handle and process goods in a warehouse so that prisoners were prepared for future roles on release. Teachers used their knowledge well to contextualise learning in both English and mathematics. For example, in mathematics teachers teaching the circumference of a circle indicated why a prisoner needed to identify the circumference when using a spanner and a socket. As a result, prisoners grasped the concept better and applied their knowledge to practical tasks. Teachers used initial assessment well to place prisoners on the correct level of English and mathematics course to enable them to achieve to the best of their ability. Most teachers presented information clearly and used assessment well to check learning, such as effective questioning to check understanding and to correct prisoners' misconceptions. Most teachers provided effective written and verbal feedback that prisoners used to improve their knowledge and skills. A high proportion of prisoners gained qualifications in English, mathematics and vocational subjects.
- 5.22 Prisoners with special educational needs were well supported in lessons. Managers screened prisoners to ascertain their needs and put suitable supportive actions in place. Prisoners with dyslexia were provided with overlays and reading rulers to help them in lessons. Prisoners with attention deficit hyperactivity disorder were permitted time out when needed, but also encouraged to build their resilience so that they could fully access learning and work.
- 5.23 Teachers deployed mentors effectively in most lessons to support prisoners with their learning. However, mentors were not deployed effectively enough in a few English and warehousing lessons. For example, in a few instances mentors completed too much of the job search activities for prisoners, which prevented prisoners from demonstrating that they understood how to do this independently.
- 5.24 Leaders and managers had implemented an effective reading strategy. Along with staff, they effectively promoted reading as a skill for employment, well-being and pleasure. Consequently, prisoners became keen readers across the establishment and discovered an interest in a wide range of genres, including sci-fi, thrillers and biographies. Leaders and managers ensured that the small number of prisoners with low-level reading skills accessed specific reading intervention support through Shannon Trust staff, library staff and neurodiversity managers. (See also paragraph 5.4.)

- 5.25 Prisoners had frequent access to digital resources. Prisoners made good use of the virtual campus (see Glossary) to complete activities such as mock driving theory tests, writing curriculum vitae, researching job opportunities and planning ROTL days. As a result, prisoners developed appropriate digital skills to support their next steps.
- 5.26 Leaders and managers had in place processes they used effectively to monitor the quality of ESW and to identify the strengths and weaknesses. However, they rightly recognised that the processes they used to assess the quality of provision in industries needed to improve further and had already planned how to address this.
- 5.27 Teaching staff benefited from helpful training and professional development to improve their pedagogical skills and subject expertise. However, instructors in industries had only recently begun to follow a 12-month programme of development and this had not had a significant impact on their training and assessment practice to date.
- 5.28 Staff were well supported with their workload and well-being. Teachers reported that although work was challenging at times, managers provided them with the support they needed. Leaders and managers ensured that cover teachers were provided with the resources they needed to teach the lessons they were covering.
- 5.29 Prisoners were very positive about their time at Hatfield. They stated that they had a clear plan of what they wanted to achieve and how to get there. This motivated prisoners to make the most of their time to train and work before their release. Prisoners had very positive attitudes to their outwork positions, and employers reported prisoners had good work ethics and were very reliable.
- 5.30 Teachers created calm learning environments which were conducive for learning. Prisoners concentrated well in lessons, and they listened to the teacher and to each other. Prisoners felt safe in ESW and reported that there were no incidents of violence or bullying.
- 5.31 Prisoners demonstrated a high level of respect for each other, staff and visitors. Prisoners were very polite, and they behaved very well in all aspects of ESW. On the very rare occasions that they used inappropriate language, teachers were quick to provide challenge and prisoners swiftly apologised.
- 5.32 Attendance at ESW was high, and prisoners arrived on time and were very keen to start work and learn. In doing so, they were demonstrating valuable employability skills, such as industriousness and preparedness for work.
- 5.33 Staff actively promoted social responsibility and provided opportunities for prisoners to contribute to the communities where they lived and worked. For example, prisoners maintained external green spaces, supported local residents with recycling, donated refurbished gardening tools to local schools and care homes, and donated books to primary and nursery schools. Prisoners involved in these activities understood

the importance of community work and developed the knowledge and skills they need as responsible and respectful citizens.

- 5.34 Prisoners benefited from thorough careers information, advice and guidance. Meetings were well structured and individualised to meet prisoners' needs. Discussions were realistic to ensure prisoners had a clear understanding of what was available to them. Prisoners valued the appointments with careers staff, articulating that they felt they received the time, support and guidance to help them to progress. Careers staff provided helpful pre-release meetings that supported prisoners towards their next steps. Prisoners benefited from useful advice and guidance on ensuring they had right-to-work documents, secure accommodation and access to health services.
- 5.35 Prisoners benefited from an extensive enrichment offer to develop their interests beyond ESW. For example, they had extensive access to the gym, chess club, darts, snooker and book club. Leaders and managers had developed a comprehensive enrichment calendar focusing on local and national celebrations. (See also paragraph 5.3.)
- 5.36 Leaders and managers had not planned a formal curriculum for prisoners attending education and industries workshops that prepared them for life in modern Britain. Prisoners in these areas did not develop a secure understanding of fundamental British values, and the risks of radicalisation, and extremism. As a result, prisoners did not understand the benefit of learning about such topics, or how this knowledge could benefit them in the future. However, prisoners were provided with helpful information on how to identify and report potential risks, such as how to spot the signs that someone was being exposed to extremist views, prior to starting work outside of the prison as part of ROTL.

Section 6 Preparation for release

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

Children and families and contact with the outside world

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

- 6.1 Our survey showed, in line with the respectful culture of the prison, that 93% of prisoners said that their families were treated with respect and prisoners that we spoke to were positive about their visits experience. There were adequate provisions for social visits at both sites, with welcoming visits rooms with age-specific activities for children, outside seating areas and affordable refreshments for families. As at the previous inspection, the café on the main site was an excellent facility where families could buy good-quality food before the visit, which was then delivered to their table once they were seated.



Visits area at the main site

- 6.2 Secure social video calls (see Glossary) had halted due to a technical issue, but data demonstrated that since their reintroduction in May 2024, there had been good take-up by prisoners.
- 6.3 PACT (Prison Advice and Care Trust) continued to provide a varied range of support to prisoners, which included one-to-one work to help develop and maintain family relationships. PACT also provided four opportunities a year for family days, which were often themed for children. These took place at The Lakes and prisoners from the main site could access them via release on temporary licence (ROTL).
- 6.4 The prison benefited from a dedicated family support worker from PACT who had developed good relationships with the prison and was accessible to prisoners at both sites. While the work delivered by PACT was positive, the contract funding and subsequent range of services provided was less than we often find in similar prisons. For example, there were fewer family days and no playleaders available at either site.
- 6.5 Following progression from The Lakes to the main Hatfield site, most prisoners were able to maintain excellent contact with their families through ROTL. Data indicated that there were around 500 ROTL releases, both day and night, each month. Visits for prisoners who were not accessing resettlement day release were prioritised during busier periods.
- 6.6 The library supported prisoners to engage in Storybook Dads (enabling them to record a story for their children), encouraging them to maintain positive relationships with their children. The prison's reading strategy (see paragraphs 5.4 and 5.24) incorporated the 'raising readers'

scheme, which enabled fathers to send a book to their children that they could then read together over the phone or during social visits.

6.7

Other than on D wing, there were no in-cell telephones. Prisoners sometimes had to queue for phones at peak times, and the current location of phone kiosks did not provide adequate privacy.



Communal telephones

Reducing reoffending

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

- 6.8 Partnership working across the prison was collaborative and effective, with a shared aim among a variety of agencies to help prisoners prepare for their release. This was reflected in our survey, where 78% of prisoners, compared with 62% last time, said their experiences in this prison had made them less likely to offend in the future.
- 6.9 The head of reducing reoffending maintained good oversight of work in this area. Regular meetings were held, from weekly updates on individual prisoners to a monthly review of outcomes. The reducing reoffending strategy set out work to address each resettlement pathway, which was based on a good understanding of the population needs. Leaders had developed an action plan to monitor and drive work to improve outcomes in the prison and on release.
- 6.10 As an open prison, the offender management unit (OMU) played a pivotal and prominent role in the lives of the prisoners living there. The

unit was led by strong and competent leaders who went above and beyond their remit to support their department, including filling the gaps created by the absence of two probation-employed offender managers.

- 6.11 The OMU team worked exceptionally hard to manage staffing shortfalls and policy changes, including the extra work created by various early release schemes such as the end of custody supervised licence (ECSL), SDS (standard determinate sentence) 40 and temporary presumptive recategorisation scheme (TPRS). (See Glossary.) There was a palpable commitment to improving prisoner outcomes, evidenced through clear and open communication, liaison with community offender managers (COMs) and creative problem solving when issues arose.
- 6.12 The OMU, along with most areas across the prison, operated an 'open door' policy giving prisoners easy access to a prison offender manager (POM, see Glossary) or case administrator, which helped to allay ROTL-related concerns. OMU staff worked in pods so if a prisoner's allocated POM were unavailable, another staff member within the pod could help. This willing approach was greatly appreciated by prisoners and had a positive impact of their experience at Hatfield.



Positive signage

- 6.13 The allocation of individual cases to prison/probation POMs was prompt and appropriate. Prisoners were sent a useful booklet in advance of their arrival at the prison, and the OMU saw all new arrivals during their induction. A member of the department clearly explained estimated ROTL timescales and what prisoners had to do to progress at The Lakes and the main site.

- 6.14 The ROTL process was well managed, and prisoners were kept informed of any potential delays. Decisions were robust and most prisoners had access to ROTL within 12 weeks of their arrival. A weekly ROTL surgery for high-risk prisoners was a positive initiative; this helped them to fully understand the process, which in turn managed their expectations well.
- 6.15 Staff entries in prisoners' case notes did not always evidence the excellent levels of POM contact with prisoners. For example, some cases had a limited number of entries of OMU contact, with one notable example indicating just three recorded contacts over a 12-month period, when monthly recorded contact would have been good practice. However, it was apparent this was not an accurate reflection of the actual contact levels as all prisoners we spoke to universally described OMU staff as responsive and helpful, and said that communication from them was regular and consistent. This encouraging feedback applied even in instances when the news being delivered was not positive for the prisoner.
- 6.16 Some prisoners had arrived at the prison without a recent assessment of their risk and needs (OASys, offender assessment system). This was due either due to the introduction of TPRS, meaning that prisoners had been transferred in at short notice, or the sending establishment not having completed an up-to-date assessment within the required timescales. In these cases, POMs and the OMU managers promptly completed assessments so that prisoners were not disadvantaged. At the time of our inspection, all prisoners had a current OASys, most of which were of a good-to-excellent standard with appropriate analysis of offending and concerning behaviours.
- 6.17 Most of the sentence plans we reviewed were informed by the relevant risk assessment and included realistic objectives focused on risk reduction, personal improvement and rehabilitation. In our survey, 85% of prisoners who had a sentence plan said they knew what their objectives were, and 97% of these said they understood what they needed to do to achieve them.
- 6.18 Parole arrangements were well managed and dossiers were usually submitted on time. Of the 27 parole board hearings held in the last 12 months, 21 had resulted in prisoners being released back into the community.
- 6.19 A relatively small number of prisoners were eligible for home detention curfew (HDC). The process was well managed, and all applications made in the past 12 months had been approved. Most prisoners were released at the earliest opportunity.
- 6.20 Around 11 prisoners a month were recategorised and returned to closed conditions, which was similar to our last inspection. Decisions were taken following a multidisciplinary meeting. In the sample of cases we reviewed, decisions were appropriate and proportionate.

Public protection

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

- 6.21 Public protection arrangements were robust. Over a third of the population were assessed as high risk of serious harm, about half were eligible for multi-agency public protection arrangements (MAPPA, see Glossary) and two were assessed as an ongoing risk to children. Monthly interdepartmental risk management meetings monitored these prisoners, which ensured appropriate oversight of the risk they posed. All high-risk prisoners approaching release were discussed in this multidisciplinary forum. The prison took steps to make sure that the prisoner's MAPPA level was confirmed before they accessed ROTL.
- 6.22 New arrivals who potentially posed a risk to children or had contact restrictions were promptly identified, assessed and restrictions applied as required.
- 6.23 Risk management plans were well considered, with many noting areas to be further explored after sentence to reduce risks in the longer term. Assessors demonstrated confidence in amending the assessed risk level when necessary, indicating a proactive approach rather than solely relying on pre-existing information. When risk levels were increased, it understandably led to discontent among prisoners, especially as it resulted in additional safeguards, checks and delayed ROTL applications. Nevertheless, records showed that clear justifications and explanations were provided to the prisoners.
- 6.24 Prison contributions to community MAPPA meetings were of a very good standard. Assessors used a range of records effectively and their own professional curiosity to provide an in-depth and well-considered analysis of risk issues. Prisoners' reduction of risk was clearly demonstrated, as well as any learning from completed programmes.
- 6.25 Very few prisoners warranted telephone or mail monitoring. On the rare occasions they did, staff were aware of the processes they had to follow to make sure that monitoring was proportionate and not longer than necessary.

Interventions and support

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

- 6.26 Hatfield was not commissioned to provide accredited offending behaviour programmes and most prisoners arrived having completed any required work to reduce their risk to the public at previous establishments. However, the prison did provide some ongoing non-accredited interventions, including recorded one-to-one offending

behaviour discussions between POMs and prisoners. These were an additional layer of risk assessment and also provided opportunities to challenge and positively influence problematic thinking, behaviours, and attitudes, as well as consolidating any learning.

- 6.27 Regional psychology services were available for consultation and to provide support for POMs. This was primarily aimed at POMs working with high-risk prisoners or those displaying complex behaviours, including individuals who required enhanced behaviour monitoring or engaged in the offender personality disorder pathway.
- 6.28 ROTL was used extensively to reduce reoffending and promote effective resettlement. It was positive that nearly three-quarters of the population were accessing ROTL for a range of purposes, and around a third of all prisoners were using ROTL for paid work in the community or training.
- 6.29 Support for prisoners to secure employment on release was impressive. The employment hub housed a wide range of resettlement partners and was open for prisoners to attend at any time. It advertised job opportunities and helped prisoners to prepare for their release through a wide range of resettlement support. The prison had developed effective relationships with a range of national reputable employers who offered meaningful employment opportunities for prisoners during their time at Hatfield and on release.



Promoting work opportunities (left) and prisoners' self-purchased bicycle to enable access to real employment

- 6.30 The Department for Work and Pensions (DWP) work coach was available in the employment hub and provided support with benefits advice, CVs and writing letters to disclose the individual's criminal record to prospective employers. Feedback from interviews was shared with prisoners to help them improve their prospects of securing a job. Prisoners also had support to open bank accounts and obtain right-to-work documents.
- 6.31 Some support was offered to help prisoners improve their personal finances and budgeting skills, although this was limited to a voluntary

two-hour course at The Lakes. However, the prisoners we interviewed appreciated the support they had received to manage their debts. They explained how pausing the interest or establishing a payment plan had alleviated their concerns about growing debt on release.



ROTL and community jobs board (left) and prisoner feedback board for the employment hub

Returning to the community

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

- 6.32 Nearly 300 prisoners had been released from Hatfield in the previous 12 months. Twenty per cent of these were from outside the prison's catchment area, which posed some challenges, particularly in areas where community probation teams had staff shortages. Despite this, resettlement planning was managed effectively, as the onsite employment hub (see paragraph 6.29), POMs and COMs worked with all prisoners whatever their assessed risk of harm to improve their chances on release.
- 6.33 The prison's employment lead had set up discharge boards for prisoners with 12 weeks remaining on their sentence. All partners who had been involved in the planning for the prisoner's release provided updates to the board, which ensured that any outstanding needs were identified and addressed.
- 6.34 Good multidisciplinary support had ensured positive outcomes for a significant number of prisoners. Data indicated that 63% of prisoners remained in employment six weeks after their release, increasing to 92% at the six-month point when more had found work after leaving.
- 6.35 There was good support to help prisoners find accommodation. In the previous year, all prisoners had an address to go to on their first night of release, with nearly 70% released into sustainable accommodation.

We saw some examples of committed efforts by POMs and staff in the employment hub to secure an address for release.

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.

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2019, work to support prisoners in their early days was reasonably good. Almost all prisoners felt safe. Violence was rare and most prisoners displayed good behaviour. The adjudication system was managed effectively, and the incentives scheme operated well. Incidents requiring the use of force were also rare. Security measures were proportionate and there was a well-developed response to the supply of illicit drugs. The levels of absconds and temporary release failures were relatively low. There were few incidents of self-harm. **Outcomes for prisoners were good against this healthy prison test.**

Recommendation

Induction processes should be held in a private room, to enable prisoners to talk freely and confidentially.

Achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2019, relationships between staff and prisoners were good. Prisoner mentors provided additional advice and support to their peers. Living conditions were reasonably good, and most prisoners were satisfied with their accommodation. Shared toilet and shower facilities were clean. The food provided was reasonably good and there was some provision for prisoners to prepare their own meals. Consultation arrangements were in place, although less effective than at the time of the previous inspection. More work was needed to understand and meet the needs of prisoners from a black and minority ethnic background. Faith provision was good. Health services were very good. **Outcomes for prisoners were good against this healthy prison test.**

Key recommendations

Quality assurance should be improved, to ensure that a comprehensive analysis of complaints data leads to action that improves prisoners' confidence in the complaints system.

Achieved

Consultation, action planning and communication should be improved, to provide assurance of fair treatment of prisoners from black and minority ethnic and Muslim backgrounds.

Achieved

Recommendations

The contact and support scheme should be managed more robustly, to support the aims of sentence planning and rehabilitation.

Not achieved

Prisoners working in the kitchen should be able to achieve national vocational qualifications.

Not achieved

Prisoners should be able to buy basic items from the prison shop promptly, to avoid getting into debt when they have to borrow from others.

Achieved

Consultation with prisoners should be regular, consistent and recorded, to provide adequate opportunity for prisoners to raise matters and effect positive change.

Not achieved

The confidential health care complaints system should be effectively managed and fully accessible.

Achieved

The supply chain for medicine supplies coming into the prison should be free of foreseeable risks.

Achieved

Purposeful activity

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

At the last inspection, in 2019, the amount of time out of cell was excellent. There was a good library and gym on both sites. The leadership and management of learning skills and work was good, with some very effective partnership working. Teaching, learning and assessment supported rehabilitation, although not all prisoners made the progress of which they were capable. Prisoners were motivated to learn and achieve, and the standard of their work in some areas was excellent. One in five prisoners were released into the community on employment and training placements,

but the quality and relevance of placements did not always link to career plans. Qualification achievement rates on most courses were very high.
Outcomes for prisoners were good against this healthy prison test.

Recommendations

Prison managers should gather up-to-date information on prisoners' employment and training destinations, to enable them to evaluate better the impact of the curriculum on rehabilitation.

Achieved

Prison managers should ensure that teachers provide more challenging learning activities during sessions, especially for the most able, so that all prisoners make good progress.

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 2019, children and families work was very good. The strategy to reduce reoffending was not informed by a comprehensive needs analysis. Nonetheless, the prison was clearly supporting rehabilitation through temporary release into the community within 12 weeks of arrival for almost all prisoners. Of these, 20% of prisoners were working in the community, with well-developed plans to increase this to almost a third. Risk assessment and sentence planning were managed well. Public protection arrangements were generally robust. Recategorisation back to closed conditions was proportionate. Release planning was very good. **Outcomes for prisoners were good against this healthy prison test.**

Key recommendation

Prisoners released on temporary licence to work in the community should be able to participate in employment or voluntary work that is closely aligned to their intended future career and to local skills shortage areas.

Achieved

Recommendations

The reducing reoffending strategy should be informed by a comprehensive needs analysis, so that the prison can assure itself that it is addressing the needs of all prisoners.

Achieved

Prisoners should have meaningful contact with their offender supervisors, to drive sentence progression and support their rehabilitation.

Achieved

There should be enough approved premises bed spaces for all prisoners to have timely access to release on temporary licence after being approved.

Achieved

Appendix I About our inspections and reports

HM 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, 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 benefit them.

Preparation for release

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

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 HM 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 identification of **areas of concern**. Key concerns identify the areas where there are significant weaknesses in the treatment of and conditions for prisoners. To be addressed they will require a change in practice and/or new or redirected resources. Priority concerns are those that inspectors believe are the most urgent and important and which should be attended to immediately. Key concerns and priority concerns are summarised at the beginning of inspection reports and the body of the report sets out the issues in more detail.

We also provide examples of **notable positive practice** in our reports. These list 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 outlines the priority and key concerns from the inspection and our judgements 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 6, 2023) (available on our website at [Expectations – HM Inspectorate](#))

[of Prisons \(justiceinspectorates.gov.uk\)](https://justiceinspectorates.gov.uk)). 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 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
Deborah Butler	Team leader
Ian Dickens	Inspector
David Foot	Inspector
David Owens	Inspector
Nadia Syed	Inspector
Dionne Walker	Inspector
Tareek Deacon	Researcher
Helen Downham	Researcher
Samantha Moses	Researcher
Joe Simmonds	Researcher
Maureen Jamieson	Lead health and social care inspector
Simon Newman	Health and social care inspector
Bev Day	Care Quality Commission inspector
Jonny Wright	Lead Ofsted inspector
Nicola Brady	Ofsted inspector
Phillipa Firth	Ofsted inspector
Joanne Stork	Ofsted inspector

Appendix II Glossary

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.

Care Quality Commission (CQC)

CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>

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.

End of custody supervised licence (ECSL)

Introduced in October 2023 to ease overcrowding in jails across England and Wales. It allows lower-level prisoners to be released early and have their supervised licence in the community extended to a maximum of 70 days. Restrictions apply for certain categories of offences.

Family days

Many prisons, in addition to normal visits, arrange 'family days' throughout the year. These are usually open to all prisoners who have small children, grandchildren, or other young relatives.

Leader

In this report the term 'leader' refers to anyone with leadership or management responsibility in the prison system. We will direct our narrative at the level of leadership which has the most capacity to influence a particular outcome.

MAPPA

Multi-Agency Public Protection Arrangements: the set of arrangements through which the police, probation and prison services work together with other agencies to manage the risks posed by violent, sexual and terrorism offenders living in the community, to protect the public.

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).

SDS (standard determinate sentence) 40

A scheme intended to tackle overcrowding where prisoners serving a standard determinate sentence only spend 40% of their sentence in prison instead of 50% and their time on probation in the community is extended. Restrictions apply for certain categories of offences.

Secure video calls

A system commissioned by HM Prison and Probation Service (HMPPS) that requires users to download an app to their phone or computer. Before a call 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).

Temporary presumptive recategorisation scheme (TPRS)

A scheme intended to tackle overcrowding which requires governors to fast-track prisoners to open prisons without the usual restrictions. Restrictions apply for certain categories of offences.

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.

Twinning project

A partnership between HMPPS and professional football clubs to twin every prison in England and Wales with a local professional football club to engage prisoners in football-based programmes to improve their mental and physical health and well-being, and obtain a qualification to help improve their life chances and gain employment on release.

Virtual campus

Internet access to community education, training and employment opportunities for prisoners.

Appendix III Further resources

Some further resources that should be read alongside this report are published on the HMI Prisons website (they also appear in the printed reports distributed to the prison). For this report, these are:

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.

Prison staff survey

Prison staff are invited to complete a staff survey. The results are published alongside the report on our website.

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