



Report on an independent review of progress at

HMP Garth

by HM Chief Inspector of Prisons

12–14 May 2025



Contents

Section 1 Chief Inspector’s summary 3

Section 2 Key findings 5

Section 3 Progress against our concerns and Ofsted themes 7

Section 4 Summary of judgements 17

Appendix I About this report 19

Appendix II Glossary 22

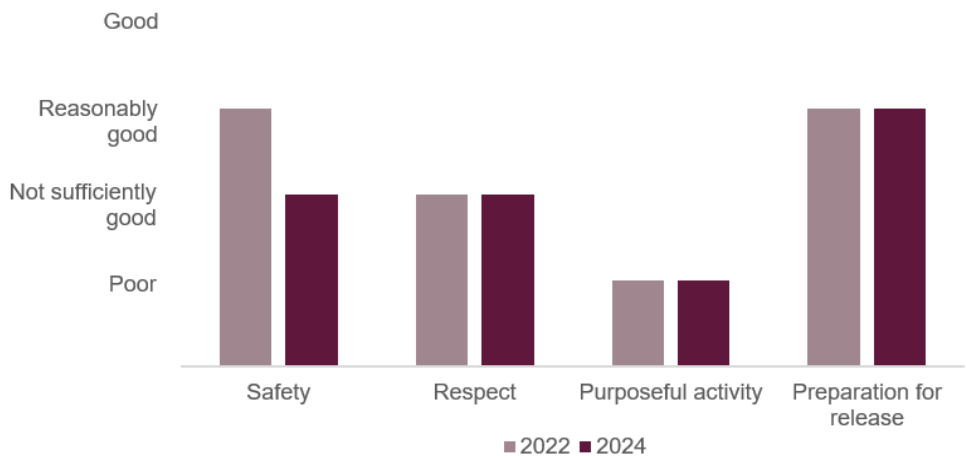
Section 1 Chief Inspector’s summary

- 1.1 HMP Garth opened in 1988. It is a category B male establishment, part of the long-term and high-security estate directorate, holding a complex population, mainly consisting of convicted adults serving more than four years and those serving indeterminate sentences.
- 1.2 This review visit followed up on some of the concerns we raised at our last inspection in 2024.

What we found at our last inspection

- 1.3 At our inspections of Garth in 2022 and 2024, we made the following judgements about outcomes for prisoners.

Figure 1: HMP Garth healthy prison outcomes in 2022 and 2024
Note: rehabilitation and release planning became ‘preparation for release’ in October 2023.



- 1.4 Outcomes found at the 2024 inspection were disappointing, with the prison having become noticeably less safe than at the time of the previous inspection. For example, the ingress of drugs continued to be a major challenge, and the number of assaults had increased by around 45%. Staff were unable or unwilling to challenge frequent unruly behaviour and rule breaking by prisoners.
- 1.5 The prison was far from fulfilling its role as a training prison. A part-time regime had been implemented addressing safety and stability, so prisoners had much less time out of cell (see Glossary), making their access to activities and other services far more limited. Ofsted judged the provision of education, skills and work as inadequate.
- 1.6 In addition, high levels of sickness among officers were affecting the prison’s ability to operate effectively in many areas. For example, too many prisoners were not escorted to their health care appointments.

- 1.7 Officers felt unsupported by a behaviour management system that had largely broken down and there were few incentives for prisoners to behave well. Living conditions had continued to deteriorate, with leaking roofs, peeling floors and parts of the older wings in an advanced state of dilapidation.

What we found during this review visit

- 1.8 Overall, too little progress had been made in half of all the concerns and themes we reviewed, and it was particularly worrying to find that this was the case for the three priority concerns we had made in relation to safety.
- 1.9 More prisoners had tested positive for drugs, and efforts to stem the supply were thwarted by a huge increase in the number of drones flying to cell windows to deliver packages. Bids for funds to install better security had not been approved, and without such investment it was difficult to see how this large-scale, organised criminal activity within the prison would be addressed.
- 1.10 The regime available was better, as the restrictions in place at the time of the inspection had been lifted and there was some improvement to the enforcement of attendance by prisoners at their allocated education, training or work placement. The new regime also provided more time out of cell and the level of staff sickness had decreased, which meant that this was now delivered more reliably. Ofsted found reasonable progress in two of its themes, but too many prisoners were still not engaged in purposeful activity, and attendance and punctuality were still not good enough.
- 1.11 Care for the most vulnerable remained very weak. Many prisoners felt unsupported by officers and too many officers said that they did not have the time to get to know the prisoners in their care, which undermined efforts to promote good behaviour. Several prisoners said that rewards were not motivating them, and it was evident that prisoners were still allowed to get away with frequent breaches of basic prison rules.
- 1.12 Reasonable progress had been made in improving the environment, but far more investment was needed to address all of our concerns. While cleanliness and hygiene had improved, the standards were not consistently enforced across all wings.
- 1.13 Access to health services had improved substantially.

Charlie Taylor

HM Chief Inspector of Prisons

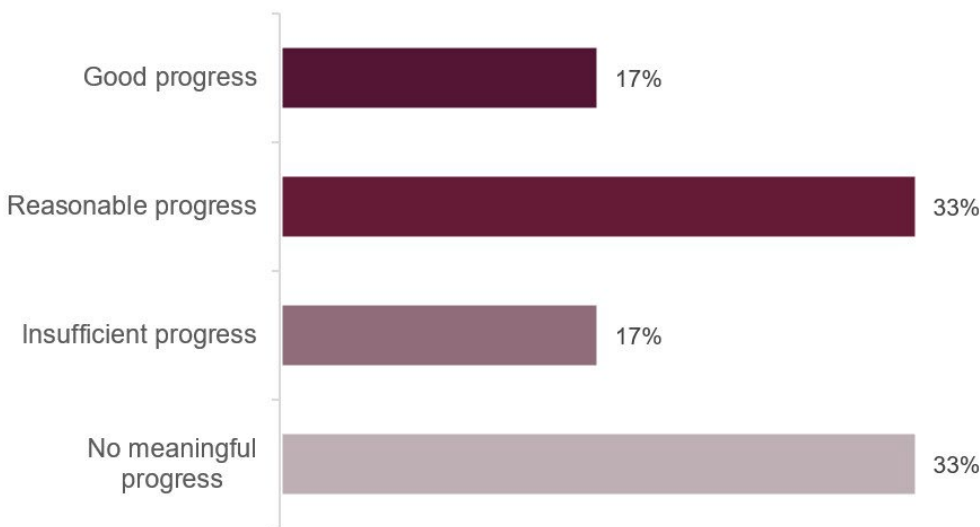
June 2025

Section 2 Key findings

- 2.1 At this IRP visit, we followed up six concerns from our inspection in 2024 and Ofsted followed up four themes based on their last inspection.
- 2.2 HMI Prisons judged that there was good progress in one concern, reasonable progress in two concerns, insufficient progress in one concern and no meaningful progress in two concerns.

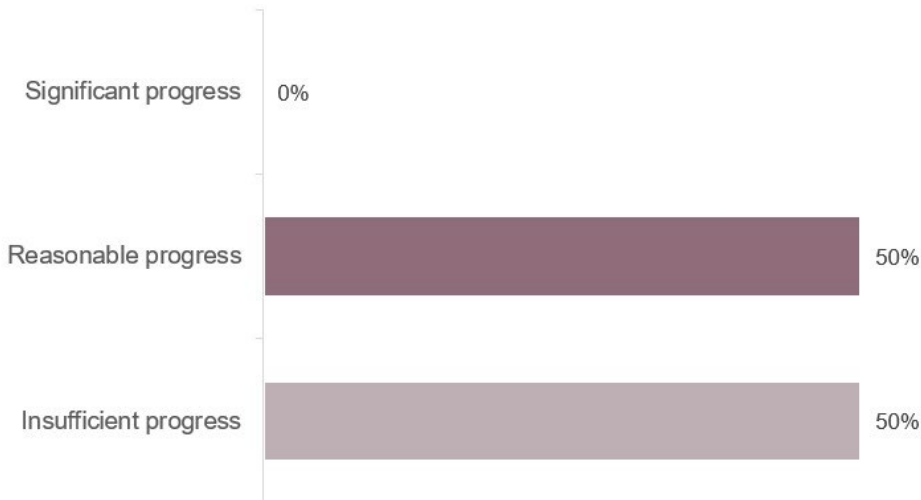
Figure 2: Progress on HMI Prisons concerns from the last inspection (n=6)

This bar chart excludes any concerns that were followed up as part of a theme within Ofsted’s concurrent prison monitoring visit.



- 2.3 Ofsted judged that there was reasonable progress in two themes and insufficient progress in two themes.

Figure 3: Progress on Ofsted themes from the last inspection (n=4)



Notable positive practice

2.4 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.

2.5 Inspectors found no examples of notable positive practice during this IRP visit.

Section 3 Progress against our concerns and Ofsted themes

The following provides a brief description of our findings in relation to each concern followed up from the full inspection in 2024.

Leadership

Concern: Very high levels of staff unable to be deployed because of sickness, temporary promotion or training was the key weakness at Garth.

- 3.1 In response to substantial increases in the levels of violence and other risks to safety and stability, a part-time regime had been implemented shortly before the inspection. This meant that prisoners, at the time, had limited time out of cell, and fewer opportunities to access activities and other services. However, the governor had undertaken a staff reprofiling exercise and had developed and implemented a new and better regime in February 2025.
- 3.2 This had improved the amount of time that prisoners could have out of their cell through the addition of an extra session on a Friday morning, time for domestic tasks in the early evening and a drive to get more prisoners to attend education, training or work.
- 3.3 The proportion of officers not available for operational duties remained similar to that at the time of the inspection, but leaders (see Glossary) had taken several steps to improve their management of absences, and the number of officers not at work due to illness had reduced considerably. They had also developed a 'well-being manager' post and appointed to this in November 2024 to improve the support available to staff. This included the delivery of training to develop the confidence and capability of those in a management role.
- 3.4 Day-to-day regime curtailments were made when necessitated by staffing shortfalls, although cross-deployment was used dynamically to mitigate impact. Nonetheless, the delivery of some important tasks – for example, suspicion drug testing – had been dropped in recent months.
- 3.5 Leaders had been successful in obtaining support from the HM Prison and Probation Service standards coaching team, who were on site at the time of this review. Their priorities were the delivery of the regime and supporting staff in setting and maintaining appropriate standards of care and decency.
- 3.6 We considered that the prison had made reasonable progress in this area.

Security

Concern: The availability and use of illicit drugs were widespread. A third of all random drug test results were positive and, in our survey, far more prisoners than in similar prisons said it was easy to get hold of illegal drugs.

- 3.7 The availability and use of drugs remained the key risk to safety and stability. Of major concern was the influx of drones delivering packages to cell windows. There had been 26 drones detected in the last seven months, which was over three times higher than the equivalent seven-month period before the inspection. Leaders had submitted bids for security improvements, but these had not yet been approved.
- 3.8 The use of drugs was widespread and random mandatory drug tests showed that around 36% of prisoners tested had used illicit substances, which was very high, and higher than at the time of the inspection. Around 20% of target searches did not take place because of the shortage of staff, and only nine suspicion drug tests had been completed in the last seven months.
- 3.9 The smell of drugs was evident during our visit and their use continued to have a negative impact on many aspects of prisoners' safety and well-being. This included increases in the levels of violence and self-harm, and the number of individuals isolating in their cell.
- 3.10 Positive steps taken by leaders included improved links with the local community, which shared information regularly with them, as well as drone interception work and relocation of the drug recovery unit to a more secure wing. However, without significant investment in security to tackle the use of drones, the problem was unlikely to improve.
- 3.11 We considered that the prison had made no meaningful progress in this area.

Promoting positive behaviour

Concern: Behaviour management systems were ineffective. Prisoners were not incentivised to behave and there were limited consequences for those who chose not to. Staff regularly failed to challenge low-level poor behaviour.

- 3.12 Wing staff now responded more effectively to prisoner non-attendance at education, training or work through the formal warning scheme. However, we found that low-level poor behaviour still went unchallenged, and basic rules and standards were not enforced consistently.
- 3.13 Many officers told us that they did not have the time to get to know prisoners and establish positive working relationships, which would be the basis for the promotion of good behaviour. There was often too little

one-to-one informal engagement, and a lack of respect shown to officers by prisoners.

- 3.14 Many prisoners described their frustrations, often in relation to getting basic things done, difficulties in accessing their personal property or parcels and an inability to resolve requests without delays. These frustrations undermined some prisoners' willingness to behave well.
- 3.15 The recent introduction of the incentivised substance-free living unit was an important development that may lead to the better promotion of good behaviour. Those on the unit had additional time unlocked and there were plans to implement further incentives. However, it was far too early to assess the impact of this new initiative.
- 3.16 The incentives scheme was inconsequential to many prisoners, who felt that they had little to gain from it. There were too few differences in rewards between the incentive levels.
- 3.17 The management of adjudications had improved, and the backlog of cases had reduced from over 500 at the time of the inspection to under 200 currently. Leaders had improved the triaging of charges referred to the police; they had put in place additional hearings and streamlined processes. The percentage of proven adjudications had increased since the inspection.
- 3.18 We considered that the prison had made insufficient progress in this area.

Suicide and self-harm

Concern: Support for the most vulnerable prisoners was poor. Those who chose to self-isolate or to be constantly supervised because of self-harm concerns experienced a maximum of around 75 minutes outside their cell each day and little to occupy their time. Oversight of these vulnerable groups was not strong enough.

- 3.19 There were now 24 prisoners self-isolating, compared with 17 at the time of the inspection. In most cases, this was because of fears for their safety, often resulting from being in debt to others. These individuals were discussed at the safety intervention meeting, to develop a plan for each of them, but this did not translate into improved support on a day-to-day basis and their isolation persisted, often for a long time.
- 3.20 Daily observation logs had been introduced to monitor the regime for these individuals, but this had not improved their experience. Some officers said that they did not have the time to take them out of their cells individually and we were not convinced that they were all able to have even a very basic regime, including regular access to exercise outside.

- 3.21 Around one in three isolating prisoners were also on assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm. In a recent review, one had said:

“I can't cope with this self-isolation. I really want to kill myself. I can't deal with my sentence, can't cope with being isolated, no one cares.”

- 3.22 Since the inspection, the recorded level of self-harm had increased by around 22% and was higher than the average for similar prisons. There was little meaningful day-to-day support for those at risk of self-harm, including a lack of key worker contact (see Glossary), and many we spoke to felt overlooked and uncared for. We were concerned to find some prisoners with very high levels of unmet need.
- 3.23 There had been an increase in the use of constant supervision. Since the inspection, it had been used 73 times for 30 prisoners, with some spending many weeks on constant supervision with little to occupy their time and little engagement with staff or their peers.
- 3.24 We considered that the prison had made no meaningful progress in this area.

Living conditions

Concern: There had not been sufficient investment in the fabric of the prison and standards of cleanliness and hygiene had not been maintained.

- 3.25 Substantial repairs to the leaking roof on the secure corridors (which connected the wings to other areas of the prison) and in the visits hall had been completed and had vastly improved conditions. However, the prison was still in need of significant investment to make the full range of necessary improvements. The governor had submitted bids of over £6 million to improve the infrastructure and security, but none had been approved at the time of our visit.
- 3.26 Prisoners remained frustrated by the inadequate ventilation in their cells, caused by broken window vents and an ineffective internal extraction system. While the governor had not been given funds to repair the extraction system, he had decided to use local funding to repair the vents in cell window frames, but this would take a long time to complete, with only 29 windows having been fixed at the time of our visit.
- 3.27 Leaders had been proactive in their response to this concern and had set about improving standards of decency and cleanliness. Work had begun to improve the condition of cells through the creation of a working party, which had refurbished 16 cells so far. The shower refurbishment project that was under way at the time of the inspection was continuing.



Refurbished bathroom

- 3.28 The cleaning cupboards had been reorganised and materials were readily available for prisoners to use. Cleaners now had more time to improve cleanliness and hygiene than at the time of the inspection, when the part-time regime (see paragraph 3.1) had severely limited this. Leaders had put in place a weekly competition for the cleanest wing, to give prisoners the incentive to achieve the required standards.



Cleaning cupboard at the time of the inspection (left) and at the review visit

- 3.29 Cleanliness was better overall than at the time of the inspection, being good on C, F and G wings, but still needed to improve on A and D wings. Not all staff were enforcing basic cleanliness standards

sufficiently consistently for this improvement to become fully embedded.

- 3.30 We considered that the prison had made reasonable progress in this area.

Health and social care

Concern: Non-attendance rates for health appointments remained extremely high and work to resolve this was far too slow. Patients were frustrated at not being taken to their appointments.

- 3.31 Leaders had taken action to improve access to health services. Appointment availability had increased, to ensure a quicker response to applications.
- 3.32 A dedicated officer had been assigned to facilitate movement from the wings to the health care department, reducing delays and the number of missed appointments. Additionally, clinicians now followed up directly with patients who did not attend by calling them on their in-cell telephone, to improve patient engagement and continuity of care.
- 3.33 Recruitment of health care staff had improved, including an advanced clinical practitioner, who led on delivering an enhanced triage process. This made sure that patients were assessed more efficiently and directed to the most appropriate clinician without delay.
- 3.34 Prisoners living on F and G wings now benefited from on-wing treatment rooms, which meant easier attendance at appointments. We were told that a newly appointed patient engagement lead would be facilitating weekly focus groups on the wings with the highest non-attendance rates, to explore underlying causes and solutions.
- 3.35 We considered that the prison had made good progress in this area.

Education, skills and work



This part of the report is written by Ofsted inspectors. Ofsted's thematic approach reflects the monitoring visit methodology used for further education and skills providers. The themes set out the main areas for improvement in the prison's previous inspection report or progress monitoring visit letter.

Theme 1: What actions had leaders taken to give education, skills and work activities a high enough strategic priority in the prison? How

successfully had they developed a high-quality and ambitious curriculum with enough spaces in education, vocational training and work? To what extent had leaders ensured that the curriculum included training about the risks of radicalisation and extremism?

- 3.36 Since the previous inspection, leaders had implemented innovative measures to increase prisoner participation in purposeful activity. They had recently implemented a new regime which prioritised education, skills and work, by reducing regime shutdowns and increasing staffing levels.
- 3.37 Leaders and managers had made slight improvements to the curriculum, for example, they had introduced new career pathways for prisoners to work within the prison estate and where appropriate to prepare for release. In addition, collaborative work with an outside employer had enabled expansion to the workshop producing electrical lighting to be sold both within the prison estate and to outside customers. In partnership with a local charity a further workshop for upcycling furniture was also in the process of being opened.
- 3.38 However, there were still too many prisoners not being engaged in purposeful, or meaningful, activity that would contribute to their skills development for work and rehabilitation. There were still not sufficient education, work and activity spaces for over a quarter of the current population.
- 3.39 In too many workshops, the work was low skilled and repetitive and did not lead to a meaningful outcome. Prisoners often complained of a lack of opportunity to develop their skills and to obtain recognised qualifications. Prisoners in the larger workshops were at times left unable to develop their skills and behaviours due to a lack of materials to work on.
- 3.40 Leaders and managers had provided 'Prevent' duty training for all tutors and instructors. Prisoners new to Garth were now informed about how to keep themselves safe from radicalisation and extremism as part of their induction process.
- 3.41 As a result, their understanding of these risks had improved, with those who were better informed having a comprehensive view and able to give varied examples of such threats. Other prisoners who had not yet received this information either had a limited understanding, or still remained unaware of these risks.
- 3.42 Ofsted considered that the prison had made insufficient progress against this theme.

Theme 2: What actions had leaders taken to ensure they had an effective oversight of the quality of the education, skills and work provision in order to rectify the weaknesses identified at previous inspections?

- 3.43 Leaders had established effective quality assurance processes to give them a good oversight of the education, skills development and work of prisoners. The governor had recently begun to chair and direct a quality improvement group. Senior leaders were now actively engaged in checking the quality of teaching and assessment and the extent to which prisoners were developing new skills. They did this by carrying out activities such as meeting prisoners, carrying out learning walks and observing classrooms, workshops and prison work.
- 3.44 As a result of these quality assurance activities there was evidence that senior leaders had begun to implement actions to tackle issues identified at previous inspections. For example, they had moved prisoners' domestic time to the evening, making this less likely to interrupt education and working time.
- 3.45 Leaders were diligent in communicating the new and higher expectations to prison staff. Most staff understood that attendance at education and work was a priority and were clear about their role in this improvement. These staff understood that having more prisoners in purposeful activity that would contribute to their rehabilitation and would lead to a safer and more effective working prison.
- 3.46 Despite the improvements made by leaders in checking and improving the quality of education that prisoners received, the measures taken to address previous issues were still in their infancy, so it was too early to see the full impact of these actions.
- 3.47 Ofsted considered that the prison had made reasonable progress against this theme.

Theme 3: What actions had leaders and managers taken to ensure prisoners received effective information, advice and guidance to make informed decisions about which education, skills and work activities to apply for and to support them on release?

- 3.48 Leaders had made improvements to the information, advice and guidance that they provided to prisoners, particularly those new to the prison and those nearing their release dates. They had appointed an information advice and guidance advisor, and arranged for a new careers service to serve the prison from April 2025. In addition, around a third of prisoners had been given a learning and work plan (LWP).
- 3.49 The LWPs that had been completed with prisoners so far were relevant and useful. They included short- and medium-term smart targets, focusing on prisoners' goals and aspirations, and their health and well-being. Staff planned to review the LWPs with prisoners to support them in developing their education and skills in preparation for work and future release.
- 3.50 However, there was still a significant backlog of prisoners waiting for a LWP, and reviews of the plans were only just starting. This meant that most prisoners were not yet benefitting from this new provision.

- 3.51 Furthermore, although prisoners were beginning to receive support to consider their goals, the curriculum offer in education and workshops was still not broad enough to enable many of them to follow their chosen pathways. For example, prisoners who were interested in construction and other affiliated trades were unable to develop their knowledge and skills in these fields. Nor were they provided with guidance on progression to further training at category C or D prisons where this was appropriate.
- 3.52 Leaders had, however, improved the support that they provided to prisoners to prepare them for release. This included resettlement boards which drew together relevant organisations including Shelter, the Department for Work and Pensions and Jobcentre Plus.
- 3.53 Ofsted considered that the prison had made reasonable progress against this theme.

Theme 4: What actions had leaders taken to ensure that prisoners were allocated accurately to education, skills and work activities and to the most appropriate activity for their needs and interests? How successfully had leaders improved attendance at and punctuality to activities?

- 3.54 In education, tutors provided a helpful induction which explained the workshops and classes available so prisoners could make informed choices. As a result, these prisoners spoke positively about the activities which they had chosen to do. For example, those in the upholstery workshop, working in the kitchens and textiles, felt these were worthwhile and that they were developing useful skills for future employment.
- 3.55 Leaders had established a small but valuable workshop for the small number of prisoners with neurodiverse needs, which provided useful activity and skills development.
- 3.56 In several workshops however, prisoners did not learn new knowledge and skills that supported their future progress. For example, in the lighting and packing workshops, once prisoners had learned the basic skills, they repeated the same tasks continually. In addition, many prisoners often stayed too long in these workshops, limiting their development of other useful skills.
- 3.57 Prisoners were too often frustrated with the lack of options in education and training. Many had long sentences to serve and wanted to study at higher levels, such as level 2 or level 3. Other prisoners wanted to develop a trade which would get them suitable employment after release.
- 3.58 Leaders had taken actions to improve attendance from being very low at the previous inspection. This was through a more streamlined regime and consistent use of policies to encourage prisoners, such as the use of incentives and earned privileges.

- 3.59 Despite the improvement in attendance, it remained too low. There were too many refusers who did not attend education and work. Leaders acknowledged there was more to do to meet prisoners' needs and to improve attendance.
- 3.60 Punctuality also remained poor, so many prisoners were not developing this key skill for employment. For example, in education and workshops, sessions often started around 45 minutes late as prisoners arrived slowly from the wings. As a result tutors and instructors did not start sessions promptly and too many prisoners saw this as a time to socialise rather than begin their working activities.
- 3.61 Ofsted considered that the prison had made insufficient progress against this theme.

Section 4 Summary of judgements

A list of the HMI Prisons concerns and Ofsted themes followed up at this visit and the judgements made.

HMI Prisons concerns

Very high levels of staff unable to be deployed because of sickness, temporary promotion or training was the key weakness at Garth.

Reasonable progress

The availability and use of illicit drugs were widespread. A third of all random drug test results were positive and, in our survey, far more prisoners than in similar prisons said it was easy to get hold of illegal drugs.

No meaningful progress

Behaviour management systems were ineffective. Prisoners were not incentivised to behave and there were limited consequences for those who chose not to. Staff regularly failed to challenge low-level poor behaviour.

Insufficient progress

Support for the most vulnerable prisoners was poor. Those who chose to self-isolate or to be constantly supervised because of self-harm concerns experienced a maximum of around 75 minutes outside their cell each day and little to occupy their time. Oversight of these vulnerable groups was not strong enough.

No meaningful progress

There had not been sufficient investment in the fabric of the prison and standards of cleanliness and hygiene had not been maintained.

Reasonable progress

Non-attendance rates for health appointments remained extremely high and work to resolve this was far too slow. Patients were frustrated at not being taken to their appointments.

Good progress

Ofsted themes

Leaders had not given education, skills and work activities a high enough strategic priority in the prison. They had not developed a high-quality and ambitious curriculum. Leaders did not include training on the risks relating to radicalisation and extremism. They did not provide enough spaces in education, vocational training and work.

Insufficient progress

Leaders did not have an effective oversight of the quality of the education, skills and work provision. They had not rectified the vast majority of the weaknesses identified at the previous inspection.

Reasonable progress

Prisoners did not receive effective information, advice and guidance to make informed decisions about which education, skills and work activities to apply for and to support them on release.

Reasonable progress

Leaders did not ensure that prisoners were allocated accurately to education, skills and work activities and to the most appropriate activity for their needs and interests. Attendance at and punctuality to activities were poor.

Insufficient progress

Appendix I About this report

HM Inspectorate of Prisons (HMI 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 visits 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.

Independent reviews of progress (IRPs) are designed to improve accountability to ministers about the progress prisons make in addressing HM Inspectorate of Prisons' concerns in between inspections. IRPs take place at the discretion of the Chief Inspector when a full inspection suggests the prison would benefit from additional scrutiny and focus on a limited number of the concerns raised at the inspection. IRPs do not therefore result in assessments against our healthy prison tests. HM Inspectorate of Prisons' healthy prison tests are safety, respect, purposeful activity and rehabilitation and release planning. For more information see our website: [Expectations – HM Inspectorate of Prisons \(justiceinspectorates.gov.uk\)](https://justiceinspectorates.gov.uk).

The aims of IRPs are to:

- assess progress against selected priority and key concerns
- support improvement
- identify any emerging difficulties or lack of progress at an early stage
- assess the sufficiency of the leadership and management response to our concerns at the full inspection.

This report contains a summary from the Chief Inspector and a brief record of our findings in relation to each concern we have followed up. The reader may find it helpful to refer to the report of the full inspection, carried out in November 2024 for further detail on the original findings (available on our website at [Our reports – HM Inspectorate of Prisons \(justiceinspectorates.gov.uk\)](https://justiceinspectorates.gov.uk)).

IRP methodology

IRPs are announced at least three months in advance and take place eight to 12 months after a full inspection. When we announce an IRP, we identify which concerns we intend to follow up (usually no more than 15). Depending on the concerns to be followed up, IRP visits may be conducted jointly with Ofsted (England), Estyn (Wales), the Care Quality Commission (see Glossary) and the General Pharmaceutical Council. This joint work ensures expert knowledge is deployed and avoids multiple inspection visits.

During our three-day visit, we collect a range of evidence about the progress in implementing each selected concern. Sources of evidence include observation, discussions with prisoners, staff and relevant third parties, documentation and data.

Each concern followed up by HMI Prisons during an IRP is given one of four progress judgements:

No meaningful progress

Leaders had not yet formulated, resourced or begun to implement a realistic improvement plan to address this concern.

Insufficient progress

Leaders had begun to implement a realistic improvement strategy (for example, with better and embedded systems and processes), but prisoner outcomes were improving too slowly or had not improved at all.

Reasonable progress

Leaders were implementing a realistic improvement strategy, with evidence of sustainable progress and some early improvement in outcomes for prisoners.

Good progress

Leaders had already implemented a realistic improvement strategy to address this concern and had delivered a clear improvement in outcomes for prisoners.

When Ofsted attends an IRP its methodology replicates the monitoring visits conducted in further education and skills provision. Each theme followed up by Ofsted is given one of three progress judgements.

Insufficient progress

Progress has been either slow or insubstantial or both, and the demonstrable impact on learners has been negligible.

Reasonable progress

Action taken by the provider is already having a beneficial impact on learners and improvements are sustainable and are based on the provider's thorough quality assurance procedures.

Significant progress

Progress has been rapid and is already having considerable beneficial impact on learners.

Ofsted's approach to undertaking monitoring visits and the inspection methodology involved are set out in the *Further education and skills inspection handbook*, available at <https://www.gov.uk/government/publications/education-inspection-framework>.

Inspection team

This independent review of progress was carried out by:

Sandra Fieldhouse	Team leader
Donna Ward	Inspector
Rebecca Stanbury	Inspector
Shaun Thomson	Health and social care inspector
Malcom Bruce	Ofsted inspector
Karen Anderson	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>.

Key worker scheme

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

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.

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.

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