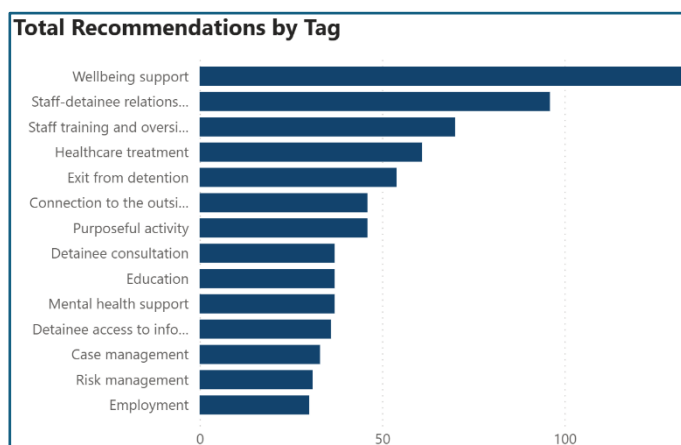


Good Practice: Insights from 2024-25

The UK NPM's core mandate is to identify and prevent ill-treatment and torture in places of deprivation of liberty. One meaningful way to do this is to spotlight and share examples of good practice in order to identify and replicate what works well. This short paper uses the UK NPM's Reporting Dashboard to give an overview of emerging themes of good practice across all detention settings inspected or monitored in the UK between April 2024 and March 2025. This is not an exhaustive list, rather some key examples.

Of 3882 records collected in the reporting period, 715 of these are records of good practice. Most common tags in these records are **Wellbeing support**, **Staff/detainee relationships** and **Staff training and oversight**.



Top tags from good practice records in the reporting period.

Wellbeing support:

The Hamlet Project at HMP Drake Hall, the first facility of its type in the women's estate, provided additional support to women who struggled to engage fully with activities on offer before release or who struggled to relate positively to peers. A dedicated staff team provided tailored support.

Custody personnel in the Gwent police force showed a good level of care towards children, offering food and drink regularly, as well as distraction materials for those who may benefit from them. These included Game Boys, fidget spinners and foam balls. Children could spend time outside their cell in the exercise yard, and visits from family members were accommodated.

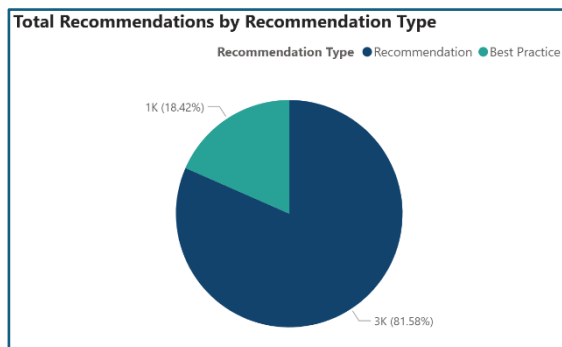
At Hydebank Wood Women's Prison and Secure College, a range of interventions and engagement opportunities were facilitated, including impressive animal therapy and regular one-to-one check-ins or group work activities such as arts and crafts. A thoughtfully created space known as the 'cosy corner' was created to provide a safe space for this support to be delivered.

HMP Stirling had a gym buddy programme in place, where holistic peer support was provided to help empower women to take action to improve their health and wellbeing and encourage wider participation.

There was provision of blocks of specialist counselling for prisoners at HMP Grampian, where a dedicated Health and Wellbeing post was also created, as well as breathing and relaxation classes for prisoners.

HMP Doncaster's library was refurbished and the staff offered a range of enrichment activities, including arts and crafts, chess club and a choir. World Book Day was also organised, as well as 'author of the month', and reading schemes and quizzes.

Staff/detainee relationships:



Pie chart showing number of recommendations and good practice records in the reporting period.

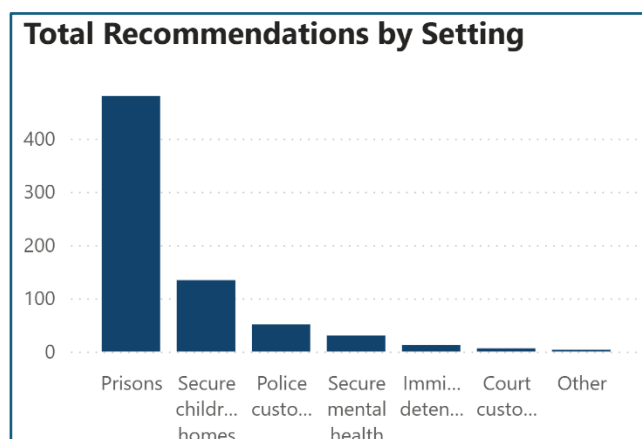
Relationships were professional at the Bella Centre community Custody Units, with a person-centred focus which recognised people as individuals who were encouraged and supported to be involved in plans for their future, and informed about decisions that affect them.

At Rampton Hospital, all patients said that staff were respectful, patient, kind and knew their likes and dislikes. Staff also described patients in a positive manner, knew individual strengths and vulnerable areas, and worked with patients to develop support plans.

Cheshire ICVs commented on the excellent way that duty sergeants dealt with a male with obvious learning difficulties who had been brought into custody. The patience, the empathetic manner in which the conversations were handled, and the tone used were commendable. Communication was respectful and carried out with the individual's best interest at heart.

The 'Run for your life' programme at HMP Manchester was a positive initiative that broke down barriers between staff and prisoners. It was a short programme of intense physical activity, group discussions and team exercises involving staff and prisoners working alongside each other.

A positive initiative at HMP Humber was the provision of joint personal achievement and development scheme training for staff and prisoners. It used physical activities with team building and life skills-based training to build relationships of trust and confidence between staff and prisoners.



Good practice records by setting.

Staff training and oversight:

HMP Hull increased the length of its control and restraint training to include a session on how best to respond to individuals with neurodiverse needs and to promote tailored de-escalation techniques by staff.

In the Argyll and Dumbartonshire policing team, training opportunities were available to ensure staff competencies, including access to mental health first aid, skills training in self-harm, suicide intervention and prevention.

HMP Cardiff was a pilot site for an HMPPS-funded project to provide frontline officers with structured supervision from a peer. This aimed to support wellbeing and increase officers' confidence in dealing with prisoners. Those who took part spoke positively about the additional support and guidance.

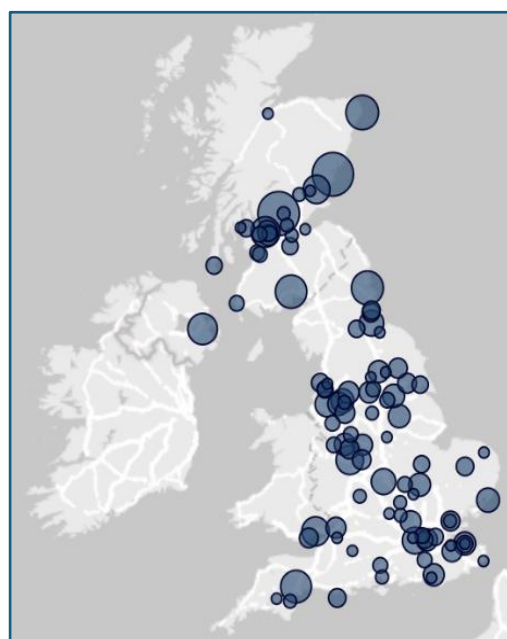
At Rossie Secure Accommodation Services, aspirational developments have taken place to support the reduction of restrictive practices, informed by in-depth analysis, reflection from incidents and regular training.

Staff at HMP Dumfries received both NHS and prison-specific inductions, with new staff being given four weeks of being supernumerary to allow them to complete their induction and familiarise themselves with healthcare delivery and the prison environment. New residential officers also spent their first three months in operations to acclimatise themselves with the environment. Additionally, the lead community nurse for trauma-informed practice carried out training sessions with NHS and SPS staff.

Staff at the Atkinson Unit completed mandatory training on learning disability and autism so children with neurodiverse needs were well understood. Adjustments were made to support children appropriately, for example, visual symbols and talking mats were being used to support a child's autistic needs.

Concluding remarks:

Despite distinct legal and operational contexts, these recurring themes highlight how respectful interaction and skilled, supported staff can create safer and more dignified environments. The inclusion of good practice in inspection and monitoring reporting reflects an increasing emphasis on improvement and shared learning across detention settings.



Geographic spread of good practice 2024-25.