



Letter from Peter Clarke, Chief Inspector of Prisons

Dear stakeholder

You will be aware that we have been reviewing our *Expectations* for adult male prisons, which were last updated in January 2012. The review set out to ensure that *Expectations* reflect the new prison reform agenda, evolving human rights standards and maximise our impact in improving outcomes for prisoners. This draft document is based upon a comprehensive study of the underpinning international human rights standards and an internal review.

We have aimed to provide a good measure of continuity, and have retained the bedrock of our four 'healthy prison' tests. However, the 'Resettlement' test is now called 'Preparation for release' and some expectation areas have been grouped together differently. We have explicitly adopted Ofsted's Common Inspection Framework in our 'Purposeful Activity' test, and we have included an expectation on leadership and management in every test.

We have also altered the presentation of *Expectations* so that they are less detailed. We hope it is now clear that establishments can choose how to achieve the expectations. We still have headings, known as Expectations, followed by bullet points, but these lists are now shorter and more aspirational, based on what we usually find in the better prisons.

I write to invite you to read our draft document and to respond to our consultation exercise, which is open until 17 February 2016. We appreciate that the consultation document is long and therefore in section 4, you can choose to respond only to the areas of most interest to you or your organisation.

Yours faithfully

Peter Clarke CVO OBE QPM
Chief Inspector of Prisons



Expectations

Criteria for assessing the treatment of prisoners and conditions in prisons

Version 5, 2017

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Section 1: Safety

Prisoners, particularly the most vulnerable, are held safely.

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Leadership and management of safety

Safe outcomes for prisoners are supported by effective leadership and management.

In the better prisons, we usually find that leaders and managers:

- *pay close personal attention to meeting the needs of the most vulnerable*
- *allocate sufficient resources to promote safety*
- *develop and implement a clear strategy for promoting positive behaviour and reducing violence*
- *are visible and appropriately challenge staff and prisoners*
- *make effective use of data to identify and minimise risks to the safety of prisoners and staff*
- *promote a multi-disciplinary approach to care*
- *ensure that security arrangements are effective and proportionate.*

Early days in custody

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

Expectations

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

In the better prisons we usually find that:

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

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

In the better prisons we usually find that:

- *Reception is a welcoming and supportive environment.*
- *Prisoners are not strip/squat-searched unless there is sufficient specific intelligence and proper authorisation.*

- *Interviews are private, take account of all available information and identify vulnerability and risk. Reception staff provide an effective briefing to wing staff.*
- *Prisoners are reunited with their property on arrival and are moved quickly to designated first night accommodation.*
- *Prisoners receive essential information before being locked up.*
- *Prisoners can shower and make a free telephone call on their first night in a new prison.*
- *Prisoners receive basic equipment and supplies.*
- *Peer supporters are used effectively in reception and during first night arrangements.*
- *Regular welfare checks are carried out on new arrivals.*

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

In the better prisons we usually find that:

- *Prisoners receive comprehensive information about the rules and regime in a format and language they understand.*
- *Induction includes a private conversation with an officer to alleviate any concerns.*
- *Prisoners know how to access help and support.*
- *Immediate reintegration needs (including accommodation, employment and debt) are identified and addressed.*
- *Prisoners are meaningfully occupied during induction and are allocated regime activity swiftly.*
- *Prisoners understand that their personal mail and telephone calls may be monitored.*
- *Prisoners subject to recall or eligible for bail are identified promptly and supported to exercise their legal rights.*
- *Prisoners who face an indeterminate sentence are identified on remand and given support. The elements and implications of an indeterminate sentence are explained to them and, where appropriate, their families.*

Managing behaviour

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

Expectations

Encouraging positive behaviour

4. Prisoners are encouraged to behave positively in the prison community.

In the better prisons we usually find that:

- *Prisoners' positive behaviours are promoted and rewarded.*
- *Progress and reward schemes are motivational, fair and proportionate and take account of individual needs.*
- *Behaviour is reviewed regularly and prisoners are able to demonstrate progress.*

- *Prisoners know they can appeal decisions about reward schemes and are helped to do so.*
- *Consultation with prisoners about the scheme is regular and responsive.*

5. A clear and coordinated multi-disciplinary approach ensures prisoners feel and are safe from violence and other anti-social behaviour.

In the better prisons we usually find that:

- *There is an effective strategy to reduce violence and anti-social behaviour.*
- *Staff promote positive and supportive relationships, identify and challenge problematic behaviour and model pro-social behaviour.*
- *Mediation is used to help resolve disputes.*
- *Allegations of violence and anti-social behaviour are investigated promptly and thoroughly and action is taken where required.*
- *Data on disorder and violence against both prisoners and staff is regularly analysed and used to inform strategy.*
- *Staff identify prisoners who self-isolate and provide support to encourage reintegration.*
- *Staff understand the link between regime curtailment and anti-social behaviour.*
- *Perpetrators of violence and anti-social behaviour receive support to change their behaviour.*

Adjudications

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

In the better prisons we usually find that:

- *Disciplinary procedures are only used as a last resort.*
- *Prisoners that lack the capacity to obey all prison rules as a consequence of mental illness or disability are not punished under the adjudication system.*
- *No unofficial or collective punishments are used.*
- *Adjudications are conducted in non-intimidating surroundings.*
- *Prisoners are routinely offered legal advice.*
- *The governor conducts adjudications regularly and routinely quality assures a proportion of adjudications conducted by other managers.*
- *Adjudication data is monitored and any emerging patterns are identified and acted on.*

Use of force

7. Force is only used against prisoners when other methods of encouraging compliance have failed. When used, force is legitimate, necessary, proportionate, and subject to rigorous governance.

In the better prisons we usually find that:

- *Staff are trained in and use de-escalation techniques routinely.*
- *Restraints are used as a last resort and for the shortest possible period.*

- *Planned use of force is properly authorised and all staff involved in the use of force complete appropriate reports promptly.*
- *The use of personal protective equipment (PPE) to manage prisoners is made on an individual basis each day by a senior manager.*
- *Health staff recognise risks associated with restraint and attend all planned C&R situations.*
- *Use of force data is monitored and any emerging patterns are identified and acted on.*
- *Use of force documentation and associated CCTV or video footage is scrutinised by senior managers to identify opportunities for improvement and possible ill-treatment.*
- *Prisoners and staff are debriefed.*

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

In the better prisons we usually find that:

- *Special/unfurnished accommodation, mechanical restraints or anti-rip clothing are properly authorised by a senior manager and only used for the shortest possible period.*
- *The use of any cell from which normal furniture, bedding or sanitation has been removed or in which a person is held in anti-rip clothing is authorised and recorded as a use of special/unfurnished accommodation.*
- *Prisoners are not strip/squat-searched or deprived of their normal clothing in special or unfurnished accommodation unless there is sufficient specific intelligence and proper authorisation.*
- *The highest level of authority is required to hold suicidal or self-harming prisoners in special/unfurnished accommodation.*
- *Monitoring of prisoners in special/unfurnished accommodation is carried out at frequent and irregular intervals.*
- *Staff encourage prisoners to return to a normal cell at the earliest opportunity.*

Segregation

9. Prisoners are only segregated with proper authority and for the shortest period.

In the better prisons we usually find that:

- *Segregation is only used as a last resort, for as short a time as possible and is subject to authorisation by a competent authority, in consultation with health care professionals.*
- *Prisoners are informed of the reasons for their segregation in a format and language they understand.*
- *The highest level of authority is required to hold prisoners with severe mental illness and prisoners at risk of suicide or self-harm in segregation.*
- *Transfers of prisoners between segregation units are exceptional and properly authorised.*
- *A multi-disciplinary staff group monitors prisoners held in segregation units to ensure they are held there as a last resort and for the shortest time possible.*

10. Prisoners are kept safe at all times while held in the segregation unit and individual needs are recognised and given proper attention.

In the better prisons we usually find that:

- *There is a clear focus on meeting individual need and providing care and support for segregated prisoners.*
- *Reviews are multi-disciplinary and prisoners are able attend.*
- *Particular attention is paid to ensuring that isolation does not cause psychological deterioration.*
- *Efforts are made to understand and address the behaviour leading to segregation.*
- *Prisoners in the segregation unit are not strip/squat-searched unless there is sufficient specific intelligence and proper authorisation.*
- *The number of staff necessary to unlock individual men in segregation is decided on the basis of a daily risk assessment, which is properly authorised and recorded.*
- *Prisoners have meaningful conversations with a range of staff every day, including the opportunity to speak in confidence with a senior manager, a health care professional and a chaplain.*

11. Prisoners have daily access to the telephone and a shower and are encouraged to access an equitable range of purposeful activities.

In the better prisons we usually find that:

- *Prisoners know what regime to expect.*
- *As a minimum there is one hour per day of outside exercise.*
- *Prisoners located on the segregation unit long term have a care plan and are encouraged and supported to associate with others and to return to normal location.*
- *Prisoners are provided with extra care and support after a period of isolation with a view to preventing future episodes.*
- *Prisoners have appropriate activities to occupy and stimulate them in their cells.*
- *Subject to risk assessment, prisoners can access the same facilities and privileges as elsewhere in the prison and access to regime activities and peer supporters.*
- *Prisoners have access to outside exercise together, subject to appropriate risk assessment.*

Security

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

Expectations

12. Prisoners are able to reside in a safe environment where security is proportionate.

In the better prisons we usually find that:

- *There are no obvious weaknesses in the physical and procedural security of the establishment, or there is evidence that weaknesses are being addressed.*
- *Security is proportionate to risk and not unnecessarily restrictive.*
- *Staff supervise prisoners well during association and movement.*
- *The risk of escape or abscond is well managed, including on escorts.*
- *Restraints are not used on escorts except when justified by individual risk assessment.*
- *Risk assessments for release on temporary licence are comprehensive.*
- *Temporary release failures are investigated.*

13. Prisoners' wellbeing is safeguarded by effective intelligence and proportionate searching measures.

In the better prisons we usually find that:

- *Effective and responsive intelligence and security measures are in place.*
- *Security systems are sufficient to identify current and emerging threats.*
- *Systems are in place to identify any threats from prisoners with extremist ideologies.*
- *The approach to security respects ethnic, racial and religious difference and actively promotes tolerance and acceptance of difference.*
- *Prisoners are not strip/squat-searched unless there is sufficient specific intelligence and proper authorisation.*
- *Prisoners are made aware that their cells or personal property are being searched and cells/property are left in the same condition as found.*
- *Routine searching is not excessive.*
- *Searches are thorough and systematically recorded.*

14. Effective processes are in place to protect prisoners from misconduct or illegal conduct by staff.

In the better prisons we usually find that:

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

15. There is an effective drug supply reduction strategy.

In the better prisons we usually find that:

- *A strategic whole prison approach to reducing drug and alcohol supply reflects emerging trends.*
- *Where problems are identified remedial action is taken promptly and evaluated.*
- *Mandatory drug testing (MDT) takes place in a suitable environment and is conducted consistently in line with protocols which ensure validity of procedures.*

- *Prisoners who test positive or refuse to be tested on MDT or are involved in suspected drug-related incidents are referred to substance misuse services.*
- *The criteria to ban or otherwise restrict visitors are linked only to activity relating to visiting procedures and are reviewed regularly.*

Safeguarding

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

Expectations

Suicide and self-harm prevention

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

In the better prisons we usually find that:

- *There is a clear strategy for preventing suicide and self-harm.*
- *Staff are clear about their responsibility to preserve life and what to do in an emergency.*
- *A multi-disciplinary committee monitors the prison's self-harm and suicide prevention policy and procedures and ensures support for the most vulnerable men.*
- *Self-harm data is monitored and any emerging patterns are identified and acted on.*
- *Investigations into deaths in custody and serious 'near miss' incidents are thorough and identify opportunities for improvement which are rigorously pursued.*
- *The highest level of authority is required before using special/unfurnished accommodation or anti-rip clothing for prisoners at risk of self-harm.*
- *Personal possessions are only removed in documented, exceptional circumstances, following a multi-disciplinary review.*
- *Staff are trained to identify and support prisoners who may have mental health problems or who have been affected by trauma.*

17. Prisoners at risk of self-harm or suicide receive personal and consistent care and support to address their individual needs and have unhindered access to help.

In the better prisons we usually find that:

- *Staff use multi-disciplinary care and support plans, developed in consultation with the prisoner, to identify risks and needs and implement strategies for reducing risk.*
- *Prisoners with complex self-harm/suicidal behaviours are managed using enhanced multi-disciplinary case reviews.*
- *Assessment, care in custody and teamwork (ACCT) procedures are used properly and are rigorously quality assured.*

- *Staff engage in a supportive and constructive way with prisoners in crisis.*
- *Peer supporters (trained and supervised by the Samaritans) offer support to prisoners in crisis.*
- *Prisoners in crisis have access to an appropriate care suite.*
- *Constant watches are infrequent. When necessary, staff create a positive environment which encourages and facilitates access to a purposeful regime.*
- *Prisoners can access a range of support services, and can involve their family in their care.*
- *Information about prisoners at risk of self-harm or suicide is communicated to the supervising officer in the community, when release is imminent.*

Protection of adults at risk

18. Prisoners, particularly vulnerable adults at risk¹ are provided with a safe and secure environment which protects them from harm and neglect.

In the better prisons we usually find that:

- *There is a local safeguarding strategy to protect adults at risk, and a nominated local manager.*
- *Staff are aware of their responsibility to protect adults at risk and know how to recognise signs of harm.*
- *Where harm or abuse is alleged or suspected, prompt action is taken to protect the individual and to investigate.*
- *Prisoners whose health is likely to be injuriously affected by their imprisonment are safeguarded².*
- *There is a clear understanding of which prisoners at risk should be referred to the local authority adult safeguarding board and how to make the referral.*
- *When required, prisoners can access advocates and/or appropriate adults to help them understand and give informed consent.*
- *Staff engage with all relevant agencies to ensure prisoners are appropriately cared for and supported.*

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

In the better prisons we usually find that:

- *Prisoners at risk of harm are located in an environment where they can easily access the support they need and a purposeful regime.*
- *Prisoners at risk of harm are not held in segregation unless this is justified in writing on the basis of exceptional circumstances by a senior manager.*
- *Individual care plans are developed to manage a prisoner's assessed needs.*

¹ 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).

² Prison Rules 1999, Rule 21 (1) The medical officer or a medical practitioner such as is mentioned in rule 20(3) shall report to the governor on the case of any prisoner whose health is likely to be injuriously affected by continued imprisonment or any conditions of imprisonment. The governor shall send the report to the Secretary of State without delay, together with his own recommendations.

- *Consistent case managers are allocated for all prisoners at risk and are responsible for oversight of care plans between reviews.*
- *Punitive approaches to managing behaviour are only used for prisoners with complex needs if this is part of an individual care or support plan and in addition to other approaches designed to improve behaviour.*

Section 2: Respect

Prisoners are treated with respect for their human dignity.

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Leadership and management of respect

Respectful outcomes for prisoners are supported by effective leadership and management.

In the better prisons, we usually find that leaders and managers:

- *take personal responsibility for providing decent living conditions*
- *model and encourage pro-social behaviour among staff and prisoners*
- *promote prisoner responsibility and self-esteem*
- *have a clear strategy for listening to and taking account of prisoner perceptions*
- *value equality and diversity, applying rules and systems impartially and meeting needs*
- *foster strong partnerships to improve health and wellbeing.*

Staff-prisoner relationships

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

Expectations

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

In the better prisons we usually find that:

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

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

In the better prisons we usually find that:

- *Prisoners take responsibility for meeting their own needs.*
- *Prisoners are encouraged to attend activities regularly and punctually.*

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

22. Prisoners have a named member of staff they can turn to on a day-to-day basis who is aware of their individual needs. Staff provide timely support as needed, including assisting with effective resettlement.

In the better prisons we usually find that:

- *Prisoners have a named member of staff who knows them well.*
- *Staff develop supportive relationships with individual prisoners.*
- *Staff know the personal circumstances of prisoners, have met their families and encourage family ties.*
- *Staff are consulted on matters relating to their prisoners and provide support to prisoners on sentence/custody plans and resettlement issues.*
- *Staff are aware of external service providers and use them to help prisoners.*
- *Staff maintain an accurate chronological record of contact with prisoners.*
- *Where appropriate, staff use care plans to coordinate care for the most vulnerable men.*

Daily life

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

Expectations

Living conditions

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

In the better prisons we usually find that:

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

- *Residential units are as quiet as possible at night with appropriate lighting to enable rest and sleep.*

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

In the better prisons we usually find that:

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

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

In the better prisons we usually find that:

- *Prisoners can shower or bathe in private every day.*
- *Prisoners have their own supplies of hygiene items.*
- *Clean bedding is provided for each new prisoner on arrival and then on at least a weekly basis.*
- *Mattresses are replaced when needed.*
- *Where night sanitation arrangements exist, access is prompt.*
- *Prisoners have access to sufficient cleaning materials to keep their cells and communal areas clean.*

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

In the better prisons we usually find that:

- *Prisoners are able to wear their own clothes.*
- *Prisoners have at least weekly access to laundry facilities to wash and iron their clothes.*
- *Prisoners are provided with enough clean underwear and socks to be able to change them daily.*
- *All prisoners are issued with enough warm, weatherproof clothing and shoes to go out in all weather conditions.*
- *Prison issue clothing is not undignified, fits and is in good repair.*

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

In the better prisons we usually find that:

- *Prisoners can receive parcels.*
- *The amount of property held in possession and storage takes account of individual needs.*
- *The list of possessions that prisoners are allowed to keep is adequate to meet the needs of the population.*
- *Prisoners' valuable property is routinely security marked before it is issued.*
- *All property is returned to prisoners on release or transfer.*
- *Prisoners are fairly compensated for clothing and possessions lost in storage.*

Residential services

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

In the better prisons we usually find that:

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

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

In the better prisons we usually find that:

- *All areas where food is stored, prepared or served conform to the relevant food and safety hygiene regulations, and are properly equipped and well managed.*
- *Catering staff meet religious, cultural or other specific dietary needs.*
- *All prisoners and staff who work with food are health-screened and trained, and wear proper clothing.*
- *Staff supervise the serving of food to prevent tampering and to ensure appropriate portion control.*
- *Prisoners involved in preparing or serving food can gain relevant qualifications.*

30. Prisoners have a weekly opportunity to purchase a suitable range of goods at reasonable prices.

In the better prisons we usually find that:

- *Prisoners are able to buy items within 24 hours of arrival.*

- *Prisoners arriving at reception without private money are offered an advance to use for purchases, with repayment staged over a period of time.*
- *Prices are broadly equivalent to those in the community.*
- *The list of products available meets the diverse needs of the population.*
- *Prisoners can place orders at least once a week.*
- *Prisoners are able to access accurate and up-to-date records of their finances, free of charge.*
- *Prisoners can purchase newspapers and magazines and place catalogue orders.*
- *Prisoners can purchase a wide range of approved hobby materials.*

Prisoner consultation, applications and redress

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

In the better prisons we usually find that:

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

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

In the better prisons we usually find that:

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

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

In the better prisons we usually find that:

- *Prisoners know how to complain and have access to information about complaints procedures in a range of formats and languages.*

- *Prisoners have easy 'first hand' access complaint forms and can submit them confidentially.*
- *Mediation services are available.*
- *Responses to complaints are easy to understand, respectful and prompt.*
- *Where necessary, prisoners receive help to make their complaint.*
- *There is an effective quality assurance process for complaints responses.*
- *Prisoners are consulted regularly about the internal complaints system to monitor and maintain confidence in the system.*
- *Complaints about health care provision and treatment are managed separately from the main complaints system.*

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

In the better prisons we usually find that:

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

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

In the better prisons we usually find that:

- *Unconvicted prisoners receive help to apply for bail and to find bail accommodation.*
- *Prisoners know what resources are available in the prison to help meet their legal needs.*
- *Prisoners can communicate with their legal and political representatives in confidence by telephone, fax and letter.*
- *Video link is used for eligible court cases.*
- *Where necessary prisoners have access to a computer and printer to prepare legal correspondence and documents. Prisoners can obtain an 'access to justice' laptop.*
- *Legally privileged correspondence is not opened by staff.*
- *Prisoners can meet their legal representatives face-to-face, in private, out of the hearing of staff.*
- *Facilities are available for legal representatives to review CCTV evidence with prisoners.*

- *Prisoners who are eligible to vote are on the electoral register, can receive campaigning material and can freely exercise their right to vote.*

Equality, diversity and faith

There is a clear approach to promoting equality and diversity, underpinned by processes to identify and resolve any inequality or discrimination. The distinct needs of prisoners with particular protected characteristics and any other minority characteristics are recognised and addressed. Prisoners are able to practise their religion. The chaplaincy plays a full part in prison life and contributes to prisoners' overall care, support and resettlement.

Expectations

Strategic management

36. The prison demonstrates strong leadership in delivering a coordinated approach to eliminating all forms of unlawful discrimination.

In the better prisons we usually find that:

- *There is a local equality and diversity strategy that outlines how the needs of all groups within the prison will be identified and addressed.*
- *The governor/director leads by example in promoting equality and diversity.*
- *Prison policies and regime activities are reflective of the diverse needs of the prisoner population.*
- *A named person has overall responsibility for equality and diversity.*
- *Staff with specific equalities responsibilities are given sufficient time and support to fulfil their role, and have clear job descriptions and objectives.*
- *Equality and diversity issues are monitored regularly by a committee involving managers, staff and prisoner peer workers from across the prison.*
- *There is regular and effective input by external community representatives, providing advice at a strategic level and support to prisoners.*
- *Awareness of the needs of people with protected characteristics is promoted by educational and celebratory events.*

37. By employing fair processes the prison ensures that no prisoner or group is substantially disadvantaged.

In the better prisons we usually find that:

- *The prison has clear systems in place to minimise all forms of unlawful discrimination or substantial disadvantage.*
- *Staff are trained and supported to identify and eliminate unlawful discrimination.*
- *There are effective monitoring systems to help identify discrimination in treatment and access to services.*
- *Data on discriminatory incidents and allegations is routinely analysed for patterns.*
- *Potential adverse outcomes are investigated thoroughly. Remedial action is taken promptly and evaluated.*
- *Monitoring data is made available in various formats so that it is accessible to all people with particular protected characteristics, whether prisoners, visitors or staff.*

38. Discriminatory behaviour is challenged robustly and consistently.

In the better prisons we usually find that:

- *All forms of discriminatory language and conduct are challenged.*
- *Prisoners and staff know what behaviours and language are acceptable.*
- *Prisoners, staff and visitors know how to report an incident, are supported to do so and are safe from any repercussions.*
- *Responses to complaints are timely and are based on a thorough investigation. Allegations and incidents are investigated thoroughly.*
- *There are clear links between designated equality staff and the establishment's approach to violence reduction.*
- *There are effective interventions to support victims of discrimination and to challenge perpetrators.*
- *Prisoners who have been involved in racist or other hate crime or incidents are identified and managed appropriately.*

39. Prisoners play a central role in eliminating all forms of discrimination and are consulted frequently to strengthen the support available.

In the better prisons we usually find that:

- *Prisoner equality representatives are used to support their peers.*
- *Prisoner equality representatives are well known and have appropriate support and job descriptions.*
- *Prisoners have the opportunity to express their views about equality and diversity issues on a regular basis.*
- *Prisoners have access to staff and outside agencies on a regular basis to answer queries and seek advice.*
- *There is proper oversight of peer supporters (or buddies) who provide assistance to individual prisoners.*

Protected characteristics

40. Prisoners with protected characteristics and any other minority characteristics are treated equitably and according to their individual needs.

In the better prisons we usually find that:

- *Staff promote and model awareness of equality, anticipating and addressing the needs of prisoners.*
- *Assessments on arrival at the prison cover all protected characteristics.*
- *Any prisoner who requires a personal care plan is identified quickly and an individualised plan is put in place. Care plans are kept up to date and, where appropriate, are multi-disciplinary.*
- *Staff are aware of prisoners who may require extra support in the event of an emergency. Personal emergency evacuation plans are used.*
- *Staff are aware of prisoners who need assistance to complete everyday activities.*
- *Staff make reasonable adjustments to ensure that prisoners with protected characteristics can participate in activities which meet their needs.*
- *External support groups and networks are effectively promoted and prisoners are helped to make contact with them.*

- *Resettlement work takes account of the specific needs of prisoners with protected characteristics.*

41. The specific needs of prisoners from all racial groups are met.

In the better prisons we usually find that:

- *Staff are aware of and respond appropriately to race and cultural issues.*
- *Sufficient attention is paid to the distinct needs of prisoners from the Gypsy, Roma and Traveller communities, including support for maintaining family ties.*

42. The specific needs of foreign national prisoners and detainees are met.

In the better prisons we usually find that:

- *Staff are aware of the distinct needs and cultural preferences of foreign nationals, especially those nationalities represented in the prison.*
- *Staff communicate with foreign nationals using professional interpreting services wherever accuracy or confidentiality is required.*
- *Key information about prison life is available in foreign languages.*
- *Foreign national prisoners receive help to keep in touch with family abroad.*
- *Foreign national prisoners receive the same resettlement support and opportunities as other prisoners.*
- *Decisions about the management of individual foreign national prisoners are taken on the basis of risk assessment, not their immigration status.*
- *Foreign national prisoners understand their immigration status and what will happen on completion of their custodial sentence.*
- *Prisoners are informed as soon as possible of any decision to detain under immigration powers (IS91), in a language that they understand. They receive notification of removal directions at least 72 hours in advance.*
- *Deportation matters are concluded before the end of the custodial sentence.*
- *Immigration detainees held solely under administrative powers are not held in prisons other than in exceptional circumstances following risk assessment. This decision is reviewed every month and confirmed in writing.*
- *Men held on immigration grounds alone have access to a regime and facilities commensurate with their status and comparable to what would be available to them in an IRC.*

43. The specific needs of prisoners with disabilities are met.

In the better prisons we usually find that:

- *Prisoners have access to appropriate specialist support services and equipment to enable them to communicate and understand the regime. Accredited interpreting services are used wherever accuracy or confidentiality is important.*
- *Reasonable adjustments are made to ensure that prisoners with disabilities, including those with learning disabilities/difficulties, have equitable access to the regime and facilities.*
- *Prisoners who are unable to work because of a disability are unlocked during the day and provided with appropriate and sufficient regime activities.*
- *Unemployment pay for prisoners unable to work due to disability is set at a level that is sufficient for those without other income to maintain a reasonable standard of prison life.*

44. The specific needs of trans and intersex prisoners are met.

In the better prisons we usually find that:

- *Trans and intersex prisoners are located in a prison appropriate to their expressed gender identity.*
- *Decisions about the location of a trans or intersex prisoner are taken following a multi-disciplinary case conference and take account of the views of the prisoner and any available evidence of living in their gender identity.*
- *Prisoners who wish to begin gender reassignment are permitted to live permanently in their chosen gender identify and can access appropriate medical and other specialist support.*
- *All gender variant prisoners, which includes prisoners who identify as trans, non-binary, gender fluid, transvestite or who are intersex, have access to the items they use to maintain their gender appearance following agreement with the prisoner on how best to facilitate this. Any restrictions are based on properly evidenced justifications.*
- *Trans prisoners are routinely addressed as, and referred to in, the gender they identify with. Non-binary or gender fluid prisoners are referred to using their preferred pronoun.*
- *Trans or intersex prisoners are able to access support or counselling services where needed, including external support networks.*
- *There are arrangements to educate staff, enabling them to adequately support prisoners in transition and prisoners who are gender fluid, non-binary, transvestite or intersex.*

45. The specific needs of prisoners of all sexual orientations are met.

In the better prisons we usually find that:

- *Staff training and development promotes equal respect for prisoners of all sexual orientations and raises awareness of the discrimination faced by gay and bisexual prisoners.*
- *There are clear guidelines for prisoners about what behaviours are acceptable.*
- *Prisoners who are gay or bisexual are supported via specific groups/schemes within the prison and through referral to external support networks.*

46. The specific needs of young adults are met.

In the better prisons we usually find that:

- *Local policies and practices draw attention to the distinct needs of young adults.*
- *Staff are aware of the distinct needs of young adults and respond appropriately to individual levels of maturity.*
- *Where appropriate, young adults have an individual care plan to help identify and meet their specific needs.*
- *Young adults arriving from the children and young people's estate are carefully prepared for transfer into the adult estate, are identified systematically on arrival and are actively supported.*
- *Behaviour management processes are applied proportionately to young adults.*
- *Young adults are consulted about the range of age-appropriate activities offered.*

- *Staff are aware of the needs and entitlements of young adults who have been looked after children, and these are met.*
- *Resettlement support reflects the specific needs of young adults.*

47. The specific needs of older prisoners are met.

In the better prisons we usually find that:

- *Staff working with older prisoners can recognise the signs of mental health problems and the onset of dementia.*
- *Older prisoners who are retired or unfit to work are unlocked during the day and provided with sufficient appropriate activities.*
- *Minimum retirement pay is set at a level that is sufficient for those who do not have another source of income to maintain a reasonable standard of prison life.*
- *Prisoners over retirement age and who are not working do not have to pay for their TV.*
- *Prisoners over 70 years of age do not pay for their TV, regardless of income.*

Faith and religion

48. Prisoners are encouraged to practise their religion fully and in safety.

In the better prisons we usually find that:

- *Prisoners have easy access to corporate worship and faith-based classes and groups.*
- *The make up of the chaplaincy team is commensurate with the prison's faith populations.*
- *Staff supervision of faith services is respectful and proportionate.*
- *Prisoners and staff know chaplaincy members well.*
- *Faith areas are accessible and permit contemplation, reflection and prayer.*
- *Alternative or additional provisions are made when individual prisoners are excluded from corporate worship.*
- *Prisoners are able to obtain, keep and use artefacts that have religious significance.*
- *Prisoners can fulfil religious lifestyle requirements.*

49. Different religious faiths are recognised and respected.

In the better prisons we usually find that:

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

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

In the better prisons we usually find that:

- *Chaplains meet all new prisoners within 24 hours of their arrival in the prison and have a meaningful and private conversation.*
- *A member of the chaplaincy team visits prisoners in the inpatients unit and those who are segregated every day.*
- *Chaplains are involved immediately when a prisoner is near to death or has died, to support the dying prisoner, relatives, other prisoners and staff.*
- *Chaplains are able to provide support to prisoners who have experienced bereavement or loss.*
- *Chaplains contribute to multi-disciplinary teams across the prison, and attend individual case reviews where appropriate.*
- *Chaplains establish and maintain links with faith communities outside the prison.*
- *Chaplains help prisoners meet their faith needs on release.*
- *The chaplaincy team has a role in identifying and challenging extremist ideologies that purport to be based on religious belief.*
- *Prisoners of no faith are able to receive support from the chaplaincy team and are not less favourably treated than prisoners of faith.*

Health, wellbeing and social care

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

Expectations

Strategy, clinical governance and partnerships

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

In the better prisons we usually find that:

- *Effective partnership working between the prison, commissioners and providers ensures that health, social care and substance use services meet the assessed needs of the prison population.*
- *Effective leadership and governance systems ensure good patient outcomes.*
- *Health, substance use and social care provision meet the required regulatory standards.*
- *Service delivery is informed by effective prisoner consultation and lessons are learned (e.g. from adverse incidents and complaints).*
- *Health staff are easily recognisable. Staffing levels and skill mix throughout the 24-hour period meet service user need.*
- *Staff are well trained and supported; this includes regular supervision.*

- *Every patient has a single clinical record which meets contemporary record-keeping standards.*
- *Information is shared within the bounds of medical confidentiality to promote continuity of care and maintain patient safety.*

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

In the better prisons we usually find that:

- *All prisoners have equal access to health, wellbeing and social care services regardless of location, regime, disabilities or language barriers.*
- *Patients are treated with dignity, respect and compassion.*
- *There are sufficient rooms to provide a full range of health services.*
- *Infection prevention and control measures are robust.*
- *Patients are seen in private, except in clearly documented exceptional circumstances.*
- *Competent health staff respond promptly to medical emergencies with appropriate emergency equipment.*
- *All clinical equipment is appropriately maintained and serviced.*
- *Arrangements to gain and review service user consent are appropriate. When service users lack mental capacity to make a decision, health professionals make 'best interests' decisions in accordance with legislation.*
- *Service users are kept safe, are safeguarded from abuse and have access to independent advocacy services if required.*
- *Service users can complain about their treatment in confidence without recrimination. Responses are timely, easy to understand and address all the issues raised.*

Promoting health and wellbeing

53. Prisoners are supported and encouraged to optimise their health and wellbeing.

In the better prisons we usually find that:

- *There is a whole-prison approach to promoting health and wellbeing.*
- *Information about available health services is easily accessible.*
- *Well-trained and supervised peer workers and health trainers offer health information and support to prisoners.*
- *Prisoners can easily access health checks, disease prevention and screening programmes.*
- *Prisoners can access sexual health services. Barrier protection and related health advice is freely available, including on release.*
- *Older patients receive proactive care from competent staff who understand their specific needs.*
- *Prisoners can access community-equivalent smoking cessation support.*
- *There are robust systems to prevent and manage communicable diseases.*
- *Prisoners receive individual health promotion advice on release.*

Primary care and inpatient services

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

In the better prisons we usually find that:

- *A competent health professional screens all new prisoners on the day of arrival to identify their immediate needs and make appropriate onward referrals.*
- *Relevant risk and care planning information is shared between prison and health staff on reception and throughout a prisoner's sentence.*
- *With consent, the patient's community clinical records are obtained promptly.*
- *Patients receive a secondary health assessment from a competent health professional within seven days of arrival.*

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

In the better prisons we usually find that:

- *Prisoners can access all necessary primary care services, including pain management, memory/dementia support services and effective out-of-hours GP services, within equivalent waiting times to the community.*
- *There is an effective appointments system.*
- *Patients with long-term conditions and complex health needs receive appropriate joined-up care.*
- *Patients with palliative and end-of-life needs receive person-centred care delivered jointly by the prison and community services, to national standards, in a safe and decent environment.*
- *Recorded care plans demonstrate patient involvement and support continuity of care.*
- *Health services staff provide community-based services on the wings when required.*
- *Patients receive secondary care services within community-equivalent waiting times and care is not disrupted by prison transfers. Security measures on hospital escorts are based on an individual risk assessment and are proportionate.*
- *Timely joint working with relevant internal and external departments/services supports continuity of care.*
- *Prisoners receive relevant pre-release assessments and interventions and are supported to register with community health services.*

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

In the better prisons we usually find that:

- *Admission and discharge is based on agreed clinical criteria. Staffing numbers and skills mix meet the patients' needs.*
- *Patients receive a comprehensive assessment of their care needs and, wherever possible, are involved in developing their own care plans.*
- *Patients have decent living conditions and access to a normal prison regime alongside therapeutic and constructive activities to maintain wellbeing and encourage recovery.*
- *Patients' ongoing care needs are met following discharge from the inpatient unit.*

Social care

57. Prisoners with social care and support needs are identified and receive assessment, care packages, adaptations and advocacy services that continue on release or transfer.

In the better prisons we usually find that:

- *Prisoners with social care needs are promptly identified and referred for a social care assessment.*
- *Prisoners' social care needs are consistently met.*
- *Sufficient trained, supervised and screened social care staff implement agreed care plans that ensure privacy and dignity.*
- *Required equipment and adaptations are provided promptly and maintained correctly.*
- *Peer prisoner supporters do not provide intimate care and are appropriately selected, risk assessed, trained, supported and supervised.*
- *Prisoners with severely restricted mobility or impaired communication can easily summon assistance in an emergency.*
- *Effective joined-up planning ensures agreed packages of care are continued post-transfer/release.*

Mental health

58. Prisoners with mental health problems are identified promptly and supported by community-equivalent services to optimise their mental wellbeing during their stay and on transfer or release.

In the better prisons we usually find that:

- *Prisoners' immediate mental health needs are assessed during their reception health screening and appropriate onward referrals are made.*
- *Prison officers receive training to enable them to recognise when a prisoner requires referral for mental health assessment, and there is a clear referral pathway.*
- *Referrals are reviewed promptly and appointments allocated on clinical need/risk.*
- *Competent practitioners deliver a community-equivalent range of evidence-based interventions for learning disability, neurological, mental and personality disorders.*
- *Prescribing reviews and related physical health checks occur regularly.*
- *Patients are assessed using a standardised format and additional information is obtained from other sources as required.*
- *Patients have written care plans which are regularly reviewed with their mental health practitioners.*
- *Liaison and joint working with other prison departments and health providers, including substance use treatment services, is effective.*
- *Patients with severe and enduring mental illness are supported within the Care Programme Approach (England) or Mental Health Measure (Wales).*
- *Patients who require assessment or treatment under the Mental Health Act are assessed and transferred promptly.*
- *Patients with severe mental illness are only located in segregation in exceptional circumstances and receive assertive mental health support and regular review.*

- *Effective discharge planning and liaison with offender managers, CRCs and community mental health services ensures continuity of care post-release.*

Substance use treatment

59. An effective whole-prison strategic approach to drugs and alcohol ensures the demand for drugs and alcohol is reduced.

In the better prisons we usually find that:

- *Effective joint working between prison departments, treatment providers and other relevant stakeholders embeds a dynamic whole prison drug and alcohol strategy.*
- *A regular needs assessment informs the strategy and action plans.*
- *Prison officers receive training to enable them to recognise when a prisoner requires referral to substance use services, and there is a clear referral pathway.*
- *Psychosocial and clinical services meet the needs of the population. Service user feedback and outcomes inform service delivery.*
- *Psychosocial and clinical substance use treatment services are well integrated with each other, the prison and all health services.*
- *Sufficient competent staff provide effective evidence-based psychosocial and clinical services.*
- *Service users have personalised recovery plans which are regularly quality assured.*
- *Patients with both mental and substance-related problems have prompt access to joined up comprehensive support.*

60. Prisoners can promptly access safe, effective and individualised clinical and psychosocial support.

In the better prisons we usually find that:

- *Drug and/or alcohol-dependent prisoners who are newly arrived from the community receive additional monitoring and individualised treatment in their early days.*
- *Prisoners (including those who develop substance-related problems during their time in prison) have prompt access to appropriate clinical, psychosocial and harm reduction interventions.*
- *Patients receive flexible prescribing which conforms to national clinical guidelines, meets their assessed needs and is reviewed regularly. All related clinical investigations and checks are completed.*
- *Newly arrived prisoners receive harm reduction information on illicit substance use in prison and about substance use treatment services.*
- *Prisoners have easy access to family support services, self-help and mutual aid, including well trained and supervised peer supporters.*
- *Drug recovery wings have a recovery ethos, competent staff and additional therapeutic interventions.*
- *Effective discharge planning with relevant internal and community services ensures continuity of support post-release, including releases from court.*
- *Service users receive information on how to avoid drug and/or alcohol-related overdose, injuries and death post-release. Additional individualised support is available for prisoners who are vulnerable to overdose or relapse on release.*

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

In the better prisons we usually find that:

- *Patients' medication histories, including allergies, are recorded during the initial reception screen and a full medicines reconciliation is completed within 72 hours of admission.*
- *Any disruption in prescribing regimens is minimised and urgent/critical medicines can be accessed promptly.*
- *Patients have direct access to clinical pharmacy services and advice.*
- *All medicines are handled, transported and stored legally, safely and securely with effective pharmaceutical stock management and use.*
- *Robust governance processes are in place to ensure safe and effective medicines management, including monitoring of medication incidents and prescribing trends.*
- *Patients' medicines are prescribed safely in line with evidence-based practice and formularies, reviewed regularly and administered at clinically appropriate times.*
- *Patients' adherence to medication is monitored. Patients are promptly reviewed when adherence is poor and/or diversion is suspected.*
- *Subject to a regularly reviewed in-possession risk assessment, patients can store their medicines securely and self-administer.*
- *Prisoners can access self-care medicines via health care and/or the canteen.*
- *Medicines are administered from a secure and respectful environment.*
- *Prison officers manage medication administration queues effectively, including ensuring only one patient is at the hatch at a time and reducing opportunities for bullying and diversion.*
- *Prisoners receive information about their medicines in an understandable format and have regular clinical prescribing reviews.*
- *Prisoners going to court or being released/transferred receive adequate supplies of medication or a community prescription to meet their needs.*

Dental services and oral health

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

In the better prisons we usually find that:

- *All prisoners have timely access to emergency dental services based on clinical need, complemented with through-the-gate treatment plans.*
- *Patients have timely access to the full range of NHS-equivalent treatment that can be reasonably delivered while they are detained.*
- *Prisoners receive evidence-based interventions in oral health promotion and disease prevention.*
- *Patients have prompt access to required medicines following dental interventions.*
- *Dental care meets contemporary professional standards.*

Section 3: Purposeful activity

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

Contents

- Leadership and management of purposeful activity
- Time out of cell
- Education, skills and work activities
 - Leadership and management of education, skills and work activities
 - Quality of teaching, learning and assessment
 - Personal development and behaviour
 - Outcomes for learners

Leadership and management of purposeful activity

Purposeful activity outcomes for prisoners are supported by effective leadership and management.

In the better prisons we usually find that leaders and managers:

- *prioritise the delivery of a full regime*
- *ensure equitable access to activities*
- *promote learning and raising expectations*
- *establish a work ethic and a focus on employability*
- *work effectively with partners delivering education, skills and work activities*
- *encourage the constructive use of free time*
- *support risk-assessed education and work placements in the community.*

Time out of cell

All prisoners have sufficient time out of cell and are encouraged to engage in activities which meet their resettlement needs and support their rehabilitation.

Expectations

63. Prisoners have regular and predictable time out of cell which is sufficient to promote mental wellbeing.

In the better prisons we usually find that:

- *Prisoners have at least 10 hours out of their cell on weekdays, including some time in the evening.*
- *Prisoners know the daily routines for activities, association and exercise.*
- *Out of cell activities happen on time and are not cancelled unnecessarily.*
- *Prisoners unable to attend learning or work activities are unlocked during the day and are provided with suitable activities.*
- *Prisoners have the opportunity to telephone their families and friends during the evening.*

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

In the better prisons we usually find that:

- *Staff and prisoners have daily opportunities to interact proactively.*
- *Prisoners engage in a variety of activities throughout the day and can have at least one rest day a week.*
- *Prisoners are encouraged to socialise with each other.*
- *Prisoners have properly equipped areas for association.*
- *Prisoners are encouraged to take part in sociable recreational activities which promote wellbeing (such as hobbies, clubs, competitions or table games).*

- *Prisoners are encouraged to give their time to benefit others, for example in peer support roles.*

65. Prisoners, including those in health services, on the basic regime or in segregation, are encouraged to spend at least one hour in the open air every day.

In the better prisons we usually find that:

- *Exercise yards are big enough, are attractive and have adequate seating and equipment.*
- *Waterproof coats are available.*
- *Prisoners do not have to choose between access to the open air and other important regime activities.*
- *Prisoners understand that time in the open air is important to their mental and physical health.*
- *Outside exercise is only cancelled in extreme weather conditions.*

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

In the better prisons we usually find that:

- *Prisoners can visit the library at least once a week.*
- *The library provides an opportunity for both learning and social interaction in an informal, relaxed setting.*
- *The quantity and quality of library materials is sufficient to meet the needs of the prison population.*
- *Prisoners can easily access documents relating to their management, rights and entitlements.*
- *The library promotes healthy living, for example by supplying books recommended by the health team.*
- *The library promotes literacy effectively and encourages social engagement.*

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

In the better prisons we usually find that:

- *Prisoners are able to use the physical education facilities for recreation at least twice a week and are able to shower in safety after each session.*
- *The range of physical education and fitness activities offered is varied and meets the needs of the population.*
- *Effective joint working between gym staff and health/substance misuse staff supports safe gym use for all prisoners.*
- *Prisoners benefit from structured training programmes and opportunities to achieve employment-related qualifications.*
- *Physical education and fitness staff have appropriate qualifications and expertise.*
- *Prisoners are encouraged to participate in fitness activities which involve the local community.*

Education, skills and work activities

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

Expectations

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

Ofsted's common inspection framework (CIF) sets out the overarching criteria for judging the effectiveness of leadership and management of education, skills and work activities. In making this judgement, inspectors will consider:

- *How successfully ambitions for the prison's performance, including its aims to reduce reoffending and facilitate prisoners' reintegration back into society, are set, reviewed and communicated with staff, prisoners, employers and other partners, and the impact this has on the quality of provision and outcomes for all prisoners.*
- *The extent to which leaders and managers collaborate with other partners to ensure that the range and content of the provision is aligned to local, regional and, where relevant, national priorities.*
- *The extent to which the prison has sufficient education, skills and work provision for its population, the availability of accredited courses, and the proportion of prisoners who benefit.*
- *The effectiveness of the allocation and attendance measures in ensuring prisoners attend their activity on time and with minimal interruptions.*
- *How successfully leaders and managers secure and sustain improvements to teaching, learning and assessment through high quality professional development and robust performance management.*
- *The rigour of self-assessment, including through the use of the views of prisoners and, where applicable, employers and other stakeholders, and how well it secures sustained improvement across the prison's work, including any subcontracted provision.*
- *The strategic priority prison leaders and managers give to the provision of English and mathematics to ensure that prisoners improve their levels of English and mathematics compared with their starting points to aid progression to future employment and their plans for resettlement on release.*
- *How effectively leaders and managers monitor the progress of groups of prisoners so that none are disadvantaged or underachieve.*
- *How well governors/directors and senior managers provide challenge and hold staff, partners and other stakeholders to account for improving the impact and effectiveness of the provision.*
- *The extent to which managers and providers promote all forms of equality and diversity through education and skills and work activities, and foster greater understanding and respect.*
- *The extent to which pay rates encourage self-improvement and prisoners are paid fairly, accurately and on time.*

- *The extent to which prisoners receive thorough and impartial careers guidance to enable them to make informed choices about their current learning and future careers and resettlement plans, and how effectively learning plans are linked with and take account of prisoners' sentence plans.*
- *How effectively (including through access to modern means of job search and job application via the internet) prisoners due for release are encouraged and supported to progress to suitable further education, training and employment on release.*
- *How effectively leaders and managers monitor the progression and destination of their prisoners (including whether prisoners enter secure and sustained employment) and use this information to improve provision.*
- *The extent to which release on temporary licence is used to enhance prisoners' employment or training skills and prepare them for release.*

69. Prisoners benefit from good quality teaching, learning and assessment.

Ofsted's CIF sets out the main criteria for judging the quality of teaching, learning and assessment. In making this judgement, inspectors will consider the extent to which:

- *Teaching and assessment methods and resources inspire and challenge all prisoners and meet their different needs, including the most able and the most disadvantaged, enabling them to develop their knowledge, skills and understanding.*
- *Prisoners are supported to achieve their learning goals in learning sessions and at work.*
- *Staff have qualifications, training, subject knowledge and experience relevant to their roles and use these to plan and deliver learning appropriate to prisoners of all abilities, to reflect best industry practice and to meet employers' needs.*
- *Trained peer mentors are deployed to work closely with staff to provide focused individual guidance and help.*
- *Staff identify prisoners' support and additional learning needs quickly and accurately through effective initial assessment, leading to the provision of high quality and effective support to help them achieve as well as they can.*
- *Staff work with prisoners to ensure that teaching, learning and assessment are tailored to enable them to make good progress and prepare for their next steps and/or their targets in their sentence plans, where appropriate.*
- *Staff assess prisoners' progress and standards of work, and ensure that assessments and reviews are timely, regular, fair, informative and reliable.*
- *Prisoners receive clear and constructive feedback through assessment and progress reviews so that they know what they have to do to improve their skills, knowledge and understanding to achieve their full potential.*
- *Teaching, learning and assessment promote equality, raise awareness of diversity and tackle discrimination, victimisation, harassment, stereotyping, radicalisation and bullying.*
- *Staff are aware of and plan for individual prisoners' diverse needs in teaching, training and work sessions and provide effective support, including for prisoners with English as a second language. Staff make reasonable adjustments for prisoners with disabilities or with additional educational needs.*
- *Teaching, learning and assessment and work activities support prisoners to develop their skills in English, mathematics and employability, including appropriate attitudes and behaviours for work, in order to achieve their learning goals and resettlement plans.*

70. Provision successfully promotes positive personal development and behaviour.

Ofsted's CIF sets out the main criteria for judging personal development and behaviour. In making this judgement inspectors will consider, where relevant and appropriate:

- *The extent to which prisoners take pride in their work; they become self-confident, self-assured and know that they have the potential to be a successful learner on their current and future courses, including in work activities.*
- *How well the provision reduces reoffending (for example through money management and personal development courses) and promotes employability skills so that prisoners are well prepared for the next stage of their education, employment, self-employment or training.*
- *How well prisoners develop the personal, social and employability skills, including in English and mathematics, required to achieve their core learning aims, and how well they appreciate the importance of these skills in the context of their next steps and resettlement plans.*
- *The extent to which prisoners achieve the specific units of their main vocational qualifications and relevant additional qualifications that enhance their learning and are likely to increase their future employability.*
- *The extent to which prisoners' employment-related skills are recognised and recorded.*
- *The extent to which prisoners' standards of work are appropriate to their level of study and/or the requirements of the relevant industries and workplaces, so that they can work effectively to realistically challenging academic or commercial deadlines and standards.*
- *Prisoners' use of the information they receive on the full range of relevant career pathways from the prison, YOI and other partners, including employers and the National Careers Service provider, which help them develop challenging and realistic plans for their resettlement.*
- *The extent to which prisoners feel and are safe, and have a good understanding of how they can raise concerns if they do not feel safe when attending education and skills and work activities.*
- *Prisoners' understanding of their rights and responsibilities as a learner in education and skills and work activities, and where relevant, as an employee, citizen and consumer in the community; and how well they work cooperatively with others in all settings and promote good and productive working relationships with their peers, employees and employers.*
- *The extent to which learning activities, including those available to support prisoners who are eligible for release on temporary licence, allow all prisoners to explore personal, social and ethical issues.*
- *How well prisoners attend learning sessions and work activities during the working day, are punctual and are kept fully occupied and busy during sessions.*
- *Whether prisoners in education and skills and work activities comply with any guidelines for behaviour and conduct stipulated by the prison, and manage their own feelings and behaviour at work and during learning sessions.*

71. Outcomes and achievements for prisoners engaged in education, skills and work evidence substantial and sustained progress.

Ofsted's CIF sets out the main criteria for judging outcomes for learners. In making this judgement inspectors will consider, where relevant and appropriate, the extent to which:

- *Prisoners make progress during their education and training and work compared with their starting points, with particular attention to progress by different groups of prisoners.*
- *Prisoners achieve learning goals, including qualifications, and, where appropriate, targets in their sentence plans.*
- *Prisoners' work meets or exceeds the requirements of the qualifications, learning goals or industry standards.*
- *Prisoners enjoy learning and make progress relative to their prior attainment and potential over time.*
- *Prisoners progress to further learning and employment or self-employment relevant to their skills action plans or equivalent.*
- *Prisoners attain relevant qualifications so that they can and do progress to the next stage of their education into courses that lead to higher-level qualifications and into jobs that meet local and national needs.*
- *Prisoners with severe and complex additional educational needs and/or those with disabilities gain skills and progress to become more independent in their everyday life and/or progress to employment.*
- *There are any significant variations in the achievement of different groups of prisoners.*

Section 4: Preparation for release

Prisoners are prepared for their release back into the community. Their risk of harm is effectively managed and they are helped to reduce their likelihood of reoffending.

Contents

- Leadership and management of preparation for release
- Managing the custodial period
- Categorisation and progressive transfers
- Reintegration planning
- Children and families and contact with the outside world
- Specialist units
 - Offender personality disorder units including psychologically informed planned environments
 - Therapeutic communities

Leadership and management of preparation for release

Rehabilitation and preparation for release outcomes for prisoners are supported by effective leadership and management.

In the better prisons we usually find that leaders and managers:

- *promote a ‘whole prison’ approach to rehabilitation and preparation for release*
- *provide appropriate resources to identify and address offending behaviour, needs and risks*
- *work collaboratively with partner organisations to deliver effective support*
- *facilitate a range of opportunities for prisoner contact with the outside world*
- *work with criminal justice system partners to ensure the safe release of the most dangerous men.*

Managing the custodial period

Strategic partnerships within the prison and community ensure a whole prison approach to managing a prisoner’s sentence. Public protection and risk management is integral to all work undertaken. Prisoners have a plan designed to address their specific needs and to reduce the risk of reoffending.

Expectations

72. Prisoners’ needs are met by coordinated rehabilitation services.

In the better prisons we usually find that:

- *There is a comprehensive rehabilitation strategy, based on an analysis of the population’s characteristics and their needs.*
- *Prisoners are able to participate fully in rehabilitation opportunities and staff reinforce their learning and progress.*
- *Where appropriate, release on temporary licence is a key part of the rehabilitation strategy.*
- *There are effective links with external statutory and voluntary agencies.*
- *The effectiveness of provision pre- and post-release is assessed.*
- *All staff are clear about their responsibilities to support the rehabilitation process, and are adequately trained and supervised.*
- *There are clear strategic links between the public protection strategy, the offender management unit and the resettlement work of the prison.*

73. Risk of harm to others is assessed and managed in every case to protect the public.

In the better prisons we usually find that:

- *All prisoners have an accurate and timely screening of the risk of harm to others and (if necessary) a risk management plan which is shared as appropriate.*

- *Reviews are undertaken at appropriate intervals and following a significant change/event.*
- *Multi-agency structures for protecting and safeguarding the public are used effectively.*
- *In statutory victim contact cases, relevant and accurate information is exchanged in a timely manner.*
- *The best interests and safety of the child are considered when a prisoner's access to children is being assessed.*
- *Prisoners are informed of the arrangements for managing the risk of harm they pose to others and the avenues available to them for challenge.*
- *Restrictions on access to specific activities are proportionate and clearly communicated to prisoners.*

74. Management of the sentence is effective in reducing the likelihood of reoffending on release and promotes rehabilitation.

In the better prisons we usually find that:

- *There is a timely and sufficient assessment of the likelihood of reoffending, including factors relating to a prisoner's rehabilitation and community reintegration.*
- *Prisoners have a custody plan based on the likelihood of reoffending and the risk of harm to others.*
- *Plans include outcome-focused objectives identifying relevant time-limited and appropriately sequenced interventions and reintegration support.*
- *Particular focus is given to sentence plans for prisoners on long or indeterminate sentences.*
- *There is routine management oversight of assessment and planning in all high risk of harm cases or those involving child protection issues.*

75. Prisoners receive support to achieve the targets in their custody plans.

In the better prisons we usually find that:

- *A case manager works with the prisoner to ensure key decisions about interventions and activities reflect the plan.*
- *The level of contact between the prisoner and responsible staff member reflects assessed levels of risk and need.*
- *Prisoners can easily arrange an appointment with their case manager.*
- *Prisoners understand and are meaningfully engaged in their plans.*
- *Plans are regularly reviewed and, where necessary, adapted to meet needs.*
- *HDC assessments and parole assessments are up to date and prisoners approved for HDC or parole are released on the earliest eligible date.*
- *A central case record holds up to date details of contact with the prisoner and work done to achieve objectives.*

76. Appropriate interventions are provided to address the risk of harm and reduce the likelihood of reoffending.

In the better prisons we usually find that:

- *Prisoners can access accredited offending behaviour programmes that help them evidence changes in their attitudes, thinking and behaviour.*
- *Staff can conduct offence-related work on a one-to-one basis.*

- *Bereavement and trauma counselling is available.*
- *There are interventions to promote victim awareness.*
- *There are opportunities to participate in restorative justice.*

77. Prisoners who have been the victim of domestic violence, have worked in the sex industry or have been subject to human trafficking are supported appropriately.

In the better prisons we usually find that:

- *Prisoners are encouraged to disclose any experience of domestic violence, abuse or involvement in the sex industry. Disclosure is managed sensitively by appropriately trained staff.*
- *There are specific interventions to support those who have experienced abuse or have worked in the sex industry. These are well-known by staff and prisoners.*
- *Prison staff work closely with external organisations to address the range of reintegration support needs of prisoners who have experienced domestic abuse or been involved in the sex industry.*
- *Specialist support is available for victims of human trafficking.*
- *Staff are aware of issues around human trafficking and how to identify potential victims.*

Categorisation and progressive transfers

Prisoners are held in the lowest appropriate security conditions and can participate in decisions about their security category. Prisoners are allocated to prisons in accordance with their individual needs.

Expectations

78. The individual needs of prisoners are considered in allocation decisions and prisoners are held in the lowest appropriate security category.

In the better prisons we usually find that:

- *Unsentenced prisoners are held in the most convenient local prison for their domestic and legal visits.*
- *Categorisation documentation contains accurate and detailed information, taking account of the individual needs of the prisoner and any medical needs.*
- *Sentenced prisoners are allocated according to their individual needs.*
- *Proximity to home is given strong importance in allocation decisions.*
- *Reviews involve the prisoner and all relevant departments. Prisoners are informed of the outcome in writing and told how to appeal.*
- *Progressive transfers are swift, but do not take place without an up-to-date assessment of the prisoner's risk of harm and rehabilitation needs.*
- *Prisoners are transferred to an appropriate resettlement prison for their release.*

Reintegration planning

Prisoners' reintegration needs are addressed prior to release. An effective multi-agency response is used to meet the specific needs of each individual prisoner in order to maximise the likelihood of successful reintegration into the community.

Expectations

79. Prisoners have an up-to-date plan for addressing outstanding reintegration needs, which is well managed and shared with the community-based responsible officer.

In the better prisons we usually find that:

- *Prisoners understand and are meaningfully engaged in their plans.*
- *A designated staff member takes responsibility for tracking progress against identified targets and reviewing these targets periodically.*
- *Prisoners receive good support to secure accommodation on release.*
- *Prisoners can access advice and support to help them manage their financial affairs in the prison and on release.*
- *Referrals are made to appropriate service providers in good time.*
- *Prisoners are given the opportunity to spend their last months in custody in the area where they will be discharged.*
- *All necessary work required to support a prisoners release to the community is completed in good time for release.*
- *There is a meeting with the community-based responsible officer in advance of release.*
- *Prisoners understand the requirements of their licence and have the opportunity to discuss their rights and responsibilities prior to release.*

80. Prior to release, prisoners receive adequate provision for re-entering the community.

In the better prisons we usually find that:

- *Suitable clothes and bags are available to discharged prisoners who do not have them.*
- *Facilities are available before discharge to launder clothes that have been in storage for long periods.*
- *On release prisoners receive all their property.*
- *Eligible prisoners receive discharge grants and money for travel.*
- *Prisoners are given detailed travel directions.*
- *Prisoners are able to make a phone call and charge their mobile phone in advance of release.*
- *Prisoners are met at the gate and taken to their initial appointments.*

Children and families and contact with the outside world

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

Expectations

81. Prisoners are encouraged to re-establish or maintain relationships with their children and families where it is appropriate and are supported in doing so.

In the better prisons we usually find that:

- *There is a strategy to help prisoners maintain and enhance their support networks, overseen by a named senior manager.*
- *Prisoners' distance from home, frequency of visits, parental status and number of dependents are monitored.*
- *There are qualified family support workers who provide support to prisoners and develop individual plans as necessary.*
- *Prisoners who do not receive visits are identified and receive individual support and help to maintain relationships.*
- *Unused visiting orders can be exchanged for phone credit.*
- *Prisoners' families and friends know how to share concerns they have about a prisoner and how to seek support.*
- *There are opportunities for families to be involved in supporting prisoners, for example during care plan reviews.*
- *Release on temporary licence is used appropriately to help maintain contact with dependents.*
- *Prisoners and their families can access interventions for improving parenting and relationship skills.*
- *Subject to risk assessment, prisoners can visit sick relatives and attend funerals.*

82. The prison supports the right of children to visit their parent in prison.

In the better prisons we usually find that:

- *The visitors centre has activities to keep children entertained.*
- *Search and entry processes are child-friendly.*
- *Dog handlers explain the dog search process in language children can understand.*
- *Children are allowed to have physical contact with their imprisoned parent.*
- *Access to special/enhanced visits is not determined by IEP status.*
- *Staff, especially visits staff, are trained in child safeguarding arrangements.*
- *Children are safe and can enjoy age-appropriate activities with the prisoner they are visiting.*
- *There is adequate provision of children/family days to meet the needs of the population.*
- *Prisoners receive advice on how to support their child through the experience of parental imprisonment.*

83. Prisoners have regular and easy access to mail, telephones and other communications.

In the better prisons we usually find that:

- *Prisoners can make a free phone call on their first night in a new prison.*
- *Prisoners' telephone numbers are added to their PIN account within 24 hours of arrival in the prison.*
- *There are sufficient telephones to facilitate daily use. They are located in quiet areas and have effective privacy hoods.*
- *Parents are provided with additional free letters and phone calls, and are able to receive incoming calls from dependents.*
- *Prisoners have access to a range of electronic options (including email and video calls) to maintain family contact.*
- *Prisoners can easily find the telephone numbers of outside organisations and know which numbers they are permitted to call.*
- *There are imaginative methods for encouraging family contact (for example, Story Book Dads).*

84. Prisoners can maintain access to the outside world through regular and easy access to visits. Prisoners are aware of the prison procedures and their visits entitlements.

In the better prisons we usually find that:

- *Prisoners are able to receive a visit within one week of admission and thereafter are able to receive at least one visit a week for a minimum of one hour.*
- *Unconvicted prisoners can receive their statutory entitlement.*
- *The visits booking system is accessible and able to deal with the number and diverse requirements of visitors.*
- *Prisoners' visitors are given information about how to get to the prison, visiting hours and what to expect.*
- *Where public transport is poor, the prison provides transport to the prison from local stations.*
- *Visitors can book visits during a previous visit.*
- *Closed and no contact visits are authorised only when there is a significant risk arising from visits justified by security intelligence. Decisions are reviewed at least monthly.*
- *Prisoners can receive visits from volunteer prison visitors.*
- *Accumulated/extended or consecutive visits are facilitated to meet the needs of visitors who travel long distances.*

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

In the better prisons we usually find that:

- *There is a visitors' centre which meets the diverse needs of visitors and provides support and advice.*
- *Search processes are respectful and take account of the needs of people with protected characteristics. Visitors are never strip-searched.*
- *There are systems to collect feedback from prisoners and visitors (including children) about their visits experience.*

- *Prisoners and visitors have access to toilet facilities at all times.*
- *Visits areas are comfortable and comparable to a normal family environment.*
- *There are clear processes for identifying visiting children, especially where there are child safeguarding concerns.*
- *Security arrangements and restrictions on physical contact are not excessive.*
- *Visitors can buy a good range of refreshments during visits.*

Specialist units³

Personality disorder units and therapeutic communities provide a safe, respectful and purposeful environment which allows prisoners to confront their offending behaviour.

Expectations

Offender personality disorder units including psychologically informed planned environments

86. Prisoners undergo assessment and treatment in an environment that is psychologically, emotionally and physically safe, and have a clear understanding of the treatment process.

In the better units we usually find that:

- *Prisoners receive advice and full information about the unit and treatment.*
- *Assessment results are communicated to prisoners in a timely manner and in a form they can understand.*
- *Prisoners receive ongoing support to manage the impact of change as they progress through treatment.*
- *All staff on the unit support its ethos, have an understanding and awareness of the specific needs of prisoners with personality disorders, and receive adequate training, supervision and support.*
- *There is a clear clinical governance structure in place and regular clinical audits.*
- *The assessment and treatment models used are evidence-based (for example, National Institute for Health and Clinical Excellence (NICE) guidance linked to research into personality disorders) and have a clear rationale for their inclusion in the process.*
- *Prisoners can negotiate temporary periods of withdrawal from the programme.*

87. Prisoners' can access a full regime and their individual rights are not in conflict with the workings of the unit.

In the better units we usually find that:

- *Prisoners in treatment have equitable access to the regime and services available in the mainstream population, including education, work and leisure opportunities.*
- *Prisoners in treatment are included in routine prisoner consultative groups or have their own consultative process.*
- *Prisoners are not prevented from using the official complaints procedures.*
- *There is no pressure on prisoners to forgo parole.*
- *Prisoners' rights to medical confidentiality are respected.*

88. Prisoners on offender personality disorder units can progress and work towards mainstream reintegration and release.

³ In recognition of the special nature of work in units for men with personality disorders and therapeutic communities, we augment our standard expectations to take account of some of the differences we expect to see.

In the better units we usually find that:

- *Treatment aims to reduce risk of harm.*
- *Prisoners can contribute to their care and treatment plan which is reviewed regularly. The family and/or legal representatives are encouraged to participate.*
- *There are established pathways of progression to environments which support the changes that have been made in treatment.*
- *Prisoners receive clear information about the likely duration of assessments and treatment phases.*
- *Data is used well to scrutinise outcomes for those applying for or undertaking the programme.*
- *Prisoners who are excluded or who withdraw consent are reintegrated back into the mainstream as quickly as possible.*
- *Planning for progression starts in time for release or for a progressive move to be available when appropriate.*

Therapeutic communities

89. Prisoners know they are entering a therapeutic community and understand what that entails.

In the better units/prisons we usually find that:

- *Prisoners receive advice and full information in writing about the unit and treatment, prior to arrival.*
- *Prisoners understand the distinct differences between the therapeutic community (TC) and more traditional regimes.*
- *Prisoners are introduced to the community after their arrival at the TC, following an appropriate assessment and induction period.*
- *The rules and expectations of the TC are understood by prisoners.*
- *Prisoners understand how infringements of the rules will be dealt with.*

90. Prisoners undergo assessment and treatment in an environment that is psychologically, emotionally and physically safe, and have a clear understanding of the treatment process.

In the better units/prisons we usually find that:

- *The TC has a structured and supportive assessment process, delivered in accordance with the requirements described in the treatment manuals.*
- *Assessment results are communicated to prisoners in a timely manner and in a form they can understand.*
- *Prisoners receive ongoing support to manage the impact of change as they progress through the TC.*
- *Staff support the unit's ethos, understand the approach adopted and receive adequate training, supervision and support.*
- *There is a clear clinical governance structure in place and regular clinical audits.*
- *Assessment and treatment models are evidence-based and have a clear purpose.*
- *Prisoners can negotiate temporary periods of withdrawal from the programme.*

91. Prisoners' can access a full regime and their individual rights are not in conflict with the workings of the therapeutic community.

In the better units/prisons we usually find that:

- *Prisoners have equitable access to the regime and services available to the mainstream population, including education, work and leisure opportunities.*
- *Prisoners are included in routine prisoner consultative groups or have their own consultative process and are expected to contribute.*
- *Prisoners are not prevented from using the official complaints procedures.*
- *There is no pressure on any members of the TC to forgo parole.*
- *Prisoners' rights to medical confidentiality are respected.*

92. Prisoners benefit from the distinct features of a therapeutic community.

In the better units/prisons we usually find that:

- *Sufficient resources are available, including suitable rooms to ensure group and individual-based work can take place according to the published programme.*
- *Prisoners, together with staff, resolve all community issues.*
- *Prisoners are encouraged and able to make a contribution to the community.*
- *Prisoners have access to interventions that meet their identified needs.*
- *The TC is suitably accredited.*

93. Prisoners in therapeutic communities can progress and work towards mainstream reintegration and release.

In the better units we usually find that:

- *Treatment aims are related to a reduction in the risk of harm.*
- *Prisoners can contribute to their care and treatment plan, which is reviewed regularly. The family and/or legal representatives are encouraged to participate.*
- *There are established pathways of progression to environments which support the changes that have been made in treatment.*
- *Prisoners receive clear information about the likely duration of assessments and stay in the TC.*
- *Data is used well to scrutinise outcomes for those applying to or undertaking the programme.*
- *Prisoners who are excluded or who withdraw consent are reintegrated back into the mainstream as quickly as possible.*
- *Planning for progression starts in time for release, or a progressive move to be available when appropriate.*