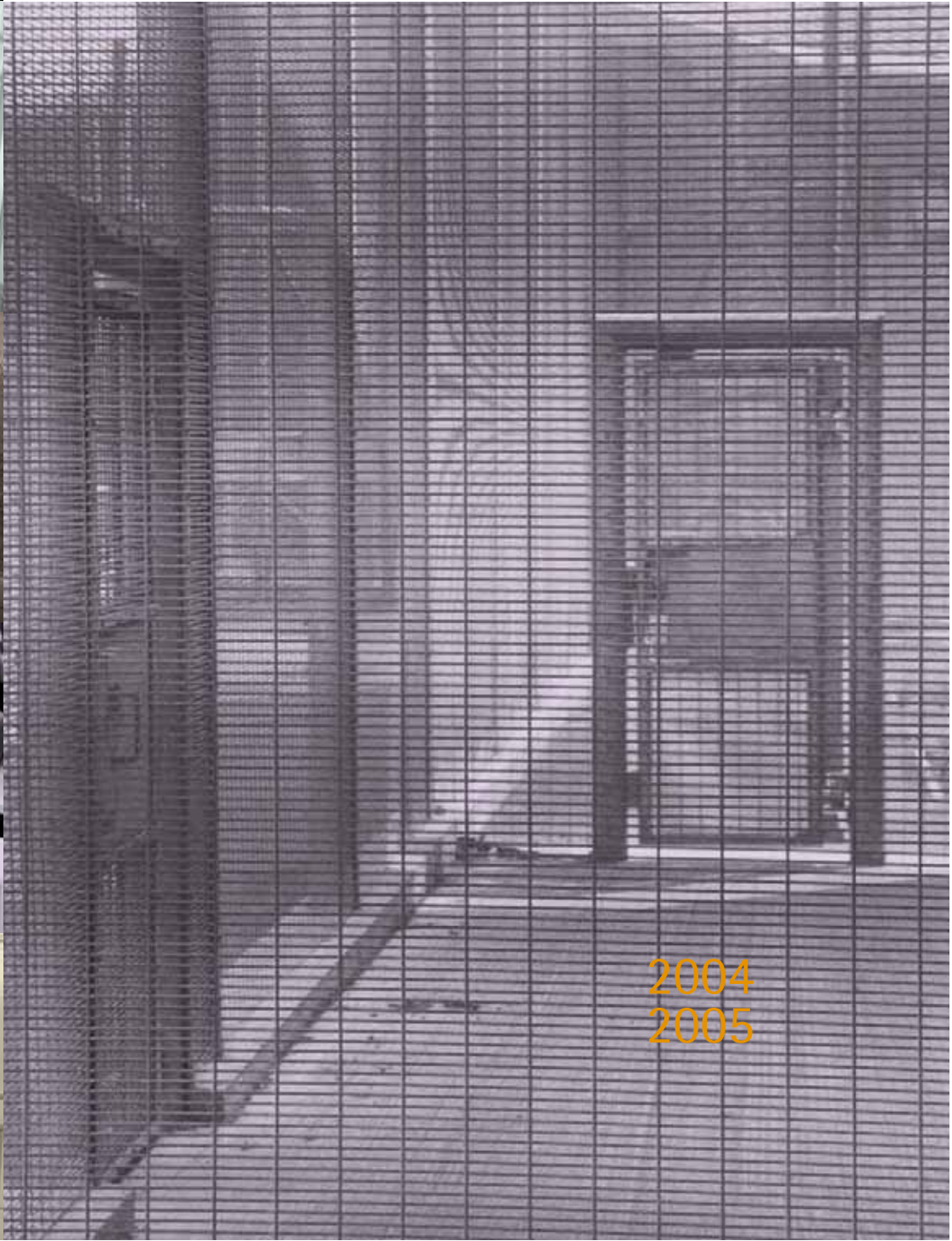




# Annual Report of HM Chief Inspector of Prisons for England and Wales



2004  
2005

Annual Report of  
**HM Chief Inspector  
of Prisons**  
for England and Wales  
2004 – 2005

Presented pursuant to Act. Eliz II 1952  
c.52 s.5A (5)

Ordered by the House of Commons  
to be printed 27 February 2006

London: The Stationery Office  
£19.50

HC 883

## Statement of purpose

To provide independent scrutiny of the conditions for and treatment of prisoners and other detainees, promoting the concept of 'healthy prisons' in which staff work effectively to support prisoners and detainees to reduce reoffending or achieve other agreed outcomes.

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# Introduction

**Last year, I reported on a prison system that was ‘trying to deliver positive outcomes for prisoners and society under the considerable strain of more, and often challenging prisoners’. During this reporting year, that strain greatly increased. In November 2005, there were 2,000 more people in prison than at the same time the previous year.**

The effect of that population rise was felt throughout the prison system. It resulted in prisoners being moved around the country arbitrarily, without sufficient regard for their closeness to home, or their ability to engage in or complete courses. It placed even greater strain on pressurised local prisons, and even more restrictions on prisoners’ access to education and training opportunities. The rise in population began just before the end of this reporting year. In too many prisons inspected since then, I have seen improvements stalled, and good prisons going backwards. That is scarcely surprising, given the pressure under which staff and managers were working; but it is a cause for considerable concern. Prisons mimic the law of gravity: they can go downhill quickly and easily; while improving them is an uphill task.



**Anne Owers CBE**  
Chief Inspector

## The prison system

That is not to underplay the work that is going on in many prisons. As our focus section on *First days in custody* shows, there have been improvements in care in the early days, and detoxification. There is enough good practice in the system for others to learn from; though provision in some prisons remains unacceptably poor. Prisoners’ first experience of custody will be in a court cell and escort van, and we continue to record worryingly late arrivals from court; though we welcome the fresh emphasis on prisoner welfare, particularly in court cells, under the new escort contracts.

In spite of the population rise, the number of self-inflicted deaths this year has decreased, and that owes a great deal to the work of the safer custody group and dedicated staff in prisons. But there too there are warnings. Male local prisons, the most overcrowded parts of the prison system, account for nearly 60% of self-inflicted deaths; though they hold only 35% of the prison population. Self-inflicted deaths among women have significantly declined this year, along with a decrease in the women’s prison population. But that population is now rising again, at a time when the number of women’s prisons has decreased, and the pressure on them has therefore increased. And the extent of self-harm among women in prison – they represent nearly 5% of the population, but account for 55% of self-harm incidents – indicates the scale of distress and vulnerability that those prisons are managing.

Considerable work and resources have gone in to improving and extending education and training in prisons. I welcome the interdepartmental approach to this. But there is much to do: in his 2004-5 report, the Chief Inspector of the Adult Learning Inspectorate described education and training in prisons as 'dispiritingly weak': half of it inadequate.

There are signs of improvement more recently, as heads of learning and skills ease into their roles; though the transfer of funding to local learning and skills councils is causing considerable uncertainty. But there is still a major concern about the amount, as well as the quality, of purposeful activity available. This is not helped by the fact that too many prisons return statistics that greatly inflate the amount of time out of cell, or of purposeful activity, that prisoners actually have. The focus section on *Activities* in this report gives many examples of such practices: indeed half the local prisons inspected and a third of training prisons were seriously overstating the true position. There is little evidence that these misleading returns are queried either within or outside the prison. Such practices merely serve to disguise the scale of the problem.

*Provision for young adults  
falls far short of their needs*

One important group of prisoners who manifestly do not get sufficient training or activity continues to be young adults, aged 18-21. Though they have very high reoffending rates, our focus section in this report shows that provision for this group falls far short of their needs. This is of even greater concern now that the legally protected status of 18-21 year olds has been ended, and they can therefore be held in any establishment. The National Offender Management Service (NOMS) is working on a strategy for 18-25 year olds, but in the absence of significant inward investment, this is likely simply to mean that already inadequate resources are stretched even further – as this group represents a significant proportion of the total prison population.

## Other inspections

This year, we published the reports of prison inspections carried out in Northern Ireland under the statutory authority, and in conjunction with, the Chief Inspector of Criminal Justice for Northern Ireland. The inspections raised continuing concerns about the imprisonment of women in Northern Ireland, as well as noting the effect of poor industrial relations on positive outcomes for prisoners.

Our inspection of other forms of detention continues to increase. As well as immigration removal centres, we now inspect short-term holding facilities, and have been able to point to a number of



systemic problems within those hidden settings. Facilities for overnight or lengthier stays are often inadequate. The most glaring gap is the absence of regular supervision and monitoring, and we are pleased that, following our recommendation, the National Council of Independent Monitoring Boards has agreed in principle to take on responsibility for monitoring these facilities.

In immigration removal centres, one of our major concerns continues to be the detention of children. This was echoed in the joint report on *Safeguarding children*, produced with seven other inspectorates.

We continue to find that decisions to detain children are made without taking account of their interests, and that there are no independent assessments of the welfare and needs of detained

*The detention of children in immigration removal centres is a major concern*

children. We will be examining carefully the scope and remit of the social worker who is to be located at Yarl's Wood. However, inspections have led to measurable improvements in other areas, such as communication with the outside world and increased activities.

In addition, this year, we published the first independent inspection report on the Military Corrective and Training Centre at Colchester. The report commended the centre's efforts on safety, but called for more work on diversity, complaints and the resettlement of those leaving the Services.

## The future

The size of the prison population is a significant challenge for the emerging National Offender Management Service (NOMS); with no sign yet of the 'rebalancing' towards non-custodial options that was a prerequisite for the Carter reforms. There are other challenges, as NOMS' structures and processes begin to take shape.

The new regional offender managers (ROMs) will be responsible for commissioning custodial services in their region, drawing up service level agreements (SLAs) with individual prisons and providers. Regional engagement is essential for effective resettlement. But it is unclear how the proliferation of individual and regionally determined SLAs or contracts, governed by high-level and less specific standards, will fit within a national prison system: and one where prisoners' chances of remaining within their region decrease in inverse proportion to increases in the prison population.

Niche populations – such as women or lifers – are the least likely to be held, or remain, near home: and here the gaps in the national management of these populations are already beginning to be felt.



Prisoner movements – particularly the movement of more difficult prisoners – are now in effect dependent on goodwill between individual governors, rather than any nationally-driven allocation system. Some of the policies developed within the women's prison estate have begun to drift, now that management of women's prisons has been devolved to areas in which they are a lone voice.

*The gaps in the national management of women and lifers are beginning to be felt*

The growth of indeterminate sentences is already posing a problem for the prison system. Within eight months, over 330 prisoners were serving the new indeterminate public protection sentence, with little by way of a national strategy for managing them. The effective management of indeterminate sentenced prisoners, many with very short tariffs, will pose a particular challenge to the new offender management model; as will the effective management of the large number of short-term prisoners not currently managed at all after release.

The focus on reaching challenging reoffending targets could also result in reduced attention to populations, or areas, that do not directly impact on those targets. Remand prisoners' custody planning needs are being sidelined, at least initially. What, then, will be the focus on other prisoners who will not contribute to meeting reoffending targets: such as foreign nationals or those with extremely lengthy sentences? And how will the Prison Service's decency and safer custody agendas fare, if service level agreements tie managers into directing resources away from those areas and towards offender management? As recent inspections of some privately-managed prisons have shown, 'contestability' is not in itself enough to drive up performance.

In this uncertain and uncharted landscape, and in the context of a growing prison population, the consistency and human rights focus offered by a specialist prisons inspectorate is all the more needed. Yet at the same time, the inspectorate itself faces major structural change. The government's recently-issued policy statement proposes the creation of an inspectorate for justice, community safety and custody, to take effect from April 2007.

Ministers have said that they are committed to preserving the integrity of custodial inspection in its present form. Indeed, they describe this inspectorate's work as providing

*the ability not merely to meet the United Kingdom's international obligations regarding protection of the human rights of prisoners, but to continue to lead internationally in the provision of an inspection regime for prisons (and other custodial settings) which immerses itself in the experience of the prisoner, takes a holistic view of the health of the prison, and tells the public and Ministers whether, from that perspective, the right outcomes in terms of decency and rehabilitation are being achieved.*

That is gratifying – and true. It is clear that our methodology works not only in all kinds of custodial settings – children's establishments, immigration and military detention facilities – but also internationally. This year, we have not only inspected prisons in the Channel Islands; we also inspected two women's prisons in Canada at the invitation of the Canadian Correctional Services. I have just given evidence to commissions and conferences in the US, examining effective forms of custodial monitoring.

The question is, whether that internationally recognised expertise can be 'bottled' and preserved within a much larger, differently focused inspectorate. The Bill now before Parliament provides for a specific duty to inspect places of custody. That is welcome, and the legislative provisions will need to be carefully examined. However, statute can only guarantee the outline, not the ethos and functioning, of an organisation. The Government has said that it wants the special focus of prisons inspection to 'infuse' the new body. But the other side of infusion is dilution. What has made this inspectorate successful has been its specialised, human rights-based focus on a single phenomenon – the conditions and treatment of those detained by the state – and the fact that it acts under the sole authority of a Chief Inspector who is associated only with that issue and who speaks directly, and with detailed knowledge, to Ministers, Parliament and the public.

*The prison system faces huge challenges and changes; it is vitally important that it continues to be inspected robustly and in detail*

The prison system faces huge changes and challenges over the next few years. It is vitally important that it continues to be objectively and independently inspected, in detail and robustly. Ministers have made clear that this is what they want. However, I remain concerned about whether it will be possible to legislate, and to create a structure, that ensures that this is what future Ministers will get.

February 2006



# Prison themes

Safer custody

First days in custody

Foreign nationals

Race relations

Healthcare

Activities

Resettlement

Substance use





## Safer custody

There were fewer self-inflicted deaths in the reporting year. Suicide prevention strategies continued to develop, but proactive intervention and individual support were often compromised. Self-harm among women remained very high. Not all prisons yet give enough attention to bullying and some try to manage it in isolation.

### Suicide and self-harm

In its inquiry into suicides in prison, the Joint Parliamentary Human Rights Committee concluded

*'At the level of the day to day operation of prisons and other places of detention, the culture of a prison, the extent to which people are treated with dignity, the quality of relationships between prisoners and staff, are all critically important. This is reflected in the standard against which the Chief Inspector of Prisons inspects, of a "healthy prison", which meets standards of decency, safety and respect. This culture is fundamental to prisoner safety and therefore to the protection of rights under Article 2 (of the European Convention on Human Rights: the preservation of life).'*



That culture is inevitably under pressure, when increasing numbers of prisoners are received, and more prisoners are moved around the system.

Overall, during the year, there was a welcome decline in the number of self-inflicted deaths: both in actual numbers and as a percentage of prisoners held, in spite of an increased prison population. There were, however, some indicators that rates are sensitive to surges and decreases in population. As the female prison population decreased, so did the suicide rate. Between May and August, a sharp rise in the male prison population was accompanied by a large number of self-inflicted deaths in male local prisons (See table in Appendix 1).

During the year, many prisons began to operate the new ACCT (assessment, care in custody and teamwork) suicide and self-harm support system. Its aim is to encourage interaction, rather than simply monitoring. It is not yet clear, from this year's reports, whether those aims are being achieved in pressurised local prisons.



Death in custody investigations are now carried out by the Prison and Probation Ombudsman, and it is welcome that during the year he was able to recruit his own staff to carry out this work, and to speed up the process of investigation and report. However, prisons rarely investigate near-death incidents, though a recent court case suggests that this is equally a human rights responsibility. We recorded serious self-harm incidents at Pentonville, Portland and Foston Hall which had not been examined. At Holloway, however, action plans had been developed to learn from such incidents. Investigating these incidents formally would also provide an opportunity to acknowledge the good work that officers do in saving lives.

While some prisons are swift to implement recommendations from death in custody investigations, we continue to report inexplicable failures to act expeditiously.

*'There had been seven deaths in custody at Norwich in the last three years and we were concerned to find that a number of key recommendations from subsequent investigations had not been implemented. Obvious ligature points in the young adult wings had not been blocked up. Night patrols had not been issued with written instructions for emergency unlock, though this had been an issue in several of the deaths.'*

Local prisons are at the sharp end of prisoner vulnerability. Male local prisons hold only 35% of the prison population but account for nearly 60% of self-inflicted deaths; indeed over a third of all the deaths in the reporting year took place in only seven local prisons.

Detoxification, mental health problems, and adjusting to the trauma of imprisonment mean that many prisoners in local prisons need a form of intensive care in the early days – which few local prisons are resourced to provide. Some, such as Exeter and Cardiff, had effective and comprehensive systems in place. But many were struggling to provide adequate support and personalised care. We recorded poor information exchange within and between prisons, insufficient resources to meet the needs of prisoners at risk, poor quality support plans and reviews, and an over-use of strip-conditions and strip-clothing to manage prisoners at risk.

*'Self-harm and suicide prevention arrangements were impressive except for some poor quality observations. Reviews were conducted to a high standard, and a range of support services was available, including a day centre. There were good links with other departments.'* (Cardiff)

*'The quality of completion of forms varied considerably. Many entries were poor and demonstrated that there had been little or no interaction with the prisoner. A review of recent death in custody reports had shown lapses in best practice and poor communication by some healthcare staff.'* (Wandsworth)

*'Young people at risk were often stripped of their own clothes and required to wear tear-proof strip-clothing, sometimes for over 24 hours. This had happened nine times in six weeks. We could see no reason for this when they were already in ligature-free cells, some with CCTV coverage.'* (Brinsford).

At some prisons – in particular Pentonville, Liverpool, Norwich and Weare – we found lengthy delays in answering cell alarm bells, and sometimes that they were muted, ignored or switched off. Night procedures, and staff training, remained unsatisfactory in many prisons, with night staff untrained or unfamiliar with emergency procedures.

Most prisons had instituted correct procedures and were analysing information. But the individual support available to prisoners was much weaker. Many support plans – such as at Holloway, Pentonville and The Mount, were unspecific and general. There were, however, exceptions: Norwich had a well-established support group for young adults, and Glen Parva had an excellent system for reviewing and supporting all those who self-harmed.

*'Glen Parva had a comprehensive, well-advertised and well-managed suicide prevention policy. A self-harm incident monitoring team carried out post-incident assessments of all cases of self-harm regardless of their perceived seriousness. Causation was seen through the young prisoner's eyes, underlying issues were identified and referrals made to the appropriate support agency.'*

Self-harm is now more rigorously monitored. In the first 11 months of the reporting year, there were over 21,250 reported self-harm incidents in prisons. 55% took place in women's prisons, though women make up only about 5% of the population. Eastwood Park alone had nearly 2,000 incidents: an average of nearly six a day. This is an indication of the high levels of distress and vulnerability, which can be exacerbated by inactivity and lack of interaction.



*'At Holloway, there were around 1,000 incidents of self-harm a year. 49% of incidents took place between 4pm and midnight, when women were locked up. Prisoners with the greatest need, particularly those who harmed themselves repeatedly, were held on "constant watches", sometimes for several months. This involved an agency nurse sitting outside the cell observing the prisoner through the observation flap in the cell door, with little interaction.'*

Overall, there have undoubtedly been improvements in the procedures and sometimes the support systems, such as first night centres (see focus section p19); and inspections record examples of best practice. Nevertheless, the pressure of population, the reactive culture in some prisons, and the vulnerability of many of those in prison, will continue to make it difficult for prisons properly to protect those in their care.

### Self-harm incidents broken down by age and gender

	number	%
Female juveniles	800	4%
Female YOs	2740	13%
Female adults	7529	35%
Female incidents (age unknown)	886	4%
Male juveniles	524	2%
Male YOs	1590	7%
Male adults	7190	34%
Male incidents (age unknown)	903	4%

## Bullying

In surveys, we find wide variations in the percentage of prisoners who have felt unsafe in particular prisons. At Exeter, only 29% of men had felt unsafe. At Wandsworth, on the other hand, over half of prisoners had felt unsafe; and at The Mount, a training prison, figures were almost as high (see Appendix 2).

*'Exeter had sound arrangements for dealing with bullies and victims, and the anti-bullying scheme was widely advertised. Senior managers monitored the scheme and considered the implications of findings when developing policies.'*



*'There was no effective anti-bullying system at The Mount; no central register; no links between security information and anti-bullying activities; no programmes to challenge bullies or support victims; and inconsistent recording of bullies.'*

In other prisons, strategies were ineffective, due to a lack of management attention, or a failure to train, support and provide time for key figures such as the anti-bullying coordinator. Our single most common recommendation was for more, and more formal, staff training, to equip officers to take a proactive, rather than simply a monitoring, role. In many prisons, particularly local prisons, we identified bullying as the most important area of weakness in relation to safety: in only four out of the 18 local prisons inspected did we find effective and well coordinated strategies.

We also frequently report the absence of suitable programmes for either bullies or victims. Prisons may simply separate them, often moving bullies for a period to segregation. Cardiff, however, had used European Social Fund money to develop programmes for vulnerable and difficult prisoners.

At two prisons inspected this year, we were very concerned indeed that gang culture, associated with the availability of drugs, had permeated the prison to such an extent that it was unsafe. At The Mount, one in four prisoners said they had been victimised by others. Ninety-three per cent of prisoners on one wing at Liverpool felt unsafe, and some prisoners facing disciplinary charges admitted to being threatened by others.



At Rye Hill, a contracted-out prison, this had reached the stage where we did not believe staff to be fully in control of the prison, and reported this immediately to the Chief Executive of the National Offender Management Service.

*'We found evidence of mobile phones at Rye Hill, and were told by prisoners of the ready availability of drugs and weapons. Assaults on staff and adjudications had increased considerably and there had been a number of serious incidents. Staff were inadequately supported by managers and were sometimes surviving by ignoring misbehaviour or evidence of illicit possessions. Prisoners said that they themselves sorted out fights and bullying.'*

We attributed this principally to the inexperience, and low numbers, of wing staff, 30% of whom had been in post for less than six months; and to insufficient visible management support for those staff.

## focus on First days in custody

**Prisoners are at their most vulnerable in the early days of custody. First night and induction procedures were improving in some prisons, but remained variable, with unacceptably poor provision in some local prisons. Late arrivals from court in many prisons continued to undermine these efforts, in spite of new escort contracts.**

During the reporting year, we continually drew attention to the problems caused by late arrivals of prisoners from courts, and the long days that prisoners, even young prisoners, had to endure. In many prisons, staff stayed late to try to settle in new prisoners, but inevitably risk assessments and support were rushed or curtailed.

Our short joint thematic review of courts and escorts, carried out with Her Majesty's Inspectorate of Courts Administration (see p71) investigated this further.

Some reception environments, even for young people, remain unwelcoming. Stoke Heath's was described as 'unfit for purpose' and at Onley, young people could spend three hours in poorly supervised and stark cells – while facilities at other prisons, such as Foston Hall, Birmingham and Lindholme, were good.

Following arrival, prisoners had widely varying first night experiences. Many reported having problems on arrival, particularly in women's prisons. Support in these circumstances was variable. Of the 91% of women arriving at Holloway with immediate problems, only a third said they had been helped by staff; whereas at Brockhill half of the 88% of women with problems said they had received help. Immediate contact with family and friends is clearly important: in 19 prisons inspected, prisoners were not given free phone calls on arrival, while in 13 others they were.

*'We had major concerns about the safety of young people as a result of the timing of their arrival at Stoke Heath. Both juveniles and adults were arriving late at night, around 9 or 10pm and sometimes after midnight. On one occasion, three juveniles, on self-harm monitoring, left at 8am for extremely short court appearances. Their cases were dealt with by 11.30am but they did not return to the prison until 9.30pm.'*

*'A 56-year old woman who had not been in custody before was sentenced at 1.50pm; her probation officer faxed reception staff shortly afterwards to express concern about her ability to cope. She did not arrive at Holloway until 9.50pm.'*





*'In the six months before the inspection, 256 prisoners had arrived at Norwich after 7.30pm, including 26 young adults who had arrived after 10pm. Reception staff stayed late, but designated first night officers were not always available.'*

*'There were good first night arrangements at Manchester. Information was plentiful, showers were available and telephone calls allowed. Prisoners were subject to a further process of identification of need, which backed up the cell-sharing risk assessment.'*

*'Though a third of prisoners were experiencing their first time in custody, there was no formal first night strategy, or first night officer role at Pentonville. First night cells were dirty, bare and bleak, with no television or radio and no audible emergency alarm. Many prisoners had no opportunity to shower or make a telephone call on their first night.'*

In too many prisons, initial interviews to assess risk took place in open reception areas, in the hearing of staff or other prisoners. In 13 reports, we needed to make a recommendation for interviews to be carried out in private.

First night arrangements in local prisons varied greatly. In 16 reports, we recommended improvements to procedures. We reported good systems at Shrewsbury, Preston and Manchester, but poor ones at Pentonville and Wandsworth.

It is unacceptable for local prisons not to have effective first night arrangements in place, as they clearly directly affect prisoners' feelings of safety: 85% of Preston prisoners, compared to 53% at Pentonville felt safe on their first night (see Appendix 2). Indeed, at Pentonville, there had been three self-inflicted deaths in the preceding six months, all within the first four days of custody.

Movement between prisons is also a time of heightened vulnerability. Some training prisons, such as Wolds and Grendon, were aware of this and had effective procedures in place; others, such as The Mount and Lindholme, were not and did not.

Some prisons, such as Canterbury and Kirkham, had put in place effective peer support arrangements for newly-arrived prisoners, and we recommended that this should be done in nine other prisons.

## Key points

**Court escort arrangements should ensure that prisoners are transported to prisons shortly after their court appearance and arrive in prisons before 7pm.**

**All prisons receiving prisoners directly from court should have a dedicated first night facility, where prisoners can receive individual support, information and assessment.**

## Foreign nationals

**This year, we recorded some limited progress in providing appropriate services for foreign nationals – nearly one in eight of the prison population – with a few prisons doing good work. However, there remains no overall guidance or policy. The absence of adequate interpretation and the stress of immigration detention are two issues of particular concern.**

In previous years, we have noted a disappointing lack of commitment to providing equality of care for foreign national prisoners, despite the fact that they constitute over 12% of the prison population.

We continued to find serious weaknesses during this reporting year, but also found signs of progress in a number of establishments. However, the lack of any effective Prison Service standards, or overall policy, in this important area, means that there is little support or guidance for prisons seeking to develop services. During the year, the inspectorate held a seminar for those working in prisons with foreign nationals. The 130 people who attended were eager for any information or practical advice; and many staff have used our published *Expectations* to assist in making provision.

In full inspections, we found that a third of establishments had failed to produce a foreign national policy. This included establishments with significant numbers of foreign nationals. However, this was an improvement on last year, when three-quarters of inspected establishments had no policies. Some establishments, such as Exeter, had made good progress in implementing policies.

*'Foreign nationals were a largely invisible group, even though their numbers had increased from 10 at our last inspection to around 145. There was no foreign nationals policy.'* (Manchester)

*'A comprehensive foreign nationals policy document had been published and was being effectively managed. Foreign national prisoners were being properly identified and their needs were, in general, being met.'* (Exeter)

However, many other prisons had policies, but little by way of implementation. The distress caused by neglect of foreign national prisoners was a recurring theme in our reports. At Preston, for example, we found a group of confused prisoners who felt alienated and unable to gain formal advice or support. In other establishments, there was a foreign national coordinator, but without any specific time or guidance for the role.



Two issues stood out as posing particular difficulties for foreign national prisoners and staff. The single most important was the problem of communication. With few exceptions, translated information was not widely available or adequately distributed. This is particularly surprising, given the wide range of booklets and forms which can now be downloaded from the Prison Service intranet. Similarly, the Language Line telephone interpreting service was still underused. We came across young prisoners for whom this could have had a tragic outcome, and where establishments were clearly failing in their duty of care.

*'An interpreter had not been arranged for a young adult at Reading until two days after he had been identified as at acute risk of suicide.'*

*'A young prisoner at Stoke Heath spoke no English. He had been identified as "quiet" and as having significant language difficulties, but no staff had brought him to the attention of the liaison officer as a foreign national.'*

The other main issue was the stress caused by detention under Immigration Act powers, and the lack of appropriate immigration advice. Well coordinated work to tackle these issues was still the exception, but there was evidence of progress and some exemplary practice.

*'At Pentonville, an independent advice service systematically visited detainees and those held under dual powers. Relevant paperwork was sent to the immigration service. All the cases we examined were being actively worked on to minimise unnecessary delays and further detention.'*

There was also evidence of better communication with the Immigration and Nationality Directorate, with surgeries being held in a number of prisons.

Some prisons were running foreign national groups, which were clearly making a positive impact, as a simple, effective means of providing support and improving communication. Prisoners could share experiences, ask questions of staff and governors, and liaise with external voluntary and support groups.

These widely differing approaches indicate the need for a coherent and properly managed approach to the support of foreign national prisoners. The inspectorate is currently undertaking a thematic review of foreign national prisoners, to identify the issues and make recommendations. The report will be published in 2006.

## Race relations

**Inspections have charted progress in putting in place systems and processes to monitor and manage race relations in prisons; but they have also identified that black and minority ethnic prisoners have poorer perceptions of their treatment in key areas of prison life. Leadership, training, more effective management and monitoring tools, and greater consultation are all needed to drive progress forward.**

Inspections have found that, particularly in the public sector, there are now mechanisms and processes to manage and monitor race relations. Race relations management teams, liaison officers and monitoring and complaints systems are in place. Nevertheless, black and minority ethnic (BME) prisoners, in our prison inspection surveys, continued to report worse treatment than white prisoners, across all key areas of prison life (see Appendix 4). In adult male local and training prisons, only 55% of BME prisoners said that most staff treated them with respect, compared to 72% of white prisoners; and 44% of BME prisoners, compared to 35% of white prisoners said they had felt unsafe. These overall findings were explored in more depth in our race thematic report, published after the end of the reporting year.



One general area of concern was that the privately managed prisons we inspected this year – Wolds, Rye Hill and Altcourse – were well behind public sector prisons in establishing effective systems to grapple with race and diversity. Ethnic monitoring systems, management support, complaints systems and external links were weak in all three prisons.

*'The race relations management team was not chaired by the director or his deputy. There were no black or minority ethnic staff and no race relations training for the last two years. The race relations liaison officer and his deputies had no dedicated time for their duties. There was very limited ethnic monitoring, and under-use of the racist incidents complaints system.'* (Wolds)

One public sector prison, Kirkham, showed what could be done, given a positive, coherent and well-implemented strategy. The management team had developed an action plan in response to the Commission for Racial Equality's investigation of the Prison Service, as part of a comprehensive strategy which actively involved prisoners, staff and external organisations.





*'Kirkham's action plan included impact assessments for all new prison rules and policies. There was a fortnightly prisoners' race relations committee, reporting to the management team. The race relations liaison office had 11 hours facility time each week. There was active promotion of positive race relations, with posters, an equality promotion week, and information about the race relations team and the local race equality council.'*

This best practice is not, however, reflected in most of the other prisons we have inspected. Three key underlying issues are apparent in reports published during the year. The first is the need for strong

leadership, support and training. In five prisons inspected – Ashwell, Bristol, Holloway, The Mount and Exeter – we recommended a root and branch revision of strategies, and a much greater senior management involvement.

*'Race relations at Bristol had been neglected and the race relations liaison officers worked unsupported by senior managers. Ethnic monitoring was incomplete. Racist incident complaints were not seen or signed off by senior managers.'*

We have serious concerns about the extent, and the quality, of training available to staff now that in-service training is no longer mandatory or centrally delivered. In six prisons, we recommended that all staff required diversity training; and we believe that such training should be mandatory.

- ◆ At Glen Parva, 438 out of 520 staff had not received diversity training
- ◆ At Liverpool, only 28% of staff had received diversity training and the training team regularly had fewer than three participants at training events that could cater for 12 or more

Second, some of the systems that are in place to promote and monitor race equality need to be more effective. Race relations liaison officers were often too junior in rank, and had too little time, to promote racial equality effectively. This was a fundamental problem in nine of the prisons inspected this year.

Inspections also often found deficiencies in the ethnic monitoring system that managers rely upon for information. In some prisons, those statistics did not cover key areas, such as segregation or access to parts of the regime. In others, trends were not routinely monitored, over time, to identify and take action on discrepancies.

*'There were many areas of missing data in Wetherby's ethnic monitoring, which made it hard to identify problem areas. Data had not been consistently presented and it was therefore difficult to identify long-term trends.'*

Finally, consultation with black and minority ethnic prisoners themselves is essential to bridge the gap between their perceptions and those of managers and staff. In 12 reports, we recommended the need for better consultative processes, using prisoner representatives and support groups. We found good examples of these processes at two women's prisons, Holloway and Brockhill.

*'At Holloway, staff regularly convened black and minority ethnic prisoner groups before race relations management team meetings to obtain their views: these were displayed on notice boards, along with the answers. This helped to inform staff, and answered many prisoners' commonly asked questions.'*

In our thematic report, we stress the need for leadership and training, effective management tools, and consultation as key parts of a positive race relations strategy in prisons.



## Healthcare

The great majority of prisons inspected during the year had healthcare commissioned by primary care trusts (PCTs). This has undoubtedly assisted the progress towards equivalence of service, and was reflected in improved practice in some prisons.



Relationships between PCTs and prisons were better in some areas than in others.

*'The South-west Dorset PCT was responsible for six prisons. It had appointed a full-time prison health development manager to support the joint working agenda. There was a long-standing and well-established relationship between Guy's Marsh prison and the PCT at both operational and strategic levels.'*

However, some issues are beginning to emerge which will need to be addressed. Governors remain responsible for the safe and effective delivery of healthcare. Some do not realise this; and others are in difficulty due to complex commissioning

arrangements or the reluctance of PCTs to engage fully. This is likely to be an increasing problem as PCTs themselves face another reorganisation over the coming year.

Access to GPs is a particular difficulty in a significant number of prisons. They are often locums, without long-term commitment or formal links to the PCT; and are reluctant to attend the prison at night. Waiting lists may also be unacceptably long.

*'Over 200 prisoners at Manchester were on the waiting list to see the one GP; some of them had been waiting three weeks. We observed one occasion when some patients had been waiting in reception for a very long time simply because staff did not know that a locum doctor was at the prison.'*

Most prisons have some form of nurse assessment clinic, but usually without triage algorithms, to ensure consistent nursing practice. We frequently also report that there are no, or few, nurse-led clinics. There were, however, exceptions, like Kirkham, which took a holistic approach to healthcare, and ran a number of health promotion clinics.

Information technology remains poor: there have been delays in the national roll-out of IT, and prison systems are not all compatible with local NHS systems or other establishments.

Dentistry too remained problematic in many prisons, with lengthy waiting times, poorly-managed waiting lists, few arrangements for out of hours emergencies, and poor appointment-keeping. There was frequently confusion between the dental surgeon and the prison over line management and surgery responsibilities. However, we also noted that in most cases prisoners were treated professionally and with respect; and in several prisons healthcare managers were proactive in dental health education, developing services and liaising with the PCT.

Primary care in general in some prisons was extremely limited.



*'It was difficult to get healthcare appointments; management of waiting lists was poor, and there was no management of chronic diseases. Prisoners could not get over the counter medicines during the day and there were some very poor practices in administering medications, including controlled drugs.'* (Pentonville)

There had been progress in mental health provision. Mental health in-reach teams have been set up, but in most cases can only deal with those with severe and enduring mental illness. This does not meet the scale of need, and there is often a vacuum in primary mental healthcare; though there were exceptions, such as Brockhill. In-patient units continued to be full of acutely mentally ill patients, often waiting for transfer to a more appropriate NHS facility.

*'The small in-patient unit held three seriously mentally ill patients. Assessments for them to move to secure NHS facilities were slow, and staff were extremely concerned at the deterioration that took place in the meantime. All the work of the mental health in-reach team focused on severely mentally ill prisoners; there was no provision for those with less acute conditions.'* (Dorchester)



*'Primary mental health services were well established. Women had a full mental health screen within a day of their arrival, and were re-screened after detoxification. Each patient had an individualised care plan, and officers on the residential units were given a copy, with the patient's permission.'* (Brockhill)

Access to psychiatrists was also often limited – as at Askham Grange and Weare. At Hindley, however, a consultant adolescent forensic psychiatrist attended once a week, and the local PCT had a specific commissioner responsible for child and adolescent mental health services.

Some in-patient facilities remained unacceptable. Often, beds were on the prison's certified normal accommodation, so that admission might not be dependent on clinical need. Regimes, and the physical environment, varied considerably.

*'Patients had very little purposeful activity. On several occasions, we found the majority of patients locked in while staff remained in the office. Some of the cells were the worst healthcare accommodation we have seen. They had very little natural light, the concrete floors were pitted and uneven, the toilets were not screened and there was graffiti on the walls, which were ingrained with dirt.'* (Norwich)

*'Patients were out of their cells all day, except for mandatory roll calls. There was a dedicated exercise yard, used twice a day. The atmosphere was relaxed but professional and communication between staff and patients was good.'* (Altcourse)

The overall picture is one of improvement, though often slow and sometimes patchy. However, this may be difficult to sustain at a time when healthcare services are themselves undergoing radical restructuring, under considerable resource constraints.

## Activities

**Population pressures limit prisons' ability to provide sufficient quantity or quality of activity. This is too often disguised in statistical returns which significantly overstate the reality for prisoners. Progress is continuing in education, though the Adult Learning Inspectorate continues to register concern. Workplace training, while developing, as yet affects relatively few prisoners.**

As population pressures increased, many prisons, particularly locals, struggled to provide sufficient activity, time unlocked or association. Even training prisons face considerable difficulties as they grow or re-role from local prisons.

Some prisons, as shown in the local and training prisons sections, have risen to the challenge commendably. Others have not. Rather than facing these difficulties openly, too many prisons record unrealistic and undeliverable amounts of activity time and time out of cell, in order to meet key performance targets. These figures are apparently neither checked nor verified by senior managers. In other cases, averages disguise the experience of many prisoners.

In nine out of the 18 local prisons, and four out of the 12 training prisons we inspected, the figures recorded seriously misrepresented real outcomes. This simply masks the problems faced by overcrowded and sometimes under-resourced prisons; it also allows staff to be less than assiduous in ensuring that access to activities is maximised. It is noticeable that in prisons run under contract, or under service level agreements, activity hours are both better and more reliably recorded.

Though progress is being made in learning and skills, the Adult Education Inspectorate (ALI) continues to express serious concern about the provision. In his most recent annual report, the Chief Inspector of ALI



*'The absence of sufficient activity at Dorchester was disguised by the greatly exaggerated regime monitoring figures. The prison had been routinely claiming that prisoners were out of their cells on average for over 13 hours a day; the reality was around 6.5 hours, as staff readily acknowledged.'*

*'Winchester recorded prisoners cleaning their own cells as "purposeful activity", thus adding 1850 hours of so-called activity every week to their statistical returns. In principle this is wrong; in practice it was not even happening as prisoners were rarely provided with materials for cell cleaning.'*

*'At Exeter time out of cell was inadequate. The establishment's published figure of 8.5 hours had been calculated incorrectly and greatly overstated the position.'*



*'Figures recording time out of cell were inaccurate, so that managers at Chelmsford were not fully aware of the inadequacies in provision for which they were responsible.'*

*'At Bristol, over 40% of prisoners said they spent less than two hours a day out of their cells; around 60% were unemployed, and most prisoners had only two association periods a week – when they were not cancelled. This lamentable situation was disguised in the statistics recorded.'*

*'Weare was recording 12.75 hours out of cell. Observation revealed that these figures bore little relation to reality. Some landings had pre-printed hours out of cell times, which they submitted weekly; others filled in figures retrospectively; actual times of lock-up and unlock were not recorded.'*

*'It was evident at Bullingdon that the amount of time out of cell reported in the regime monitoring figures was considerably over-reported and took little account of the 250 prisoners who were locked up during the day.'*

notes that 'Over half the provision in prisons was inadequate in 2004-5. Too many managers did not correct faults when they had been pointed out by inspectors, with only two-thirds of prisons offering a satisfactory level of training when reinspected.' He comments that in spite of commendable work by individual teachers and instructors, not enough was done to deal with poor teaching and the administration of learning. New heads of learning and skills were often doing good work, but were not yet having the hoped-for positive impact across the system, largely because they were not part of the senior management team, with direct access to the governor.

Our inspections also record inefficiencies caused by poor cooperation and communication between departments: in particular, between residential and activities staff. This wastes scarce resources, as well as prisoners' time in custody.

In some prisons, there is still a pay disincentive for prisoners engaging in education. There remain limited opportunities for progression, for more able learners, and, even in training prisons, too many examples of missed opportunities for accreditation for work skills, in some cases because of a preference for activity that generates income for the prison. Wayland and Lindholme were notable, but rare, exceptions to this.

However, more educational outreach work was taking place in workshops in many prisons, such as Maidstone. And in a number of prisons, the PE department was leading the way in providing courses, activities and opportunities for health promotion.



*'Miscommunication between residential and activities departments in Wandsworth contributed to the fact that the activities spaces, inadequate as they were, were not filled, or were filled late. In the month before the inspection, only 55% of prisoners attended the education classes they were scheduled for.'*

*'At Canterbury, a training prison, a large proportion of those in work were employed in low grade work. There had been a move away from vocational training to productive line contract work.'*

*'Only 48 prisoners at Ashwell were involved in any kind of accredited training in workshops. In the previous 12 months, only 25 prisoners had achieved any qualifications.'*

We were impressed by many of the peer supporter schemes we saw in prisons, whereby prisoners helped each other. Shrewsbury and Standford Hill had introduced 'Toe by Toe' schemes for reading support, and Cardiff had a 'buddies' system in the education department. These projects deserve more support and extension.

*'There had been a considerable expansion of accredited training at Lindholme. Existing national vocational qualification courses had been broadened to include those at level 3. All the plans that we saw for the expansion of work and training were of high quality and had been thought through.'*

## Key points

**Prisons should accurately record, and maximise, purposeful activity and time out of cell, and managers should check figures against reality.**

**Education and training need to be integral parts of prison management and regimes.**

## Resettlement

**Prisons are beginning to reorient their resettlement work towards the new offender management framework, though there is considerable lack of clarity about its precise functioning. Sentence management is still dogged by information exchange and staff training problems; but some prisons have developed good systems for short and long term prisoners, with effective and coordinated reintegration planning.**



The establishment and development of the National Offender Management Service (NOMS) has provided the backdrop to planning services in probation and, to a lesser extent, in prisons. The appointment of regional offender managers provides the opportunity for strategic planning at regional level, though as yet relationships with prison areas and area managers remain unclear.

Some prison managers have begun to consider how they might organise and deliver resettlement services within the proposed offender management framework.

Pathfinder projects have taken place in the north-west and south-west regions, involving a range of prisons. Parallel to this, we are working with the Probation Inspectorate, which is developing a model of offender management inspection appropriate to the proposed new framework.

The Home Office's national 'reducing reoffending' action plan, published in July 2004, identified seven key 'pathways' to support the rehabilitation of offenders. This required each region to develop a strategy by April 2005; however, our research indicated that only a third of areas had achieved this by August 2005.

Most public sector prisons were using the OASys risk assessment and sentence planning tool – with varying success, depending on the management of staff training and the completion of assessments. Information technology limitations meant that completed initial assessments did not routinely follow prisoners into or between prisons. This is a considerable waste of time, meaning that prisoners can repeatedly undergo interviews and assessments. Moreover, privately-managed prisons still did not have access to the technology that supports OASys. This seriously undermined continuity of





sentence planning; and its effectiveness is further jeopardised by population pressure, which prevents timely and progressive moves in line with sentence plans.

*'Staff at training prisons such as Canterbury and Ashwell complained that prisoners were frequently transferred from local prisons with no initial OASys assessment. In March 2004, fewer than 1 in 5 prisoners arriving at Kirkham open prison had OASys records; this gradually improved to 1 in 3 by November 2004.'*

*'Altcourse did not have full access to the Prison Service computer system and was unable to operate the OASys system; this delay disadvantaged prisoners compared with those in public sector prisons.'*

As last year, many inspection reports criticised the ineffectiveness of resettlement policy committees. Resettlement policy committees at The Mount and Maidstone had not met regularly, and those at Blantyre House, Askham Grange and North Sea Camp were too concerned with operational matters, at the expense of strategic planning and monitoring of progress and outcomes. However, in other prisons – such as Wandsworth, Shrewsbury and Preston – resettlement policies had been reviewed and action plans updated.

Sentence planning, and custody planning for short-term and remand prisoners, remained a mixed picture.

*'At Wandsworth, 437 prisoners had no sentence plans. This meant that potential category D prisoners were being held at Wandsworth, and essential offending behaviour work delayed. There were no custody plans for remand prisoners and those sentenced to less than 12 months.'*

*'Preston continued to prepare custody plans for all short-term and unconvicted prisoners. Custody planning began on the first night centre; it played a vital role in the resettlement of short-term prisoners and was used to inform any subsequent assessments for prisoners sentenced to 12 months or more.'*

In many prisons, we found little evidence of formal case management arrangements to monitor the progress of sentence plan targets: too great an emphasis was placed on the self-motivation of prisoners. There was, however, a good scheme in place at Blantyre House, and systems were being set up at Exeter and Bristol.

The use made of statutory and voluntary organisations to provide resettlement and particularly reintegration services varied in terms of quality and quantity. There were, however, some examples of good practice, for example at Nottingham and Portland.

*'The reintegration service was basic and involved no effective relationship with outside agencies. What was being delivered was essentially a preparation for release programme rather than community-focused resettlement.'* (Maidstone)

*'Knowledgeable specialist workers provided advice on housing, employment and debt. In the previous eight months, only 6% of prisoners had been released with no recorded address; and there had been 759 debt or benefit interventions involving at least £105,000 worth of claims. There were regular meetings for staff from external agencies, and a newsletter promoted joint working across a wider range of agencies to improve services to prisoners.'* (Nottingham)

This is clearly a fast-developing area. As well as our joint work with the Probation Inspectorate, we will be reviewing and reissuing our own *Expectations* on resettlement, to ensure that we can provide independent assessment of the outcomes for prisoners under the new structures and models.

## Substance use

**Overall, inspections have shown some improvements in clinical management, though this is not the case consistently across the prison estate. New short duration drug programmes are proving valuable, but provision for alcohol abuse is still too limited. Throughcare and post-release support had improved where there were good links with community provision.**

In women's prisons, clinical management protocols had been consistently implemented and continuity of care had in general improved.

*'Women who began their treatment regime at local prisons continued this at Foston Hall. The healthcare department had adopted the policies and protocols for women's prisons, with specialist training and support for staff.'*

However, it was very disappointing that at Holloway, once a model for post-detoxification support, the post-detoxification unit had closed, and women were being moved on to general location before completing their detox programme.



Male local prisons provided a mixed picture. First night symptom relief was not always available – for example at Dorchester, Shrewsbury and five other local prisons, opiate users received inadequate medication. Not all prisons had dedicated detox facilities and many lacked a supportive regime. Yet we also recorded significant improvements. Wandsworth offered a range of courses on the detoxification unit and provided good mental health services. Improvements were recorded at Highpoint, Nottingham, Altcourse and Cardiff.

Over the last year, we saw some positive developments, such as the extension of stabilisation and maintenance programmes, dedicated units and multi-disciplinary teams, and the provision of structured support. These were achieved in partnership with primary care trusts and were in line with the new clinical management guidance. Further funding should allow that guidance to be fully implemented.

Following our recommendation last year, specific guidelines are now being developed to advise clinicians on the treatment of drug dependent children and young people.

*'Detoxification arrangements at Shrewsbury were poor, even though nearly two-thirds of prisoners said they had injected heroin immediately before imprisonment. The failure to prescribe for prisoners on their first night increased the likelihood of self-harming.'*

*'Cardiff had a 52-bed dedicated detoxification unit providing a supportive regime. The multi-disciplinary staff team included substance misuse nurses, CARAT workers, discipline officers and administrative support.'*

Some establishments were struggling to control the supply of drugs: Liverpool and Rye Hill had extremely high rates of positive mandatory drug tests. Others, such as Manchester and Pentonville, had put in place effective measures for tackling supply routes.

For some time, the inspectorate has pointed to the need for a Prison Service alcohol strategy: 63% of sentenced men and 37% of sentenced women have been classified as hazardous drinkers. The Service published a strategy in December 2004, with provision for testing and services.

Without new resources, however, provision has remained patchy. The majority of local prisons provided only detoxification; this was inadequate in some prisons such as Manchester. Most CARATs contracts still excluded prisoners whose sole problem was alcohol – even when working with young offenders, as at Reading. Some prisons, however, such as Leyhill, had dedicated alcohol workers. Provision for juveniles improved with the implementation of the Youth Justice Board's national service specification, which includes alcohol and tobacco.

Many kinds of rehabilitation programme continued to be offered; but the main development was the expansion of substance-related programmes, such as P-ASRO (prisoners addressing substance-related offending) and the SDP (short duration drugs programme) for short-term and remand prisoners. These much-needed programmes focus on harm reduction and relapse prevention. Some establishments had designed specific courses.

*'At Reading, a 4-week harm reduction programme specifically geared towards the needs of young people had been developed in-house. Now accredited, the programme's completion rate was over 90%, and young people reported that they found it very helpful.'*

There remained little structured provision for primary cocaine and crack users, whose numbers are increasing; though some interventions are being piloted.

Many criminal justice integrated teams (CJITs) within the drug intervention programme (DIP) continued to offer well-coordinated services, though the re-tendering of all contracts had created disruption to services in some prisons. Throughcare provision was strengthened by the roll-out of drug intervention programmes (DIPs), designed to retain offenders in treatment and coordinate care post-release. Pentonville and Wandsworth had developed good relationships with teams in local London boroughs, but difficulties could arise for those not in DIP areas. Some prisons, such as North Sea Camp, had not engaged with these initiatives at all.

*'At Exeter a multi-disciplinary team offered interventions to young prisoners, to those with alcohol problems and to remanded prisoners preparing for drug treatment and testing orders. The service was well integrated into the prison and managed its caseload creatively.'*

*'Links had been established between Wandsworth and 8 DIP boroughs, but prisoners returning to other counties received less priority; this could result in a two-tier system, where area rather than need prevailed.'*

A similar provision for young adults, RAP (resettlement and aftercare provision) was being piloted in 17 youth offending team areas.





# Prison establishments

Local prisons

Training prisons

Open and resettlement prisons

Women's prisons

Young adults

Juveniles

Northern Ireland



## Local prisons

During the reporting period, 18 local prisons were inspected (9 full announced inspections, 2 full unannounced inspections and 7 unannounced follow-ups).

*Wandsworth, Dorchester, Pentonville, Bristol, Exeter, Norwich, Altcourse, Preston and Nottingham (full announced); Liverpool and Manchester (full unannounced); Birmingham, Bullingdon, Shrewsbury, Highdown, Winchester and Cardiff (unannounced follow-ups).*

On the whole, the picture is one of improvement – though often limited, from a low base, and with a great deal of work remaining. Some establishments, however, had lost their way following a high turnover rate of senior managers, were struggling to manage under population pressure or to change negative staff cultures, or were simply trying to do too much with limited resources and relentless prisoner movement.

*'Nottingham faced the challenge of cramped, old accommodation and a transient population with multiple needs. Staff were confronting these problems with considerable commitment; in many areas good progress was being made towards turning it into a healthy and effective local prison.'*

*'Pentonville was failing to grapple with the problems facing many other locals. Systems and management structures were inadequate to ensure that policies were implemented safely, decently and consistently.'*

All the local prisons we inspected were overcrowded: as much as 100% above certified normal accommodation in some small prisons, such as Dorchester and Shrewsbury; and in most other locals between 40% and 25%. Many prisoners were therefore held in cramped cells, with unscreened toilets. It should be remembered that these inspections took place before the sharp rise in the prison population in mid-2005.

It continues to be the case that the culture of many local prisons has improved: we found generally positive staff–prisoner relationships in 10 out of the 18 local prisons inspected. However, in others, we found relationships which were disrespectful or even collusive.



- ◆ Relationships at Bristol were relaxed and friendly, and 78% of prisoners said there was an officer they could talk to
- ◆ Prisoners told us that the best thing about Norwich was the staff
- ◆ Staff on the residential units at Preston were aware of the individual needs and circumstances of prisoners
- ◆ Wandsworth's underlying culture had not been addressed: prisoners were out of their cells more, but staff were not engaging with them, and some were actively disrespectful
- ◆ At Pentonville and Liverpool, we reported that staff had not properly set the boundaries, and there was mutually abusive or collusive behaviour

However, even where relationships were cordial, we found little evidence of active engagement between staff and prisoners at most prisons: in particular, personal officer schemes were usually ineffective. The exception to this was Exeter, where personal officers had received local training and written guidance.

Time out of cell, and engagement in genuinely purposeful activity, remains poor in most local prisons. We have already referred to poor and inaccurate recording, which disguises this. In addition, much work was low grade, repetitive and menial – 50% of work at Exeter related to alleged cleaning activity, and 250 prisoners at Liverpool were supposedly engaged in domestic work, though the prison was not very clean.

- ◆ Bristol was described as a 'bang-up jail': up to 60% of prisoners could spend about 22 hours a day in their cells; education was available for only 12% of prisoners
- ◆ At Exeter, over 40% of prisoners were locked up at any time; 40% of prisoners were classed as unemployed but half of the remainder were allegedly cleaners
- ◆ High Down's purposeful activity target was low and not being met; a third of prisoners were unemployed

However, there were some notable exceptions, which show what can be done, even in busy and overcrowded local prisons.

- ◆ Prisoners at Altcourse were unlocked for most of the day and for two hours each evening. There was employment for about 85% of prisoners





- ◆ At Manchester, most prisoners had association more than five times a week; around 70% were involved in daily activity, much of it related to future employment
- ◆ Prisoners at Cardiff spent an average of 9 hours out of cell each weekday. The prison provided 600 full-time activity places for a population of 750

Inspections always pay close attention to the running of local prisons' segregation units, and to the use of force, and of the 'special' (unfurnished) cells. These can be important indicators of a prison's culture. We found a number of prisons (such as Nottingham, Manchester and Liverpool) which were effectively implementing the new Prison Service Order on segregation: keeping good records, carrying out safety algorithms, and seeking to return prisoners to normal location as soon as possible.

In many prisons, however, such as Wandsworth, Preston and Norwich, we found that the special cell was inappropriately used to manage prisoners at risk of self-harm; or that the use of force, and of unfurnished accommodation, was high and not properly recorded.

## Training prisons

**This year, we inspected 13 male training prisons: 4 full announced inspections, 3 full unannounced inspections, and 6 unannounced follow-up inspections. We also inspected two training prisons that are therapeutic communities.**

*Weare, Ashwell, The Mount, Canterbury (full announced); Wolds, Rye Hill, Guys Marsh (full unannounced); Maidstone, Channings Wood, Highpoint, Ranby, Wayland, Lindholme (unannounced follow-up). Grendon, Dovegate therapeutic communities (full announced)*

These prisons presented a mixed picture. Some, like Ranby, Guys Marsh, Wayland and Highpoint, were coping well, even with a greatly expanded population – but not all were providing genuine training opportunities.

*'We previously criticised Highpoint for merely "containing" prisoners. Now the vast majority of the much increased population was in work or training. Attendance was well managed and accreditation was expanding.'*

*'Guys Marsh had virtually full employment, and prisoners were out of their cells for lengthy periods. However, what was provided was of poor quality. No accreditation or work-based qualifications were offered.'*

Others were training prisons in name only, without sufficient activity to justify the title. This sometimes reflected poor planning when re-designating prisons, or inadequate facilities. Both Canterbury and Wolds had changed from local to training prisons, but without the resources or facilities to carry out this task. Both had a severe shortage of purposeful activity, with neither the quantity nor quality to provide meaningful training.

*'Though notionally a training prison, Weare, the prison ship, had no space for workshops, and insufficient space for education or exercise. It was literally and metaphorically a container. Following the inspection, it was closed.'*

Some other training prisons, such as Maidstone and The Mount, were providing insufficient activity, with a third of the population locked in

cells at any one time. The amount of work available was exaggerated in some cases, with considerable use of part-time work and education; and those places that existed were sometimes not filled.

Two training prisons – Rye Hill and The Mount – caused us serious concern in relation to the fundamentals of safety and decency; and we had similar concerns in relation to one wing at Lindholme.

*'The first responsibility of those running a prison is to provide a safe and decent environment. The Mount was neither. One in four prisoners said they had been victimised by other prisoners; 44% said it was easy to get hold of illegal drugs. There was ingrained dirt and litter in many parts of the prison.'*

Eight of the 13 training prisons had sentence planning backlogs, sometimes considerable – ranging from two months to a year. This was partly because few prisoners arrived with sentence plans already completed at the local prison where they had begun serving their sentence. We recorded significant delays in sentence planning at Ashwell and Channings Wood, for example.

## Therapeutic communities

This year, we inspected the two largest therapeutic communities in the prison system. One, Grendon, has been operating for over 40 years. The other, the therapeutic wing at Dovegate, a privately managed prison, has been operating for less than three.

We found that both were remarkably safe places, in spite of the fact that they held some very serious offenders. Group dynamics replaced the need for many of the usual procedures and discipline systems. At Grendon, prisoners were open with staff about potential security and control problems, there were no indications of bullying, and behaviour issues were managed successfully in small groups. At Dovegate too, there was also little evidence of bullying, rare use of force and minimal self-harm. But we were concerned that commercial considerations meant that some unsuitable prisoners were being transferred to the community simply to keep the numbers up and fulfil the contract.

Both therapeutic communities had extremely good staff–prisoner relationships, again without the need for the usual incentive systems. Both, however, needed to improve resettlement work, particularly in relation to prisoners who returned to the 'normal' prison system.

## Open and resettlement prisons

**During the reporting year, we published reports on five male open prisons and one resettlement prison.**

*Open prisons: Kirkham, Sudbury, North Sea Camp (full announced); Leyhill, Stanford Hill (short unannounced)  
Resettlement prison: Blantyre House (full announced)*

As we reported last year, the increase in the general prison population has led to further increases in the number of short term prisoners being sent to open conditions, often earlier in their sentence. In the main, open prisons remain calm and safe places, but some have still to strengthen their systems if they are to meet the increasing challenge of drugs, bullying and absconding.

*'All open prisons at present are dealing with a changed and increased prisoner population. This is a considerable challenge for establishments that have historically provided a home for a small number of compliant, low-risk prisoners. It is one which North Sea Camp was failing to meet.'*

In previous years we have commented on the poor personal officer schemes in open prisons, but this year we found that the position was improving in most cases, with policies in place and evidence of effective development. In general, we found good relationships between prisoners and staff, although at North Sea Camp, a small minority of staff displayed attitudes and behaviour that undermined this positive approach.

*'Relationships between staff and prisoners had been identified as a weakness at Kirkham, but there was evidence that this was improving, with a strong lead from the governor and his senior management team.'*

North Sea Camp also suffered from poor accommodation; there had been little investment since it was built by Borstal boys in the 1930s. However, we were also pleased to note several sites where new or refurbished units had been provided.

In nearly all open prisons, we found that little was being done to meet the needs of foreign national prisoners. In most cases, there was no policy and scant evidence of any proactive approach to deal with the problems faced by these prisoners.



Purposeful activity remained inadequate in most of the prisons. With the exception of Leyhill and Kirkham, all failed to provide enough meaningful work, training or activity for prisoners who would in practice spend considerable periods in the establishment.

- ◆ There was good access to purposeful activity at Leyhill and accreditation of work and training had continued to develop
- ◆ Stanford Hill still failed to offer worthwhile skills or meaningful work to the majority of prisoners
- ◆ All prisoners at North Sea Camp were engaged in some form of work but for some this amounted to only two hours of toilet cleaning a day

Resettlement should be at the heart of the work of an open prison. In last year's report we noted some improvements in resettlement work. This year, two prisons inspected were performing well, or reasonably well; but three others were not: with poor management, a disjointed approach and no needs analysis of the population. In some, arrangements for working out were the sole focus of 'resettlement' work.

Blantyre House, the only resettlement prison inspected, had an impressive and innovative range of resettlement activities. But it was greatly hampered by the fact that there was no area settlement strategy into which its specific role could fit, and this prevented it from being part of a resettlement continuum for appropriate prisoners.



## Women's prisons



During the year, we inspected five women's prisons: three full announced inspections, one full unannounced inspection and one unannounced follow-up inspection.

*Foston Hall, Askham Grange, Brockhill (full announced); Holloway (full unannounced); Drake Hall (unannounced follow-up)*

Only two of the women's prisons inspected during the year were local prisons, receiving women directly from court: these were Holloway and Brockhill. Those remain the prisons of greatest concern, with a vulnerable and often transient population.

There were five self-inflicted deaths of women prisoners during this reporting period, compared with 14 each year in the two previous years. This reduction occurred at a time when the overcrowding in women's prisons had reduced, due to a decrease in population and the opening of two new prisons. However, since then, one women's prison has re-rolled to take account of pressure in the male prison estate: and the women's prison population has again begun to rise.

The extent of self-harm, mental illness and vulnerability among women remains as high as ever (see safer custody section). Analysis of our survey results show that even more women than in 2003-4 reported having felt unsafe (though this was heavily concentrated in the two local prisons). First night procedures are particularly important for safety, whether women are being transferred from court or between prisons. All the prisons inspected had inadequate provision, even where we had made previous recommendations.

*'At Brockhill, there was no specific strategy for helping first night prisoners settle in. 88% of women said they had problems on arrival, and only 49% said they had received help to address them.'*

*'Foston Hall had no formal first night strategy, though half the women were experiencing their first custodial sentence. The induction leaflet warned about contact with personal officers: YOU ARE ONE OF EIGHT INMATES IN THEIR CHARGE. DO NOT WASTE THEIR TIME.'*

A high proportion of women, particularly in training prisons, are foreign nationals. However, support for these women was often inadequate. Although Drake Hall was a designated prison for foreign national women, there were no policy, targets or monitoring of outcomes. Holloway, by contrast, had a good support system, and the Hibiscus organisation saw every foreign national prisoner during her first week in custody.

Standards of hygiene continue to be unacceptable in some prisons. We were particularly critical of cleanliness and the general upkeep of residential areas in Holloway. Night sanitation systems continued to raise serious concerns about safety, as well as respect.



*'The night sanitation system at Brockhill resulted in unacceptable delays in access to facilities, allowed prisoners unsupervised access to others, and caused potentially unsafe delays for night staff responding to call bells. Some women were reduced to using plastic bags and rubbish bins.'*

We were pleased with the improvements in levels, and quality, of activity in most of the prisons we inspected this year. This was particularly noticeable in two training prisons: Drake Hall and Foston Hall. It was disappointing, however, that the only open prison inspected, Askham Grange, had too many low level jobs, and a very restricted range of outside work placements.

The time that women spent out of their cells had improved, or was good, at all the prisons we inspected, even local prisons. Prisoners at Brockhill were out of cell, on average, for 8.5 hours on weekdays; and those at Foston Hall for 10.5 hours.

In four of the prisons we inspected, we found improved staff-prisoner relationships; but this was not yet the case at Holloway.

*'At Askham Grange, 89% of prisoners reported that staff treated them with respect. There were regular prisoner forums, and senior managers consulted prisoners and listened to their views on new initiatives.'*



*'At Holloway, only 55% of prisoners reported that staff treated them with respect. Staff attitudes on the residential wings were over-formal and sometimes dismissive.'*

We inspected two mother and baby units during the year: at Holloway and Askham Grange. The Holloway unit was being refurbished, but procedures and levels of care were broadly good. The units at Askham Grange were excellent, with good facilities and a positive multidisciplinary approach to care and management.

Policies and practices specific to the needs of women continue to be developed. Best practice guidelines for working with women who disclose abuse have been issued, and a review of women's segregation is being undertaken. However, there is concern about the implementation of these policies, now that the women's estate has been disbanded. For example, problems have arisen in persuading governors to take the small number of prisoners subject to the disruptive prisoners' protocol; and the policies that had been developed for detoxification, the management of seriously self-harming women and the operation of mother and baby units have not been universally in place in prisons recently inspected.

Too often decisions about the role and location of women's prisons are based on pressures in the male estate rather than on the needs of women prisoners. The lack of strategic management of the women's estate was apparent when we inspected Brockhill, threatened with re-rolling to a male establishment. While conditions at Brockhill were far from ideal, this would have left the West Midlands, the second largest probation area in the country, without a women's local prison.

*'The proposal to re-role Brockhill suggested inadequate attention to, and even marginalisation of, the needs of women. Eighty per cent of the adult women lived within 50 miles of the prison, and many were trying to maintain contact with families and dependent children. A brand-new, purpose-built and much needed detoxification and healthcare centre had recently been built, to meet the specific needs of women.'*

Following the inspection I made representations to the Prisons Minister who agreed that a decision should be deferred until there had been a full strategic review of the women's estate.

## focus on Young adults

Our reports this year on 10 young offender institutions continue to document the inadequate provision for young adults (18-21). They will shortly lose what limited protection they have, when their specific and separate legal status is removed. This is of concern, particularly as the poorest provision at present is to be found in establishments that hold young adults within an adult population.

*Young adults only: Glen Parva, Portland and Reading (full announced), Onley (unannounced follow-up)*

*Split sites holding juveniles and young adults: Brinsford and Stoke Heath (full announced)*  
*Local prisons holding adults and young adults: Dorchester, Exeter and Norwich (full announced); Highdown (unannounced follow-up)*

Young adult prisoners remain in the limbo they have inhabited since 2000 – often held alongside juveniles who have visibly better funding and provision, or with adult prisoners in overcrowded local prisons where regimes are often poor and there is no express provision for them.

In adult prisons, too, we are often concerned that young adults mix with adult prisoners, including serious and sex offenders, without effective supervision, or risk assessment: this was the case at Bristol and Dorchester.

Young adults are more likely than adults to be held at some distance from home. This exacerbates the problem of late arrivals (see section on first days in custody)

- ◆ Young people often arrived as late as 9pm (Reading)
- ◆ Young prisoners were regularly delivered late at night (Glen Parva)
- ◆ Young people arrived at unacceptable times, often around 9-10pm (Stoke Heath)
- ◆ 24% of respondent said their journey took more than four hours (Portland)



*'Provision of education and PE was significantly better for juveniles than for young adults. Young adults spent considerable periods locked in their cells, with insufficient education and work or other activity: when we checked, more than half (260 out of 449) were locked in their cells.'* (Stoke Heath)

*'Provision of work and training for young adults was poor, with a limited amount of work spaces and meaningful activities.'* (Brinsford)

*'Association for juveniles was predictable, but for young adults it was haphazard and dependent on staffing levels.'* (Brinsford)

*'Too many young adults had an impoverished regime, and on one wing many spent over 20 hours a day in their cells.'* (Reading)

*'Some young people were locked up for most of the day. Association was unpredictable and intermittent.'* (Portland)

*'The exceptionally low use of unfurnished accommodation, only as a last resort, was a credit to management and staff.'* (Brinsford)

*'The special cells were unfit for purpose, as it was impossible to communicate effectively with the occupant from outside and there was not enough natural light. There was excessive use of both the special and unfurnished cells, which had been used 60 times in 2004, often for lengthy periods.'* (Stoke Heath)

*'Use of force incidents were high and had increased significantly from the previous year.'* (Portland)

*'The incidence of use of force on young adults was commendably low, with just 15 cases in the last six months.'* (Norwich)

- ◆ 15% of young adults had spent more than 4 hours in an escort van and 26 had arrived after 10pm (Norwich)

The discrepancy in resources, and therefore the level of regime, for young adults and juveniles is particularly noticeable on split sites. Time out of cell, and access to evening association, was often restricted for young adults, resulting in long periods locked up with little chance to have a shower or use the telephone.

We were concerned about the routine use of strip-searching in segregation units in many young offender institutions; Stoke Heath was an exception. Levels of use of force, and the use of special (unfurnished) cells, varied across establishments: some appeared to manage with relatively low use, while at others usage was high. These discrepancies need to be examined, and best practice adopted.

It is very important for young offender institutions to tackle bullying effectively. Overall, in surveys, around a quarter of young prisoners said they had been victimised by other prisoners, and that rose to 40% in some establishments, such as Brinsford (see Appendix 2). We found good systems in place in some establishments, such as Reading, but high levels of reported victimisation, and poor policies and procedures, in others. Again, there is little evidence of best practice being shared.

As in many prisons, personal officer schemes in young adult establishments were largely ineffective: again, contrasting with the specialist staff – social workers, advocates and youth offending team workers – available for juveniles. Some establishments were trying to implement personal officer schemes, but with limited success.



This fed into sentence planning arrangements, which again were much less robust and well-resourced than those for juveniles. Staffing shortages and constant redeployment of staff were common, and contributed to backlogs at Portland, Onley, Norwich, Stoke Heath and Brinsford.

Relationships between staff and young prisoners were also variable. They were good at Reading, Onley and Norwich, and improving at Glen Parva. Elsewhere, opportunities for positive engagement were often missed in the main residential units.

We had serious concerns, in some young adult establishments, about the quality, quantity and timing of meals. These are young men with large appetites, and often poor dietary habits. Some establishments, such as Stoke Heath and Onley, were attempting to provide a nutritious and balanced diet. Others were serving meals at inappropriate times such as at Glen Parva, where lunch was at 11.30am and the evening meal at 4.30pm, or were serving inadequate meals, such as at Reading, where the evening meal comprised a baguette with a choice of four fillings – yet research shows that correct diet can have a significant effect on behaviour.

The absence of a standardised list of items that prisoners can hold in possession is a particular problem with this age-group, leading to considerable frustration. At Stoke Heath, for example, young people who had been allowed radio and CD players at their last establishment had them taken away unless and until they earned enhanced privilege status. There were similar inconsistencies in how young prisoners could access items of property.

*'No effective personal officer work was being carried out and staff were generally unenthusiastic about implementing such a scheme. As a result, young prisoners did not always receive the necessary levels of support.'* (Glen Parva)

*'The personal officer scheme had collapsed on the young adult units. In our focus groups, many young adults said they were left to sort out their own immediate problems or waited until they were transferred elsewhere.'* (Brinsford)

*'Relationships between staff and young people were, in the main, overformal. Communications were generally based on instructions and orders rather than dialogue. Officers were often in their offices instead of on landings, and there was little positive interaction during periods of association'* (Stoke Heath)

*'Staff-prisoner relationships were cordial, appropriate and mutually respectful. Prison officers cared about the young people they supervised and often dealt with them as though they were dealing with a member of their own family. Young people invariably mentioned the staff when asked to name the best thing about Onley.'*



Now that the specific legal status of 18 to 21 year olds has ended, they no longer need to be held separately from adults once sentenced. Already, some young offender institutions have extended their age range to 25. It is unclear how NOMS proposes to manage this population, and with what resources. Only 45% of young men in our surveys thought they had done anything to help prevent their reoffending, and this was as low as 9% at Brinsford. It is likely that an already inadequate provision will be stretched over a greatly expanded population, and that the outcome for young prisoners will be to diminish, not to enhance, their prospects of rehabilitation.

### Key points

**Resources and provision for young adults are inadequate, across the prison estate.**

**The ending of their specific legal status, and minimal protection, may further reduce their prospects, unless additional and targeted resources and specific standards are put in place.**

## Juveniles

During the year, we published reports on five establishments holding juveniles: three male establishments, two of which were 'split sites' also holding young adults, and one female establishment holding adult women as well as girls. In addition, we published 12 follow-up or education inspections of the remaining juvenile establishments.

*Boys: Wetherby, Brinsford, Stoke Heath (full announced inspections);  
Girls: Holloway (full unannounced inspection)*

*Education/follow-up inspections: Castington, Thorn Cross, Werrington, Huntercombe, Ashfield, Warren Hill, Hindley, Lancaster Farms, Parc (boys); Eastwood Park, Bullwood Hall, New Hall (girls)*

The number of young people in prison establishments continues to fluctuate, as does the age range. The number of 15 year-old boys has increased; and a small number of 16 year-old girls were held in prisons. The first of the new specialist units for girls has now opened, at Downview.

A major concern, over the whole of the juvenile estate, is the number of children and young people with mental health needs who are inappropriately placed in prison. Some may exhibit disruptive behaviour; others repeatedly self-harm. Prison may exacerbate, or even trigger, such mental illness.



*'We were concerned that children who were assessed as requiring a secure mental health bed often had to wait some time: one young person had waited over a month to be assessed and then over three months before being moved.'* (Wetherby)

*'Z was serving a 24-month sentence. She had no previous history of mental illness or self-harm and had only started to harm herself since being in prison. Her case file described a "spiralling pattern" of cutting and using ligatures: there had been over 15 incidents in the previous 3 weeks.'*

Safeguarding these and other vulnerable children remains a major task. There has been a marked improvement, from a low base, in child protection arrangements and the involvement of local authority



social service departments. This is likely to improve still further with the appointment of social workers in each establishment, who can undertake broader safeguarding work and, it is hoped, help to secure local services and support for children before they leave custody.

Late arrivals at establishments continue to compromise young people's safety (see first days in custody section). Some were taking robust action – monitoring arrivals and having regular meetings with escort providers. At Lancaster Farms, 120 individual complaints had been made about escort problems.

The Youth Justice Board has also provided funding for safeguarding managers, giving an opportunity for strategic management of child protection, suicide and self-harm and anti-bullying. Bullying remains a problem in most establishments: in surveys, around a third of juvenile boys said they had felt unsafe, and that they had been victimised by other young prisoners. We found that practice varied, with little focused work with young people to address their bullying behaviour. However, in some establishments, we found children and young people feeling safer.

*'Considerable progress had been made at Huntercombe in identifying and monitoring bullying and staff were fully utilising the anti-bullying procedures.'*

*'The majority of children and young people continued to feel safe at Ashfield. 65% of young people said they had never felt unsafe.'*

Most establishments have renamed their segregation units: for example, as 'care and separation units'. However, many hold a mixed population, which can include bullies, victims, young people on disciplinary charges, and those who are vulnerable.

There remains serious concern about the use of force and other control and disciplinary measures. In many establishments, a significant proportion of child protection referrals concern allegations of abuse or rough handling during the use of force; some have resulted in injuries, such as broken bones.

*'At Wetherby, young people moved to the separation and care unit following an incident were routinely put in handcuffs. Two*

*incidents when young people had incurred serious injuries during the use of control and restraint had been immediately referred to the child protection officer. There was no systematic approach to the management and investigation of these serious incidents.'*

Following a tragic death, the Youth Justice Board has commissioned research into restraint methods used in secure training centres; a similar exercise is needed into those in use in young offender institutions.

We continue to have concerns about the use of special (unfurnished) cells for children and young people who self-harm. Adult rules and practices on strip-searching continue to be applied in many establishments, in spite of Prison Service guidance; in others, such as Lancaster Farms, strip-searching was only done after risk assessment and with authorisation from a governor or manager.



Several establishments have tried to introduce different and less formal approaches to maintaining good order and discipline. However, it is important to ensure that adequate safeguards and procedures are in place, so that they do not become unofficial punishments.

*At New Hall, a review of the rewards and sanctions scheme, combined with a greater use of minor reports, had led to a reduction of over a third in the number of adjudications, and in the use of force*

While the arrival of social workers and advocates is welcome, we have expressed concern about the marginalisation of the residential staff who have most contact with children. In some establishments (Warren Hill and Eastwood Park) personal officers were directly involved in training planning and liaison; in others (Huntercombe and Hindley) there was less involvement.

Staff training remains a concern. It is welcome that the new juvenile awareness staff training is being rolled out; but a short seven-day course is not adequate to cover all that staff dealing with this vulnerable and challenging population need to know. Some establishments are finding it difficult to release staff even for this short period; and there are concerns about the model of cascading training through staff who will not themselves be expert.



Nevertheless, there has been a visible culture change in many juvenile establishments, for example at Hindley, where more staff wore the 'softer' uniforms promoted by the Youth Justice Board, and relationships on the residential units were more relaxed.

While access to education, training and time out of cell is better for juveniles than for young adults, with over three-quarters of young people involved in education, there are still deficiencies. Establishments continue to hold a large number of young people, often in large units. Sometimes, association is split, reducing time out of cell, so that staff can manage this safely. None of the establishments we inspected were meeting our expectations that young people should spend at least 10 hours a day out of their cells; and in some establishments, such as Brinsford, there was little access to fresh air.



*'At Brinsford, we found over 80 young people locked in their cells at mid-morning when they should have been attending activities.'*

*'At Wetherby only 21% of young people said they had association five or more times a week. Only half the young people on a unit were allowed on association at any one time to ensure their safety and to allow staff to give them sufficient attention. In addition, only around half were involved in education.'*

Of the 14 establishments inspected by Ofsted, provision continued to vary greatly. In some establishments, such as Lancaster Farms, there was good specialist teaching accommodation and resources which allowed young people to access a broad range of vocational options. Others had very limited accommodation and young people had few vocational options to choose from. This problem was compounded by the constant movement of young people from establishment to establishment, mainly due to pressure of numbers. The appointment of special educational needs coordinators (SENCOs) and learning support assistants had improved assessments, one to one support and pastoral care.

In the best examples, such as Thorn Cross, there was effective management and support for learners. However, other establishments suffered from poor integration of activities, low rates of accreditation or staff shortages.

## Northern Ireland

**The inspectorate now inspects prisons in Northern Ireland under the statutory authority of the Chief Inspector of Criminal Justice, Northern Ireland. During the reporting year, we published reports on two prisons, jointly with CJINI.**

*Magilligan (full announced); Ash House Hydebank Wood (full unannounced).*

We continue to inspect prisons in Northern Ireland under the same criteria, and using the same healthy prison tests, as in England and Wales and in other jurisdictions. The Criminal Justice Inspectorate of Northern Ireland (CJINI) has additional statutory responsibilities that cover Prison Service issues such as human resources and value for money.

At Magilligan prison, we found that industrial relations problems had put a serious brake on the progress we had recorded at the last inspection. There had been a breakdown of trust between managers and staff and too many decisions essential to the good running of a prison were outside managers' control. As a result, prisoners could not be guaranteed regular access to activities such as education and training. Resettlement work, however, was good, and support for family links was excellent.

*'There is much that is good to build on at Magilligan. But if it is to move forward as it should the Northern Ireland Prison Service will need to address the underlying industrial relations problems and to create and support effective management structures. At the time of the inspection, too many decisions essential to the good running of the prison were in effect outside managers' control.'*

There was insufficient good quality work and education, and an over-emphasis on physical security at the expense of other services. Surprisingly, there was no equality monitoring of outcomes for prisoners, by religion or ethnicity.

The CJINI section of the report focused on the human resources issues. It noted the specific historical and social context of Northern Ireland and its prisons in particular, and that the political and security situation impacts directly on the running of prisons. Partly for that reason, Magilligan, like other prisons, was well staffed and generously resourced by comparison with prisons in the rest of the United Kingdom. However, the Northern Ireland Prison Service needs to develop a human resource strategy for Magilligan and other prisons that is appropriate for its future.

Ash House is the only women's prison in Northern Ireland, relocated to one wing of a male young offender institution after the closure of Mourne House, an annex to Maghaberry prison. Conditions for women at Mourne House had attracted a great deal of criticism, both from the Northern Ireland Human Rights Commission and at the inquests into two self-inflicted deaths at Mourne House. None of the recommendations of a previous inspectorate report had been implemented.

Our inspection found that, though staff–prisoner relationships, and time out of cell, at Ash House had improved, the move had not tackled the underlying issues in relation to the imprisonment of women and girls in Northern Ireland. The move had taken place without proper preparation or training for staff. The physical environment was much less suitable: the site was shared with young men, the accommodation lacked integral sanitation, and there was little purposeful activity for women or access to fresh air.

We were particularly concerned that staff lacked the support and knowledge to manage some extremely damaged young women at risk of suicide and self-harm. Two were being held in 'anti-suicide suits' in cold and unfurnished cells.

*'In the absence of specific guidance, staff were struggling to deal with some very distressed women and girls. Those at risk of self-harm were often placed in anti-suicide suits (non-tearable gowns) in unfurnished cells within the punishment unit, as a first resort and without proper records or monitoring.'*

Child protection facilities were seriously deficient; and we did not consider Ash House was a suitable place to hold girls. Moreover, the absence of secure adolescent forensic psychiatric accommodation in Northern Ireland meant that some seriously mentally ill young people were inappropriately held in prison.

Our report contained recommendations for improvement, including the need to borrow and develop policies and procedures specific to women. However, our main recommendation was that the Northern Ireland Prison Service should plan for a discrete location in which women could be held safely and purposefully. In response, the Prison Service accepted that Ash House could not be a permanent solution to accommodating the rising number of women prisoners.

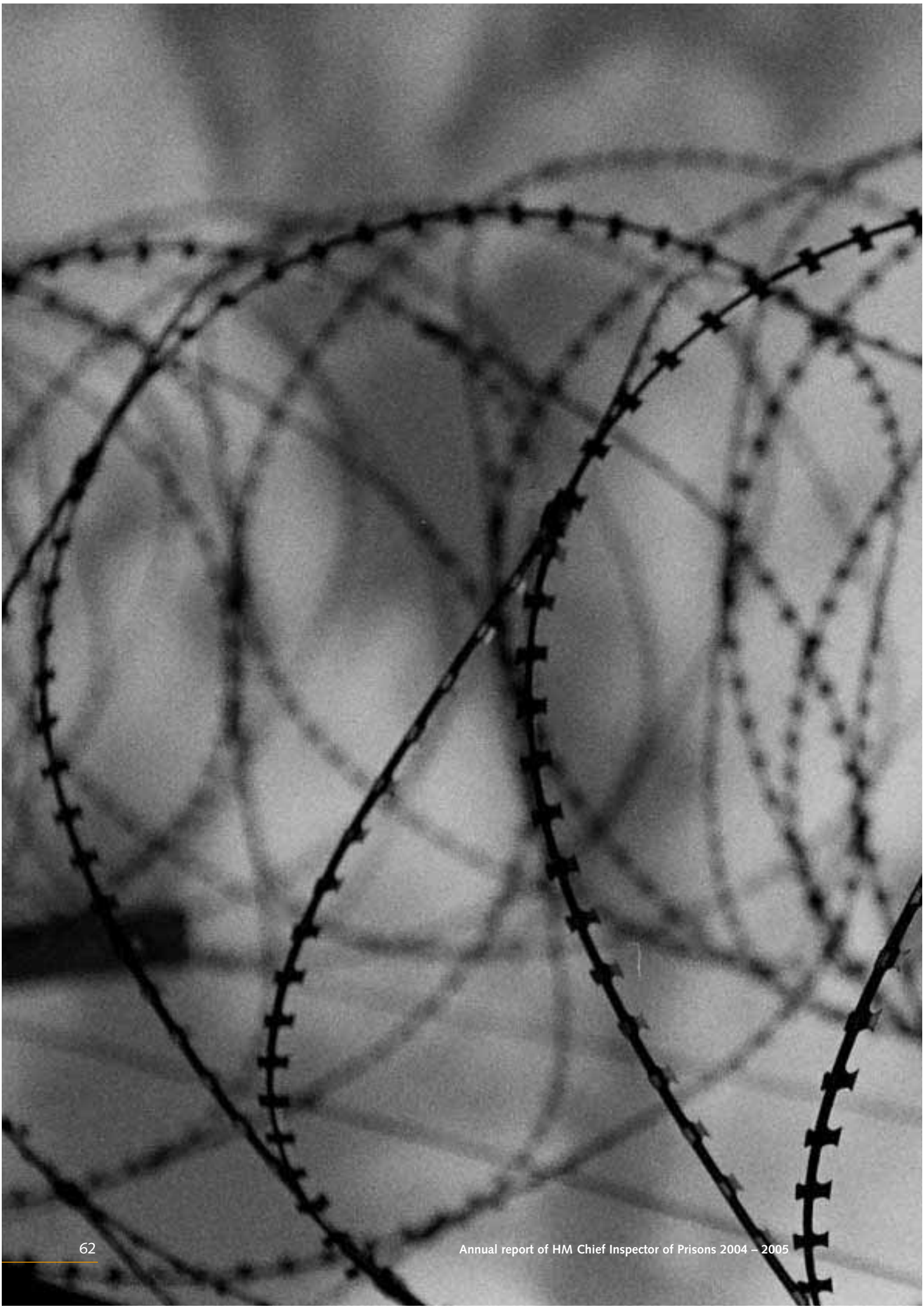
*'The current [women's] prison population is expected to continue to grow. Alternative accommodation will be considered as part of a wider strategic assessment of the service.'* (Northern Ireland Prison Service Action Plan following inspection)

# Other inspections

Immigration detention facilities

MCTC and Cyprus

Thematic and cross-cutting work





# Immigration detention facilities

During the year, we published reports on six immigration removal centres (3 full and 3 follow-up inspections), as well as the first series of reports on residential and non-residential short-term holding centres, covering 11 such centres.

*Oakington, Tinsley House, Yarl's Wood (full announced); Campsfield House, Harmondsworth, Dungavel (unannounced follow-up)*

*Harwich, Manchester Airport, Port of Dover (short-term residential holding centres); Communications House, Lunar House, Electric House, Dallas Court, Gatwick North and South, London City Airport, Dover Asylum Screening Centre (non-residential centres)*

The immigration detention estate has expanded, with the opening of Colnbrook and the progressive reopening of Yarl's Wood, which is now the main centre for women and families. As at July 2005, there were just over 2,700 detention places, of which 370 were for women and 353 for families. It is regrettable that there are no yearly statistics of those who pass through the detention estate: all that is available are snapshots of single days, which does not give a full picture of numbers or lengths of stay.



There have been some measurable improvements in immigration removal centres since our independent inspections began. Some centres are now providing internet and email access to detainees. Detainees with mobile phones can use them in centres. At Haslar, a welfare officer scheme is being piloted. And the current Immigration, Asylum and Nationality Bill contains proposals that will allow detainees to work. These are all measures that we flagged up in the earliest round of inspections, and have continued to press for since. We welcome the fact that the Immigration and Nationality Directorate (IND) has responded positively to these recommendations.

Detainees, in surveys, continue to express fears about safety, particularly at Yarl's Wood, where over half the women and families said they had felt unsafe. It is likely that expedited removal processes, and the increased difficulty of finding competent advice, contribute to this. We often found an absence of robust systems to support safety. There were two self-inflicted deaths in removal centres during the reporting year, and many reports of self-harm.





We were critical of safer custody procedures, and of the absence of interpretation facilities for those at risk of self-harm, particularly at Harmondsworth; though procedures at Tinsley House were good.

*'There was no evidence that the specific issues for women in relation to self-harm and suicide prevention had been considered or provided for at Yarl's Wood. Advice had not been sought from the women's policy group.'*

*'At Oakington, detainees considered to be at high risk of self-harm were held in the Detainee Departure Unit, an austere and forbidding environment, with a very limited regime. One man had not been spoken to in his own language for almost three days. Another detainee in the unit, faced with imminent removal, made a serious suicide attempt, and staff were not sufficiently aware of the risk factors in that case.'*

In all centres holding children, we found the mechanisms for detaining, and reviewing detention, to be poor. There were no formal protocols between IND, the centre and the local authority – including at Yarl's Wood, the main family detention centre. With the exception of Dungavel, we found limited, if any, links with the local authority or area child protection committee.

There was little evidence that the welfare of the child was even considered when decisions to detain were made, and no systems existed for the welfare and needs of detained children to be independently assessed. We understand that a social worker is to be appointed to work at Yarl's Wood, and will be examining the scope and effect of this appointment. Centre staff were caring, but in general under-qualified.

*'N, aged 5, had been detained for 10 days with her parents. She had previously been assessed as having an autistic spectrum disorder, which meant that she had difficulties facing even small changes in her routine, and became confused, anxious and withdrawn. At the time of the inspection, she had not eaten properly for four days. She and her family were released from detention after inspectors drew attention to her condition.'*

*'M, aged 16 had been at his local college since 2001. At the time of his detention, he was due to sit his GCSE examinations imminently. Both he and his 13 year-old brother, removed from school at the same time, had excellent records of school performance, attendance and behaviour. The college believed that his education had been seriously affected by his removal at such a critical stage. The family was released from detention after inspectors raised his case.'*

The quality and range of educational provision for children also caused concern. Resources to support teaching were generally inadequate, though teachers worked hard to try to deal with groups that were very mixed, in terms of language needs, age and ability. In one establishment there was one small cramped classroom to accommodate 12 young people aged between 5 and 17.

Frequent movement around the detention estate, sometimes for no evident reason, continued; though the new escort contractor was offering and recording comfort breaks during long journeys.

- ◆ At Campsfield House, 20% of escort records were reviewed. Detainees had been held at an average of four places of detention, ranging from two to 21; 43% had travelled overnight; the majority had initially been detained in police stations.
- ◆ One man had been to seven different places of detention within 20 days, including five immigration removal centres, between Dover and Dungavel. He was exhausted and frustrated and his treatment was unacceptable.



This is exacerbated by the fact that detainees frequently arrive with too little information for centres to be able to assess and address special needs. Nor is sufficient information always provided later. Detainees do now receive more detailed monthly reviews, but they do not sufficiently explain why detention has been authorised, or is being maintained. And on-site immigration staff are now less able to provide information, as they are being phased out in favour of administrative staff, liaising with remote case-holding offices. Oakington remained the only centre with on-site legal advisers, and on-site immigration staff.

*'On-site immigration staff at Dungavel were provided with little information about those in their temporary charge. They could not rely on IND's casework information database and spent a lot of time reminding primary caseworkers elsewhere either to issue overdue reviews or to correct apparent errors.'*



*'Many detainees at Tinsley House had no representative and had difficulty finding one if they had no money. In our survey, only 6% of detainees said they had received a visit from a legal representative.'*

The majority of detainees surveyed and spoken to said that escort and centre staff treated them fairly; some centres were developing consultative committees. The exception was Yarl's Wood, where some of the women, particularly African women, described disrespectful treatment and language from staff. And language problems meant that some detainees,

particularly those from China, had great difficulty communicating with staff. There have also been allegations about escort staff, particularly in the context of failed removals.

Reports continued to stress the need for medical examinations of detainees injured during failed removals, and medical reports on those whose health was likely to be affected by detention. Nor was it clear that such medical reports were acted on.

One repeated concern was that detainees had too little to do. Some centres were seeking to develop voluntary rewarded schemes; and it is now proposed that they should be able to offer paid work. This is welcome.

Some improvements have taken place, such as internet access; but preparation for release or removal remained minimal. A volunteer staff team, with limited resources, tried to provide assistance at Campsfield. Some centres, such as Yarl's Wood and Tinsley House, were developing positive relationships with visitors' groups.

## Short-term holding centres

This year, for the first time, we inspected some of the short-term holding centres, at ports and reporting centres. Some are 'residential', where detainees can be held for up to five days; others are 'non-residential', though we encountered detainees who had been held for up to 36 hours. They are often the places where people first experience detention.

Opening up these centres to independent inspection has revealed a number of systemic and individual weaknesses. Though custody staff in all the facilities we examined did their best to reassure detainees, these centres, even those allegedly residential, were inadequate for their purpose. Accommodation was poor, sometimes with detainees sleeping on chairs or benches; men and women were held close together; there were no child protection policies or proper procedures in the centres that could hold children. Weaknesses were found in health and safety, suicide and self-harm and complaints procedures; and only at one centre were there routine healthcare checks.

*'Women detainees at Manchester airport were held in a dormitory located in the same corridor as the male accommodation. The door could not be locked by detainees and despite staff presence and CCTV this presented an unacceptable risk.'*

*'The room at Gatwick North was totally unsuitable to hold detainees overnight. Detainees told us that they had slept on benches, none of which was long enough to support a prone person, or they had slept on the floor, without blankets.'*

Some centres caused particular concern: staff at Harwich were not certified custody officers and used control and restraint methods without training; at Manchester, detainees were handcuffed as they walked through public areas. In some cases, staff had limited information about those they were holding, especially those in transit. In one such centre, staff discovered a mentally ill young woman who had recently miscarried, was on suicide watch and had not eaten for three days.

Communication with the outside world was poor, for people who had usually been detained unexpectedly. Little information was available, and detainees were unable to use their mobile phones and sometimes lacked the means or the currency to use payphones, if they existed: there were none at all in two centres. And there was not enough for detainees to do to alleviate boredom and anxiety. In the non-residential centres, there was no provision for hot meals.

Some of these deficits are now being tackled by the Immigration and Nationality Directorate. But this shows the vital importance of independent inspection of places out of sight of the public. One of our repeated recommendations is that there should be regular supervision by IND officials, and also regular monitoring by independent monitoring boards (IMBs). There is now closer managerial attention from IND, and the National Council of IMBs has agreed in principle to undertake independent monitoring.

## Military corrective and training centre

Thus year, we published the first independent report on the military corrective and training centre (MCTC) at Colchester. It holds service personnel from all three services, either on service disciplinary charges or awaiting prosecution in the civilian criminal courts.

We found that the centre was essentially safe, well maintained and well supervised. Good suicide and self-harm policies had been developed, working in conjunction with inspectorate personnel and drawing heavily on our *Expectations*. We were impressed by the well-developed child protection procedures and the commitment to staff training. Significant improvements in culture and practice had taken place in C Block, the only cellular and locked facility within the centre. However, vulnerable detainees were still located in effective segregation, with a very limited regime and sometimes in strip clothing.

*'The MCTC provided a safe environment and 82% of detainees surveyed said they had never felt unsafe there. The suicide and self-harm policy had a very high profile and staff at all levels had a good understanding of procedures. But those at risk of suicide were inappropriately routinely placed in secure accommodation.'*

The centre provided a generally positive and extremely active environment for those detainees who were scheduled to return to their units after corrective training. However, a growing proportion of detainees were to be discharged from the services after detention, and their needs, for education, training and resettlement services, to equip them for a life outside, were not sufficiently met.

There were two other main areas which needed to be addressed. First, there was essentially no confidential complaints procedure, whereby detainees could register concerns privately and have them dealt with. Instead, when all detainees paraded before the army visiting officer, those with a complaint were invited to 'step out' publicly, a procedure which was inevitably intimidating to some.

Second, diversity issues were poorly dealt with, in a way that did not meet the Army's own declared policy. Procedures to monitor and ensure race equality were not present, and the investigation of complaints of racism or sexism lacked sufficient rigour and were not properly investigated. There was a reluctance to acknowledge difference as this was considered to be divisive: in contravention of the Army's own directive on equal opportunities.

*'Many aspects of the establishment's own equal opportunities statement and action plan had not been implemented. There was no regime monitoring to assess equality of opportunity in any area of activity. One woman reported continuous sexual harassment for which she was receiving no support.'*

Our findings were positively received by the Provost Marshal and his staff, and an action plan has been developed. Once again, we are pleased that our inspection criteria and methodology, applied to a different kind of detention environment, are able to identify and support good practice, as well as revealing weaknesses which had not previously been noticed or addressed.

## Cyprus - Dhekelia

This year, we were commissioned by the Chief Constable of the British sovereign bases in Cyprus to inspect their prison, HMP Dhekelia. There had previously been no independent monitoring of the prison.

The prison is managed and run by the sovereign base police. This could lead to role conflict, as police and prison work are very different. Shift systems were also geared towards staff, rather than prisoners' needs.

We found that the environment was good and relationships between staff and prisoners relaxed. But there were virtually no formalised systems to ensure safety and respect: such as race relations and suicide prevention.

*'There was no safer custody policy and managers and officers were not trained in the prevention of self-harm or suicide. None of the cells in the prison were "safer" cells designed to minimise opportunities for self-harm.'*

Though prisoners were unlocked for most of the day, there were no structured purposeful activities or education; nor was there any formal resettlement programme. These deficiencies meant that the prison was not suitable to hold prisoners for more than a few weeks.

Contact has now been made with Prison Service headquarters in England to obtain relevant policies and procedures to be developed for Dhekelia.



## Thematic and cross-cutting work

### Older prisoners

During the year, we published a thematic report on older prisoners, *No problem: old and quiet*. The title was taken from a comment by staff in one older prisoner's wing history sheet. The report examined the environment, regimes, healthcare and resettlement provision for older prisoners.

There were 1,700 prisoners aged over 60 at the time of the report, and their numbers are growing as sentences lengthen and more indeterminate sentences are passed. The report revealed the extent to which their needs are ignored or poorly met in a prison system geared to younger and fitter people.

*'In general, the older the prisoner, the more barriers there were to active life, the greater their mental and physical health needs, and the less likely it was that they would be able to live and function in dignity.'*

We found good practice in individual prisons: from the provision of disability aids to specific policies and good links with local social service departments. But this was the exception: in most prisons, less able older prisoners were helped, if at all, by fellow prisoners. In all prisons, staff were reluctant to push wheelchairs, on the grounds that they were not trained; yet they expected untrained prisoners to do so.

The key recommendation in the report was that NOMS and the Department of Health should develop a national strategy for older and less able prisoners, which conforms to the requirements of the Disability Act and the NHS's National Service Framework for older people. Crucially, this should allow for an individual multi-disciplinary assessment of the health and welfare needs of older prisoners, and joint work between prisons, primary care trusts and social services departments to ensure that care plans are implemented both in prison and on return to the community.

Following the report, we held a seminar, with participants from public and voluntary sector bodies, though with very limited participation from within the Prison Service. Based on the report's recommendations, we are drafting additional *Expectations* for older and less able prisoners. It is also encouraging that the Prison Service is to produce a good practice guide for prisons.

Links with the NHS, social services and probation are being used to progress action on recommendations specific to healthcare and social

care for older prisoners. Early indications from the voluntary sector show that steps are already being taken to pilot support services for older prisoners at some prisons.

## Courts and escorts

During the reporting year, we produced two reports on courts and escorts – a preliminary review of the experience of prisoners under escort, published in December 2004, and a joint thematic report on courts and escorts, carried out with Her Majesty's Inspectorate for Courts Administration, published in July 2005.

Our preliminary review, carried out before the new escort contracts came into force in August 2005, was designed to establish some of the baselines under the existing contracts, such as the length of a prisoner's day if he or she attended court.

We found that young prisoners and women experienced the longest periods away from the establishment, averaging nearly eight and a half hours. One in 10 prisoners returned after 7pm. Prisoners reported generally good relationships with escort staff, but generally poor standards in the vans – and comfort breaks on journeys of over two and a half hours were provided in only 20% of cases. Prisoners also felt unsafe in cellular vehicles, particularly as there are no seatbelts: and we recommended an independent road safety review of the benefits of installing them.



*'An examination of prisoner escort record forms found that comfort breaks were either not offered or declined in 80% of 225 journeys of over 2.5 hours. We were not confident that "declined" breaks had always been offered, and prisoners confirmed this to us.'*

New escort contracts were designed to improve reliability and decency of prisoner transport. However, our joint thematic, and subsequent individual prison reports, show that this was not the case, particularly initially (see section on first days in custody), though subsequent overall performance then improved. No reliable and consistent measures were provided to the joint thematic by contractors to establish the length of prisoner journeys under the new contracts.

Video links to court remain under-used. Indeed, the thematic report revealed that, in the case of one of the worst affected groups, juveniles, youth courts are not equipped to link up with juvenile establishments, as this was omitted from the contract. Women and young offenders, too, have to rely on ad hoc arrangements, as only adult male prisons have pre-booked slots with the courts. We recommended a national booking system, and the extension of video link facilities to juvenile courts.

The thematic review revealed a very mixed picture of conditions in court cells. The difference between the best and the worst was too wide, reflecting the absence of minimum standards, and a lack of consistency between the responsible organisations.

*'The Department for Constitutional Affairs and the Prisoner Escort and Court Service attempted to identify the custody facilities most in need of improvement. However, the list of courts identified by the two organisations was almost entirely different, indicating the use of significantly different criteria.'*

We have recommended that the Court Service, NOMS and the contractors produce a custody users' charter, covering such issues as treatment, facilities, vulnerability, cell operational capacities, diversity and smoking.

## Joint area inspections

Our thematic work has fed into our inspections of court custody suites within the joint inspections of North Yorkshire, Merseyside and Gwent criminal justice areas this year.

We found that the management of prisoners in court custody suites and in court has been improving since the re-letting of escort contracts in September 2004, with a greater emphasis on measures of prisoners' welfare. Only on one occasion were we concerned enough about the conditions of temporary cells to insist that immediate action was taken. Elsewhere we have found conscientious staff looking after prisoners with concern and close attention to their safety, though there have been variable levels of cleanliness in custody suites, and some over-use of handcuffs in secure areas. There was, however, no system of cell certification, such as the one that operates in prisons, to identify the maximum number of people that can be held safely and decently.

*'Court cells should be certified by the Court Service for the maximum number of defendants who can be held' (Merseyside joint area report)*

Medical cover is usually available to prisoners in court cells, though arrangements to assess and divert defendants with mental health problems from custody are more variable. The joint thematic had identified some good practice, for example at Horseferry Road magistrates' court; but this was not replicated in two of the criminal justice areas inspected. For example, there was no formal diversion scheme in operation in the Surrey criminal justice area.

There also remains scope for further use of video links to avoid the need for prisoners in some pre-trial hearings to attend court at all.

We are able to bring to joint area inspections a specific focus on the rights of defendants: for example, pointing out that improvements to the security of docks by means of perspex sheeting have reduced the ability of the defendant to hear what is being said in court. We have been gratified recently to see the inclusion of defence solicitors on local criminal justice boards.

## Safeguarding children

In July 2005, along with seven other inspectorates, we contributed to *Safeguarding children*, the second joint Chief Inspectors' report on the subject. This followed up the Chief Inspectors' 2002 report, and found that, in general, the priority and procedures for safeguarding children had improved.

However, certain groups of particularly vulnerable children were identified. They included children in custody, and asylum-seeking children.

The report supported two of our key concerns, mentioned elsewhere in this report: the use of physical control, strip-searching and single separation in young offender institutions; and the welfare of children held with their families in immigration removal centres.

The report called for:

- ◆ one agreed set of principles for the use of control methods in all settings where children are cared for
- ◆ guidance to immigration removal centres and local councils to ensure that there is a care plan, continuity of education and multi-disciplinary reviews to inform the care of detained children and decisions on the necessity for their continued detention.







# Appendices

- 1 Number of self-inflicted deaths in the reporting period
- 2 Key safety questions across (male) functional types
  - Local prisons
  - Training prisons
  - Open prisons
  - Young offender institutions
  - Juvenile establishments
- 3 Comparative survey benchmarks
- 4 Comparisons between white and BME prisoner survey responses in local and training prisons
- 5 Inspections undertaken
- 6 Inspection reports published
- 7 Recommendations accepted in action plans for full inspection reports published
- 8 Outcome of recommendations assessed in follow-up inspection reports published
- 9 Expenditure
- 10 Staff of the inspectorate

## Number of self-inflicted deaths

Reporting period Sept 04 – Aug 05

	Number of SIDs	Adult men	Adult women	Men under 21	Women under 21	Total male	Total female
Sept 04	8	7	0	1	0	8	0
Oct 04	9	7	1	0	1	7	2
Nov 04	5	5	0	0	0	5	0
Dec 04	3	3	0	0	0	3	0
Jan 05	4	2	0	2	0	4	0
Feb 05	7	5	1	1	0	6	1
Mar 05	8	8	0	0	0	8	0
April 05	2	2	0	0	0	2	0
May 05	2	2	0	0	0	2	0
June 05	16	14	1	1	0	15	1
July 05	10	7	0	3	0	10	0
Aug 05	7	5	0	1	1	6	1
<b>Total</b>	<b>81</b>	<b>67</b> (83%)	<b>3</b> (3%)	<b>9</b> (11%)	<b>2</b> (2%)	<b>76</b> (94%)	<b>5</b> (6%)

Total adult male population	Total adult female population	Total under 21 male population	Total under 21 female population	Total male population	Total female population	Total prison population
59928	3921	10297	500	70225	4421	74646
60041	3853	10352	467	70393	4320	74713
60537	3903	10363	469	70900	4372	75272
59240	3692	9845	431	69085	4123	73208
59919	3830	10022	433	69941	4263	74204
60866	3924	10120	444	70986	4368	75354
60582	3935	9997	448	70579	4383	74962
60467	3949	9999	476	70466	4425	74891
61416	4017	10229	479	71645	4496	76141
61372	4018	10304	496	71676	4514	76190
61489	4024	10465	546	71954	4570	76524
61746	4047	10558	545	72304	4592	76896
<b>727603</b> (81%)	<b>47113</b> (5%)	<b>122551</b> (14%)	<b>5734</b> (0.6%)	<b>850154</b> (94%)	<b>52847</b> (6%)	<b>903001</b>

## Safety – male local prisons

### Survey responses 2004 – 05

Questions		Wandsworth	Manchester	Preston	Liverpool
12b	How was your personal safety during the journey? (very good/good)	51	46	55	59
20	Were you treated well/very well in reception?	37	47	59	60
21c	Did you receive information about support for feeling depressed or suicidal on your day of arrival?	20	47	47	35
21e	Did you get the opportunity to have a free telephone call on your day of arrival?	29	79	27	82
22c	Did you have access to a Listener/Samaritans within the first 24 hours of you arriving at this prison?	23	28	40	25
23	Did you feel safe on your first night here?	58	69	85	69
28e	Is your cell call bell normally answered within five minutes?	29	40	36	26
41	Are you able to speak to a Listener at any time, if you want to?	61	68	79	65
42a	Do you have a member of staff, in this prison, that you can turn to for help if you have a problem?	49	60	69	65
44	Have you ever felt unsafe in this prison?	53	43	30	36
46	Have you been victimised (insulted or assaulted) by another prisoner?	35	30	20	23
47a	Have you had insulting remarks made about you, your family or friends since you have been here? (By prisoners)	21	15	12	12
47b	Have you been hit, kicked or assaulted since you have been here? (By prisoners)	13	11	8	9
47c	Have you been sexually abused since you have been here? (By prisoners)	4	1	2	0
47d	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	12	3	2	3
47e	Have you been victimised because of drugs since you have been here? (By prisoners)	18	5	10	3
47f	Have you ever had your canteen/property taken since you have been here? (By prisoners)	5	4	4	3
47g	Have you ever been victimised because you were new here? (By prisoners)	5	7	1	5
47h	Have you ever been victimised because you were from a different part of the country than others since you have been here? (by prisoners)	5	7	2	5
48	Have you been victimised (insulted or assaulted) by a member of staff?	45	30	24	21
49a	Have you had insulting remarks made about you, your family or friends since you have been here? (By staff)	19	19	15	12
49b	Have you been hit, kicked or assaulted since you have been here? (By staff)	14	3	4	6
49c	Have you been sexually abused since you have been here? (By staff)	5	0	1	0
49d	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	19	5	0	2
49e	Have you been victimised because of drugs since you have been here? (By staff)	na	na	na	na
49f	Have you ever been victimised because you were new here? (By staff)	5	3	1	2
49g	Have you ever been victimised because you were from a different part of the country than others since you have been here? (By staff)	4	2	4	3
50	Did you report any victimisation that you have experienced?	20	3	9	10

	Exeter	Bristol	Pentonville	Altcourse	Nottingham	Norwich	Dorchester	Local Prison Benchmark
	62	55	57	49	57	62	50	54
	73	54	42	68	68	68	66	55
	51	42	28	41	62	41	45	38
	62	43	24	76	31	26	19	50
	55	24	26	31	46	29	33	30
	83	69	53	77	72	74	81	69
	39	34	12	43	64	31	30	33
	82	64	59	47	85	66	63	65
	70	73	64	64	77	75	64	64
	29	39	48	31	33	41	31	40
	16	21	32	29	17	21	21	26
	7	17	18	10	12	13	7	14
	7	9	12	14	3	7	1	10
	1	0	2	4	1	1	0	2
	5	4	6	5	1	2	1	5
	3	5	2	1	1	4	3	4
	4	6	8	3	3	3	7	4
	2	3	8	4	1	1	7	5
	4	8	6	7	1	1	4	5
	17	23	29	14	21	16	18	26
	11	14	13	3	12	11	7	13
	5	3	11	1	5	4	1	6
	1	0	1	0	1	1	1	1
	4	5	7	0	1	3	0	6
	na	na	na	na	na	na	na	na
	4	3	7	1	6	3	3	4
	6	9	5	4	3	3	3	4
	10	8	18	12	9	10	5	11

Highest %

Lowest %



## Safety – male training prisons

### Survey responses 2004 – 05

Questions	
12b	How was your personal safety during the journey? (very good/good)
20	Were you treated well/very well in reception?
21c	Did you receive information about support for feeling depressed or suicidal on your day of arrival?
21e	Did you get the opportunity to have a free telephone call on your day of arrival?
22c	Did you have access to a Listener/Samaritans within the first 24 hours of you arriving at this prison?
23	Did you feel safe on your first night here?
28e	Is your cell call bell normally answered within five minutes?
41	Are you able to speak to a Listener at any time, if you want to?
42a	Do you have a member of staff, in this prison, that you can turn to for help if you have a problem?
44	Have you ever felt unsafe in this prison?
46	Have you been victimised (insulted or assaulted) by another prisoner?
47a	Have you had insulting remarks made about you, your family or friends since you have been here? (By prisoners)
47b	Have you been hit, kicked or assaulted since you have been here? (By prisoners)
47c	Have you been sexually abused since you have been here? (By prisoners)
47d	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)
47e	Have you been victimised because of drugs since you have been here? (By prisoners)
47f	Have you ever had your canteen/property taken since you have been here?
47g	Have you ever been victimised because you were new here? (By prisoners)
47h	Have you ever been victimised because you were from a different part of the country than others since you have been here? (by prisoners)
48	Have you been victimised (insulted or assaulted) by a member of staff?
49a	Have you had insulting remarks made about you, your family or friends since you have been here? (By staff)
49b	Have you been hit, kicked or assaulted since you have been here? (By staff)
49c	Have you been sexually abused since you have been here? (By staff)
49d	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)
49e	Have you been victimised because of drugs since you have been here? (By prisoners)
49f	Have you ever been victimised because you were new here? (By staff)
49g	Have you ever been victimised because you were from a different part of the country than others since you have been here? (By staff)
50	Did you report any victimisation that you have experienced?

	Weare	Canterbury	The Mount	Guys Marsh	Ashwell	The Wolds	Training Prison Benchmark
	57	55	59	52	59	65	58
	83	68	69	84	70	91	76
	59	42	36	46	36	63	45
	69	20	19	56	79	56	48
	48	38	21	45	37	63	39
	97	87	71	89	85	96	85
	69	42	38	54	27	62	48
	71	69	42	72	69	81	64
	72	62	64	87	69	82	72
	21	21	42	18	30	20	28
	6	6	26	14	20	18	17
	4	0	14	6	11	10	9
	0	0	10	3	4	6	5
	0	1	1	0	1	0	1
	0	2	10	3	4	2	5
	0	4	2	1	1	2	2
	1	0	6	0	1	1	2
	1	2	8	1	4	3	4
	0	0	8	6	1	3	4
	11	15	20	12	15	12	15
	1	4	11	6	10	8	7
	0	1	4	0	1	0	1
	0	0	0	0	0	0	0
	5	2	6	3	4	2	4
	na	na	na	na	na	na	na
	1	1	4	3	8	2	4
	1	4	6	1	1	2	3
	7	2	12	9	7	8	8

Highest %

Lowest %

## Safety – male open prisons

### Survey responses 2004 – 05

Questions	
12b	How was your personal safety during the journey? (very good/good)
20	Were you treated well/very well in reception?
21c	Did you receive information about support for feeling depressed or suicidal on your day of arrival?
21e	Did you get the opportunity to have a free telephone call on your day of arrival?
22c	Did you have access to a Listener/Samaritans within the first 24 hours of you arriving at this prison?
23	Did you feel safe on your first night here?
28e	Is your cell call bell normally answered within five minutes?
41	Are you able to speak to a Listener at any time, if you want to?
42a	Do you have a member of staff, in this prison, that you can turn to for help if you have a problem?
44	Have you ever felt unsafe in this prison?
46	Have you been victimised (insulted or assaulted) by another prisoner?
47a	Have you had insulting remarks made about you, your family or friends since you have been here? (By prisoners)
47b	Have you been hit, kicked or assaulted since you have been here? (By prisoners)
47c	Have you been sexually abused since you have been here? (By prisoners)
47d	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)
47e	Have you been victimised because of drugs since you have been here? (By prisoners)
47f	Have you ever had your canteen/property taken since you have been here? (By prisoners)
47g	Have you ever been victimised because you were new here? (By prisoners)
47h	Have you ever been victimised because you were from a different part of the country than others since you have been here? (by prisoners)
48	Have you been victimised (insulted or assaulted) by a member of staff?
49a	Have you had insulting remarks made about you, your family or friends since you have been here? (By staff)
49b	Have you been hit, kicked or assaulted since you have been here? (By staff)
49c	Have you been sexually abused since you have been here? (By staff)
49d	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)
49e	Have you been victimised because of drugs since you have been here? (By prisoners)
49f	Have you ever been victimised because you were new here? (By staff)
49g	Have you ever been victimised because you were from a different part of the country than others since you have been here? (By staff)
50	Did you report any victimisation that you have experienced?

	North Sea Camp	Kirkham	Sudbury	Blantyre House	Open Prison Benchmark
	63	59	59	56	60
	81	86	76	93	82
	54	58	50	50	53
	45	24	27	56	33
	39	49	37	50	42
	85	88	91	95	89
	17	25	19	35	23
	74	81	80	56	77
	69	74	81	98	77
	13	18	18	5	16
	10	13	10	7	11
	4	8	6	7	6
	4	5	0	0	2
	0	1	1	0	1
	2	3	5	0	3
	1	4	1	0	2
	1	3	0	0	1
	0	3	2	2	2
	0	2	0	0	1
	16	16	12	8	14
	10	11	6	7	8
	0	2	0	0	1
	0	0	1	0	0
	1	2	5	0	3
	~	~	~	~	~
	5	4	2	0	3
	5	1	2	0	2
	4	5	4	2	4

Highest %

Lowest %

## Safety – male young offender institutions

### Survey responses 2004 – 05

Questions	
12b	How was your personal safety during the journey? (very good/good)
20	Were you treated well/very well in reception?
21c	Did you receive information about support for feeling depressed or suicidal on your day of arrival?
21e	Did you get the opportunity to have a free telephone call on your day of arrival?
22c	Did you have access to a Listener/Samaritans within the first 24 hours of you arriving at this prison?
23	Did you feel safe on your first night here?
28e	Is your cell call bell normally answered within five minutes?
41	Are you able to speak to a Listener at any time, if you want to?
42a	Do you have a member of staff, in this prison, that you can turn to for help if you have a problem?
44	Have you ever felt unsafe in this prison?
46	Have you been victimised (insulted or assaulted) by another prisoner?
47a	Have you had insulting remarks made about you, your family or friends since you have been here? (By prisoners)
47b	Have you been hit, kicked or assaulted since you have been here? (By prisoners)
47c	Have you been sexually abused since you have been here? (By prisoners)
47d	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)
47e	Have you been victimised because of drugs since you have been here? (By prisoners)
47f	Have you ever had your canteen/property taken since you have been here? (By prisoners)
47g	Have you ever been victimised because you were new here? (By prisoners)
47h	Have you ever been victimised because you were from a different part of the country than others since you have been here? (by prisoners)
48	Have you been victimised (insulted or assaulted) by a member of staff?
49a	Have you had insulting remarks made about you, your family or friends since you have been here? (By staff)
49b	Have you been hit, kicked or assaulted since you have been here? (By staff)
49c	Have you been sexually abused since you have been here? (By staff)
49d	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)
49e	Have you been victimised because of drugs since you have been here? (By staff)
49f	Have you ever been victimised because you were new here? (By staff)
49g	Have you ever been victimised because you were from a different part of the country than others since you have been here? (By staff)
50	Did you report any victimisation that you have experienced?

	Reading	Portland	Glen Parva	Guys Marsh	Stoke Heath	Brinsford	Norwich	YOI Benchmark	
	66	57	50	71	63	68	73	60	
	71	44	59	73	60	58	81	59	
	61	61	46	53	49	56	44	52	
	87	65	51	65	77	61	59	65	
	38	33	20	44	18	12	10	24	
	82	80	74	98	81	86	74	79	
	58	37	48	65	27	37	17	41	
	54	69	53	76	53	23	45	54	
	65	60	68	82	68	57	75	66	
	28	42	29	21	30	43	43	33	
	15	24	19	28	27	40	32	24	
	8	11	15	16	18	33	11	15	
	1	12	6	9	13	18	13	9	
	2	0	2	3	2	0	0	1	
	4	5	2	7	7	9	3	4	
	1	0	2	3	1	4	3	2	
	1	3	2	7	3	15	3	4	
	5	1	5	3	5	15	5	5	
	4	8	6	9	10	13	5	8	
	13	23	20	18	26	33	15	22	
	5	11	14	9	16	21	5	13	
	1	5	4	6	8	13	3	5	
	1	0	2	3	1	0	0	1	
	3	6	2	3	6	4	5	4	
	na	na	na	na	na	na	na	na	
	1	4	5	3	6	4	5	4	
	4	6	2	3	12	1	3	5	
	7	14	3	7	12	16	3	9	

Highest %

Lowest %





## Safety – male juvenile establishments

### Survey responses 2004 – 05

#### Questions

- |     |   |
|-----|---|
| 15c | Most recent journey: Did you feel safe?   |
| 21  | Were you able to make a telephone call to your family/ friends on your first day here?  |
| 23  | Were you treated well/very well in reception?   |
| 24  | Did you have access to a Listener/Samaritans within the first 24 hours of you arriving at this prison?                                      |
| 25  | Did you feel safe on your first night here?   |
| 46  | Is your cell call bell normally answered within five minutes?   |
| 49  | Have you ever felt unsafe in this prison?   |
| 51  | Has another young person or group of young people victimised (insulted or assaulted) you here?  |
| 52a | Have you had insulting remarks made about you, your family or friends since you have been here? (By young people)                           |
| 52b | Have you been hit, kicked or assaulted since you have been here? (By young people)  |
| 52c | Have you been sexually abused since you have been here? (By young people)   |
| 52d | Have you been victimised because of your race or ethnic origin since you have been here? (By young people)                                  |
| 52e | Have you been victimised because of drugs since you have been here? (By young people)   |
| 52f | Have you ever had your canteen/property taken since you have been here? (By young people)   |
| 52g | Have you ever been victimised because you were new here? (By young people)  |
| 52h | Have you ever been victimised because you were from a different part of the country than others since you have been here? (By young people) |
| 54  | Has a member of staff or group of staff victimised (insulted or assaulted) you here?  |
| 55a | Have you had insulting remarks made about you, your family or friends since you have been here? (By staff)                                  |
| 55b | Have you been hit, kicked or assaulted since you have been here? (By staff)   |
| 55c | Have you been sexually abused since you have been here? (By staff)  |
| 55d | Have you been victimised because of your race or ethnic origin since you have been here? (By staff)   |
| 55e | Have you been victimised because of drugs since you have been here? (By staff)  |
| 55f | Have you ever had your canteen/property taken since you have been here? (By staff)  |
| 55g | Have you ever been victimised because you were new here? (By staff)   |
| 55h | Have you ever been victimised because you were from a different part of the country than others since you have been here? (By staff)        |
| 57  | If you were being victimised by another young person or a member of staff would you be able to tell anyone about it?                        |
| 58  | If you did tell a member of staff that you were being victimised do you think it would be taken seriously?                                  |
| 59a | When you first arrived here did other young people shout through the windows at you?  |
| 59b | Did you find this shouting threatening?   |
| 59c | Do other young people shout through the windows at you now?   |
| 59d | Do you find this threatening now?   |
| 59e | Do you shout through the windows at others?   |
| 59f | Have staff checked on you personally in the last week to see how you are getting on?  |

	Huntercombe	Weatherby	Ashfield	Carlford Unit	Stoke Heath	Brinsford	Juvenile est. Benchmark
	4	5	7	25	6	2	5
	83	86	91	96	77	89	86
	80	72	87	65	51	59	73
	11	10	21	42	19	9	14
	79	68	82	65	62	74	74
	9	22	41	93	19	42	27
	37	37	35	50	29	32	35
	35	28	36	58	24	30	32
	26	16	23	28	15	20	21
	18	12	20	23	8	17	16
	5	2	0	0	3	0	2
	9	3	8	15	3	7	6
	4	2	1	4	3	4	3
	5	4	0	15	4	5	4
	11	11	8	23	5	9	10
	6	10	14	4	7	7	9
	19	30	22	44	20	25	24
	13	12	6	25	10	11	11
	7	6	3	16	4	9	6
	4	2	0	4	3	0	2
	9	2	3	8	4	2	4
	2	2	3	4	3	0	2
	2	3	3	4	3	1	3
	4	6	3	8	0	1	3
	5	0	2	8	1	1	2
	63	68	63	77	61	61	64
	43	26	51	50	31	35	39
	40	47	28	28	46	39	39
	15	15	12	8	21	14	15
	25	26	26	39	32	25	27
	8	9	9	7	10	8	9
	29	22	18	22	27	24	24
	20	30	52	28	46	18	33

 Highest %  
 Lowest %

# Comparative survey benchmarks

2003 – 4/2004 – 5

Key questions		04-'05 Benchmark	03-'04 Benchmark
<b>Section 1: Locals</b>			
44	Have you ever felt unsafe in this prison?	40	33
17	Did you have any problems when you first arrived?	74	76
21c	Did you get the opportunity to have a free telephone call on your day of arrival?	50	37
28b	Please answer the following question about the wing/unit you are currently on: are you normally able to have a shower every day?	69	62
42b	Do most staff, in this prison, treat you with respect?	66	75
64	On average, do you go on association more than five times each week?	36	31
76	Have you done anything, or has anything happened to you here that you think will make you less likely to offend in the future?	35	30
<b>Section 2: Trainees</b>			
44	Have you ever felt unsafe in this prison?	28	19
17	Did you have any problems when you first arrived?	59	55
21c	Did you get the opportunity to have a free telephone call on your day of arrival?	48	46
69	Do you have a custody/sentence plan?	56	66
76	Have you done anything, or has anything happened to you here that you think will make you less likely to offend in the future?	52	52
<b>Section 3: Women</b>			
44	Have you ever felt unsafe in this prison?	37	29
17	Did you have any problems when you first arrived?	80	81
21c	Did you get the opportunity to have a free telephone call on your day of arrival?	37	52
42b	Do most staff, in this prison, treat you with respect?	72	72
75a	Do you know who to contact, within this prison, to get help with finding a job on release?	50	43
75b	Do you know who to contact, within this prison, to get help with finding accommodation on release?	63	50
<b>Section 4: Young offenders</b>			
44	Have you ever felt unsafe in this prison?	33	32
46	Have you been victimised (insulted or assaulted) by another prisoner?	24	26
76	Have you done anything, or has anything happened to you here that you think will make you less likely to offend in the future?	45	48
<b>Section 5: Juvenile boys</b>			
49	Have you ever felt unsafe in this prison?	35	37
62d	Are you doing any education here?	76	80
62g	Are you learning a skill or trade?	46	48

## Comparisons between BME and white prisoner survey responses in local and training prisons

	White	Black and Minority Ethnic (BME)
<b>Number of completed questionnaires returned</b>	<b>1225</b>	<b>347</b>
14 Were you treated well/very well by the escort staff?	67	64
15c When you first arrived here did your property arrive at the same time as you?	83	77
20 Were you treated well/very well in reception?	62	51
23 Did you feel safe on your first night here?	76	60
24 Did you go on an induction course within the first week?	62	60
27b Can you get access to communication with your solicitor or legal representative?	65	62
28b Please answer the following question about the wing/unit you are currently on: are you normally able to have a shower every day?	78	63
28e Please answer the following question about the wing/unit you are currently on: is your cell call bell normally answered within five minutes?	36	35
30 Is the food in this prison good/very good?	22	19
31 Does the shop/canteen sell a wide enough range of goods to meet your needs?	41	34
33b Do you feel complaints are sorted out fairly?	19	12
37 Are you on the enhanced (top) level of the IEP scheme?	32	24
38 Do you feel you have been treated fairly in your experience of the IEP scheme?	49	30
39a In the last 6 months have you been physically restrained?	7	9
39b In the last 6 months have you spent a night in the segregation unit?	14	11
42b Do most staff, in this prison, treat you with respect?	72	55
44 Have you ever felt unsafe in this prison?	35	44
46 Have you been victimised (insulted or assaulted) by another prisoner?	23	29
47d Have you been victimised by another prisoner because of your race or ethnic origin?	2	14
48 Have you been victimised (insulted or assaulted) by a member of staff?	21	31
49d Have you been victimised by a member of staff because of your race or ethnic origin?	2	16
52 Do you think the overall quality of the healthcare is good/very good?	38	31
57a Do you feel your job will help you on release?	25	22
57b Do you feel your vocational or skills training will help you on release?	28	30
57c Do you feel your education (including basic skills) will help you on release?	36	46
57d Do you feel your offending behaviour programmes will help you on release?	25	28
57e Do you feel your drug or alcohol programmes will help you on release?	28	27
58 Do you go to the library at least once a week?	45	45
60 On average, do you go to the gym three or more times a week?	37	33
61 On average, do you go outside for exercise three or more times a week?	45	51
62 On average, do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	15	8
63 On average, do you spend ten or more hours out of your cell on a weekend day? (This includes hours at education, at work etc)	9	7
64 On average, do you go on association more than five times each week?	46	31
67 Did you first meet your personal officer in the first week?	19	11
68 Do you think your personal officer is helpful/very helpful?	27	16
72 Have you had any problems getting access to the telephones?	29	41
74 Does this prison give you the opportunity to have the visits you are entitled to? (e.g. number and length of visit)	69	58
76 Have you done anything, or has anything happened to you here that you think will make you less likely to offend in the future?	39	38

	No significant difference	Significantly worse than the responses from White prisoners	Significantly better than the responses from White prisoners
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## Inspections undertaken

1 September 2004 – 31 August 2005

Establishment	Type of inspection	Inspection dates
Altcourse	Full announced	7-11 Feb 05
Ashfield	Education and training	14-16 Sept 04
Ashwell	Full announced	15-19 Nov 04
Aylesbury	Short unannounced	6-10 Jun 05
Blantyre House	Full announced	14-18 Mar 05
Brinsford	Full announced	14-18 Feb 05
Bristol	Full announced	10-14 Jan 05
Brockhill	Full announced	18-22 Oct 04
Bronze field	Full announced	13-17 Jun 05
Bullwood Hall	Short unannounced	25-26 Nov 04
Canterbury	Full announced	13-17 Sept 04
Cardiff	Short unannounced	31 Jan – 3 Feb 05
Channings Wood	Short unannounced	2-4 Nov 04
Chelmsford	Short unannounced	23-26 Aug 04
Cookham Wood	Short unannounced	20-24 May 05
Dover IRC	Short unannounced	18-21 Jul 05
Dungavel	Short unannounced	14-16 Dec 04
Durham (Women's Unit)	Short unannounced	7-8 Jun 05
Eastwood Park	Education and training	21-23 Sept 04
Exeter	Full announced	13-17 Dec 04
Feltham	Full announced	16-20 May 05
Forest Bank	Short unannounced	22-24 Aug 05
Full Sutton	Short unannounced	7-9 Jun 05
Gartree	Full announced	9-13 May 05
Glen Parva	Full announced	13-17 Sept 04
Guernsey	Full announced	27 Jun – 1 Jul 05
Guy's Marsh	Full unannounced	18-22 Oct 04
Harmondsworth IRC	Short unannounced	14-17 Feb 05
Haslar IRC	Full announced	9-14 May 05
High Down	Short unannounced	8-11 Nov 04
High Point	Short unannounced	7-8 Dec 04
Hindley	Education and training	11-12 Jan 05
Holloway	Full unannounced	4-8 Oct 04
Holme House	Full announced	11-15 Apr 05
Hydebank Wood	Short unannounced	28-30 Nov 04
Jersey	Full announced	27 Jun – 1 Jul 05
Kirkham	Full announced	5-10 Dec 04
Kirklevington Grange	Full announced	18-22 Jul 05
Lancaster Farms	Education and training	1-2 Feb 05
Leeds	Short unannounced	22-26 Aug 05
Lewes	Short unannounced	1-4 Aug 05
Liverpool	Full unannounced	6-10 Sept 04



Establishment	Type of inspection	Inspection dates
Magilligan (NI)	Full announced	20-24 Sept 04
Maidstone	Short unannounced	2-4 Nov 04
New Hall	Education and training	29 Nov – 2 Dec 04
Norwich	Full announced	7-11 Mar 05
Nottingham	Full announced	21-25 Feb 05
Oakington IRC	Short announced	13-17 Jun 05
Onley	Short unannounced	4-7 Oct 04
Parc	Education and training	1-2 Mar 05
Parkhurst	Full unannounced	4-8 Jul 05
Pentonville	Full announced	31 Jan – 4 Feb 05
Ranby	Short unannounced	29-31 Mar 05
Rye Hill	Short unannounced	11-15 Apr 05
Shepton Mallet	Full announced	11-15 Jul 05
Stocken	Full announced	16-20 May 05
Stoke Heath	Full announced	17-21 Jan 05
Sudbury	Full announced	10-15 Jan 05
Swansea	Full announced	4-7 Apr 05
The Mount	Full announced	11-15 Oct 04
The Verne	Short unannounced	19-20 Jul 05
Thorn Cross	Full announced	18-22 Apr 05
Tinsley House IRC	Full announced	1-5 Nov 04
Usk and Prescoed	Full announced	4-8 Apr 05
Wakefield	Short unannounced	25-29 Apr 05
Wellingborough	Short unannounced	3-5 May 05
Werrington	Full announced	1-5 Aug 05
Winchester	Short unannounced	29 Nov – 2 Dec 04
Wolds, The	Full unannounced	15-19 Nov 04
Woodhill	Short unannounced	8-10 Aug 05
Yarl's Wood IRC	Full announced	28 Feb – 4 Mar 05

#### Short-term holding facilities: **Non-residential**

Lunar House	Unannounced	10 Sept 04
Electric House	Unannounced	10 Sept 04
Dallas Court	Unannounced	19 Oct 04
Gatwick North and South	Unannounced	18 Nov 04
London City Airport	Unannounced	1 Dec 04
Dover Asylum Screening Centre	Unannounced	18 Jan 05
Leeds Waterside Court	Unannounced	6 Jul 05

#### Short-term holding facilities: **Residential**

Manchester Airport	Unannounced	19-20 Oct 04
Calais and Coquelles	Unannounced	2-3 Aug 05
Port of Dover	Unannounced	18 Jan 05

**Total inspections undertaken: 81**

## Inspection reports published

1 September 2004 – 31 August 2005

Establishment	Type of inspection	Publication date
Altcourse	Full announced	13 Jul 05
Ash House, Hydebank Wood (NI)	Short announced	27 May 05
Ashfield	Education and training	21 Feb 05 (Website only)
Ashwell	Full announced	24 Mar 05
Askham Grange	Full announced	3 Sept 04
Birmingham	Short unannounced	24 Sept 04
Blantyre House	Full announced	2 Aug 05
Brinsford	Full announced	19 Jul 05
Bristol	Full announced	2 Jun 05
Brockhill	Full announced	17 May 05
Bullingdon	Short unannounced	20 Oct 04
Bullwood Hall	Education and training	21 Mar 05 (Website only)
Campsfield House	Short unannounced	26 Nov 04
Canterbury	Full announced	25 Feb 05
Cardiff	Short unannounced	1 Jun 05
Castington	Education and training	6 Sept 04 (Website only)
Channings Wood	Short unannounced	18 Mar 05
Chelmsford	Short unannounced	13 Jan 05
Dhekelia (Cyprus)	Short announced	7 Mar 05 (Website only)
Dorchester	Full announced	28 Sept 04
Dovegate TC	Full announced	14 Sept 04
Drake Hall	Short unannounced	3 Feb 05
Dungavel House IRC	Short unannounced	18 May 05
Eastwood Park	Education and training	17 Jan 05 (Website only)
Exeter	Full announced	10 May 05
Foston Hall	Full announced	15 Oct 04
Glen Parva	Full announced	23 Feb 05
Grendon	Full announced	14 Sept 04
Guy's Marsh	Full unannounced	22 Mar 05
Harmondsworth IRC	Short unannounced	6 Jul 05
High Down	Short unannounced	31 Mar 05
High Point	Short unannounced	5 Apr 05
Hindley	Education and training	25 Apr 05
Holloway	Full unannounced	30 Mar 05
Huntercombe	Education and training	14 Dec 04 (Website only)
Kirkham	Full announced	3 Jun 05
Lancaster Farms	Education and training	16 May 05 (Website only)
Leyhill	Short unannounced	21 Dec 04
Lindholme	Short unannounced	26 Oct 04
Liverpool	Full unannounced	18 Jan 05
Magilligan (NI)	Full announced	16 Mar 05
Maidstone	Short unannounced	8 Mar 05
Manchester	Full unannounced	16 Nov 04
MCTC	Full announced	2 Nov 04
New Hall	Education and training	5 Apr 05

Establishment	Type of inspection	Publication date
North Sea Camp	Full announced	1 Sept 04
Norwich	Full announced	26 Aug 05
Nottingham	Full announced	29 Jul 05
Oakington IRC	Full announced	9 Nov 04
Onley	Short unannounced	1 Feb 05
Parc	Education and training	22 Aug 05 (Website only)
Pentonville	Full announced	5 Jul 05
Portland	Full announced	30 Nov 04
Preston	Full announced	23 Dec 04
Ranby	Short unannounced	20 Jul 05
Reading	Full announced	19 Oct 04
Rye Hill	Short unannounced	28 Jul 05
Shrewsbury	Short unannounced	8 Dec 04
Standford Hill	Short unannounced	3 Dec 04
Stoke Heath	Full announced	29 Jun 05
Sudbury	Full announced	8 Jun 05
The Mount	Full announced	9 Feb 05
Thorn Cross	Education and training	6 Sept 04 (Website only)
Tinsley House IRC	Full announced	18 May 05
Wandsworth	Full announced	7 Sept 04
Warren Hill	Education and training	25 Apr 05 (Website only)
Wayland	Short unannounced	23 Sept 04
Weare	Full announced	4 Nov 04
Werrington	Education and training	25 Oct 04 (Website only)
Wetherby	Full announced	20 Jan 05
Winchester	Short unannounced	7 Apr 05
Wolds, The	Full unannounced	15 Jun 05
Yarl's Wood IRC	Full announced	27 Jul 05
Three residential short-term holding facilities: Harwich Port, Manchester Airport, Port of Dover	Unannounced	6 Jul 05
Four non-residential holding facilities: Communications Hse, Lunar House, Electric Hse, Dallas Court	Unannounced	23 Mar 05
Four non-residential holding facilities: Gatwick Airport North and South, London City Airport, Dover Asylum Screening Centre	Unannounced	16 Aug 05
<b>Thematic reports and research publications</b>		
<i>No problem: old and quiet.</i> Older prisoners in England and Wales		14 Dec 04
<i>Children's Safeguards.</i> Joint Chief Inspectors' Report		July 2005
<i>The joint inspection of prisoner escort and court custody in England and Wales</i> by HMIP and HMMCSI		July 2005
<i>Annual Report 2003–4</i>		26 Jan 05
<i>Prisoners under Escort</i>		Mar 05
<i>IRC Expectations</i>		25 May 05
<i>Juvenile Expectations</i>		Aug 2005
<i>Juveniles in custody 2003–4</i>		14 Jun 05
<b>Total reports published: 84</b>		

## Recommendations accepted in action plans received for full inspection reports published 2004-2005

Establishment	Total recs	Accepted	Partially accepted	Rejected
North Sea Camp	115	96	19	0
Askham Grange	116	95	18	3
Wandsworth	149	140	7	2
Grendon	100	88	10	2
Dorchester	176	162	14	0
Foston Hall	123	99	21	3
Reading	111	97	14	0
Oakington IRC	86	36	43	7
Manchester	109	73	27	9
Portland	167	128	28	11
Preston	107	92	14	1
Liverpool	136	126	7	3
Wetherby	179	144	33	2
The Mount	129	125	4	0
Glen Parva	131	113	13	5
Canterbury	112	103	9	0
Magilligan	111	104	3	4
Guys Marsh	134	121	8	5
4 non-residential STHFs	55	37	6	12
Ashwell	111	98	11	2
Holloway	202	194	6	2
Exeter	118	107	9	2
Brockhill	156	138	12	6
Tinsley House IRC	85	61	14	10
Bristol	157	137	17	3
Sudbury	102	86	12	4
Ash House	96	93	1	2
3 residential STHFs	64	55	3	6
Brinsford	192	172	13	7
Yarlswood IRC	90	65	13	12
Blantyre House	43	39	2	2
4 non-residential STHFs	61	36	19	6
<b>Total</b>	<b>3823</b>	<b>3260</b> (85%)	<b>430</b> (11%)	<b>133</b> (4%)

## Outcome of recommendations assessed in follow-up inspections

Breakdown of recommendations which were assessed in follow-up inspection reports published 2004-2005

Establishment	Total recs	Achieved	Partially achieved	Not achieved
Wayland	82	54	17	11
Birmingham	126	58	34	34
Bullingdon	104	54	27	23
Lindholme	80	22	20	38
Campsfield House IRC	79	22	29	28
Standford Hill	130	71	27	32
Shrewsbury	157	103	25	29
Leyhill	135	94	24	17
Chelmsford	83	47	16	20
Onley	104	61	21	22
Drake Hall	128	63	24	41
Maidstone	65	32	8	25
Channings Wood	96	45	22	29
High Down	115	69	19	27
Highpoint	126	90	10	26
Winchester	111	72	14	25
Dungavel House IRC	74	20	19	35
Cardiff	118	68	16	34
Harmondsworth IRC	104	35	25	44
Ranby	105	66	13	26
Rye Hill	81	31	17	33
<b>Total</b>	<b>2203</b>	<b>1177</b> (53%)	<b>427</b> (19%)	<b>599</b> (27%)



## Expenditure

for April 2004 – March 2005

Staff costs	2,585,903
Travel and subsistence	316,481
Printing and stationery	71,115
Translators	11,759
Postage	8,598
Meetings and refreshments	7,547
Consultancies	7,530
Recruitment	6,851
Telecommunications	6,749
Training and development	3,850
Conferences	3,727
Office equipment	2,238
	<b>3,032,348</b>

# Staff of the inspectorate

## Chief Inspector



Anne Owers CBE

## Deputy Chief Inspector



Nigel Newcomen

## Healthcare team



Dr Tish Laing-Morton  
*Head of Healthcare*



Elizabeth Tysoe



Bridget McEvilly

## Specialist Inspectors



Sigrid Engelen  
*Drugs*



Keith McInnis  
*Drugs*

## Thematic reviews



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*Head of thematic reviews*



Louise Falshaw  
*Head of research & development*



Julia Fossi  
*Senior researcher*



Rachel Worsley



Laura Nettleingham

## Research and development

## Research and development continued



Sam Booth



Mark Challen



Angela Johnson  
*Head of Administration  
Finance and Personnel*



Gemma Kelly



Denise Hotham

## Administrative support

## Administrative support continued



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*Senior PS to Chief Inspector*



Michelle Reid  
*PS to Deputy  
Chief Inspector*



Francette Montgry



Claire Kumahor



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*Editor*

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*Team Leader*



Ruth Whitehead



Gail Hunt



John Simpson



Janine Harrison

**Inspectors – O Team (Women)**

Michael Loughlin  
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Gabrielle Lee



Paul Fenning



Brett Robinson

**Inspectors – N Team (Young Adults)**

Roger Haley  
*Team Leader*



Stephen Moffat



Hubisi Nwemely



Jonathan French



Gordon Riach

**Inspectors – I Team (IRCs)**

Jim Gomersall  
*Team Leader*



Eileen Bye



Hindpal Singh Bhui

**Staff who left during the reporting period**

Taji Ahmed	Claire Hood
Brian Bell	Digby Ingle
Ann Carrington	Jacqui Mosley
John Christopher	Pat Mosley
Gary Deighton	John Rea Price
Kate Eves	Lucy Richardson

**Inspectors – J Team (Juveniles)**

Fay Deadman  
*Team Leader*



Ian Macfadyen

**Editorial support:** Inspection reports have been edited by Emily Wood, Brenda Kirsch and Charles Peyton

**Student support:** Charlotte Oppong Oweirdu and Lucy Trussler (Brunel University)

The Inspectorate teams have been accompanied by members from Ofsted (led by Bill Massam) and the Adult Learning Inspectorate. Specialist inspectors have also been provided by the British Pharmaceutical Society and the Dental Practice Board.





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