

Report on an unannounced short follow-up inspection of

HMP The Verne

24–26 August 2010

by HM Chief Inspector of Prisons

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Contents

	Introduction	5
	Fact page	7
1	Healthy prison assessment	9
2	Progress since the last report	15
3	Summary of recommendations	59
	Appendices	
	I Inspection team	67
	II Prison population profiles	68

Introduction

The Verne is a category C training prison housed in a nineteenth century "citadel" in Portland, Dorset. The prison's historic location limits its role and regime and has meant that only lower risk prisoners can be held there, many of whom might otherwise be in open conditions; as a consequence it holds many foreign nationals. When we last inspected, we commended The Verne as a well run and safe prison. On our return for this unannounced follow-up inspection, we found that this remained the case and The Verne continued to achieve a great deal despite limitations of its environment.

The Verne continued to be a reasonably safe place. Early days in custody were well managed, although there was no use of professional interpreting services. Arrangements to prevent self-harm were reasonable, but better monitoring was required of action plans following deaths in custody investigations. There was little bullying or violence. Security was generally proportionate, with little use of force and well-conducted adjudications. There was little evidence of substance abuse.

The accommodation was generally adequate but some was old and shabby. Staff-prisoner interaction was good, but the personal officer scheme remained variable. Diversity arrangements were in need of further development. Appropriately, arrangements for the large number of foreign nationals were well developed, with good access to UK Border Agency staff and to sources of immigration advice. However, there was a need for more translated materials on general subjects. Faith provision was good and prisoners had access to a comprehensive range of health services.

Prisoners had plenty of time out of cell and a degree of freedom of movement appropriate to their lower level of risk. There were sufficient work, education and training places for the population, and access to activity places was now better managed. Both the library and PE had suffered from limited staffing but provision was beginning to improve.

The strategic management of resettlement had improved. There was still a significant backlog of offender assessments but sentence plans were generally of a good standard, including those for foreign nationals. However, the prison struggled to get involvement from offender managers in the community. Public protection issues were well managed. Provision along most resettlement pathways was adequate and the Kainos programme continued to provide a valued therapeutic community.

The Verne remained reasonably safe, secure and purposeful, despite the limitations of its physical fabric. The specific needs of the prisoner population, including the large number of foreign nationals were generally well catered for. Good efforts were made to effectively support resettlement, whether to the United Kingdom or abroad.

Nick Hardwick
HM Chief Inspector of Prisons

February 2011

Fact page

Task of the establishment

HMP The Verne is a category C training prison for adult males.

Area organisation

South-west

Number held

588

Certified normal accommodation

572

Operational capacity

607

Last inspection

6–10 August 2007

Brief history

In 1847, a start was made on temporary prison buildings known as The Verne Citadel for prisoners building the Prison Breakwater. The first 64 prisoners were landed on 24 November 1848 at Castletown from HM Steamer Driver. The Verne Citadel was designated by Captain W Crossman of the Royal Engineers and enclosed an area of 56 acres. A full workforce of 180 prisoners laid three million convict-made bricks in two years.

HMP The Verne opened in 1949 on the site of a former military barracks dating from the end of the 19th century.

Description of residential units

There are three accommodation blocks, which were built in 1970, and nine dormitories (D wing). Each accommodation block is divided into two, giving a total of six separate wings (A1, A2, B1, B2, C1, C2), each with 80 cells on the second and third floors. The ground floor is used for association and dining and contains office areas. The dormitory accommodation is contained in casements which make up D wing, which operates the Kainos programme. The dormitories have been divided into eight cubicles, with an association area in each one, providing accommodation for 72 men.

Section 1: Healthy prison assessment

Introduction

HP1 The purpose of this inspection was to follow up the recommendations made in our last full inspection of 2007 and examine progress achieved. We have commented where we have found significant improvements and where we believe little or no progress has been made and work remained to be done. All inspection reports include a summary of an establishment's performance against the model of a healthy prison. The four criteria of a healthy prison are:

Safety prisoners, even the most vulnerable, are held safely

Respect prisoners are treated with respect for their human dignity

Purposeful activity prisoners are able, and expected, to engage in activity that is likely to benefit them

Resettlement prisoners are prepared for their release into the community and helped to reduce the likelihood of reoffending.

HP2 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by the National Offender Management Service.

- outcomes for prisoners are good against this healthy prison test.

There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.

- outcomes for prisoners are reasonably good against this healthy prison test.

There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.

- outcomes for prisoners are not sufficiently good against this healthy prison test.

There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.

- outcomes for prisoners are poor against this healthy prison test.

There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

HP3 This Inspectorate conducts unannounced follow-up inspections to assess progress against recommendations made in the previous full inspection. Follow-up inspections are proportionate to risk. Short follow-up inspections are conducted where the

previous full inspection and our intelligence systems suggest that there are comparatively fewer concerns. Sufficient inspector time is allocated to enable inspection of progress and, where necessary, to note additional areas of concern observed by inspectors. Inspectors draw up a brief healthy prison summary setting out the progress of the establishment in the areas inspected. From the evidence available they also concluded whether this progress confirmed or required amendment of the healthy prison assessment held by the Inspectorate on all establishments but only published since early 2004.

Safety

- HP4 At our inspection in 2007 we found that outcomes for prisoners were reasonably good against this healthy prison test. We made 29 recommendations in this area, of which 13 had been achieved, seven partially achieved, seven had not been achieved. Two recommendations were no longer applicable. We have made a further 10 recommendations.
- HP5 Prisoners reported a reasonable experience of transfers to the prison, although comfort breaks were not routinely offered. Most had travelled long distances.
- HP6 The reception area met the needs of the number of prisoner movements through it. Prisoners were moved quickly through reception. The reception orderly and induction orderlies offered support to new arrivals. All new arrivals were seen in private by health care staff but prisoner interpreters were used to assist in this and the cell sharing risk assessment interview for prisoners who did not understand sufficient English. Professional interpreting services were not used.
- HP7 Not all prisoners were able to make a telephone call on their first night. Prisoners were seen on a one-to-one basis unless they did not speak English, when prisoner interpreters were used. First night procedures were peer based. The cells were prepared for new arrivals but had no curtains. All of the prisoners we spoke to said that they had felt safe on their first night and night staff knew where new arrivals were located.
- HP8 Induction staff were enthusiastic and presented information well. Induction was comprehensive but too long and did not always start on the next working day after arrival. There was some repetition in the course and prisoners who did not speak English did not receive a full induction. They were fast-tracked to education classes to develop their English-speaking skills, to enable them to achieve health and safety training before engaging in work. There was a considerable amount of information in languages other than English.
- HP9 Arrangements for the prevention of self-harm and suicide were reasonable. The quality of care for those on open assessment, care in custody and teamwork (ACCT) documents during the day was good but observations by night staff were predictable and did not include any interaction. The information held by communications staff was out of date and the safer custody telephone line was not monitored sufficiently often. There had been six deaths in custody since the previous inspection, one of which had been self-inflicted and one unclassified. The action plans arising from deaths in custody were not monitored for ongoing compliance and the safer custody continuous improvement plan had not been reviewed since April 2010.

- HP10 Measures for dealing with violence reduction were adequate but not often used. Prisoners told us that they felt safe but those who were vulnerable could be left unsupported in the open regime.
- HP11 Security arrangements were sound. The level of security intelligence was good, and most of the actions arising from it, such as target searching, were carried out promptly, although, due to procedural issues, few suspicion drug tests were carried out. Engagement at the security meeting was good and interdepartmental. Closed visits were rarely used. The criteria for accepting prisoners at the establishment were too rigidly applied and those being transferred to other prisons after failing to meet the criteria waited for long periods in segregation to be moved.
- HP12 The segregation unit was small and access to any meaningful regime was limited. Prisoners could continue to attend offending behaviour programmes. Staff engaged well with prisoners. There was no formal reintegration policy for those going back to the wings.
- HP13 Adjudications and quality assurance arrangements were of a good standard. The adjudications environment was austere.
- HP14 Levels of use of force were low and governance arrangements were in place. Planned removals were video-recorded and action taken where deficiencies were noted. There was no special accommodation.
- HP15 The integrated drug treatment system (IDTS) had recently come into operation. The random mandatory drug testing (MDT) positive rate was low and the MDT suite facilities were adequate.
- HP16 On the basis of this short follow-up inspection, we considered that outcomes for prisoners were still reasonably good against this healthy prison test.

Respect

- HP17 At our inspection in 2007 we found that outcomes for prisoners were reasonably good against this healthy prison test. We made 46 recommendations in this area, of which 26 had been achieved, 10 partially achieved and 10 had not been achieved. We have made a further 20 recommendations.
- HP18 The external environment was clean and well maintained. Internally, communal areas and cells were clean but accommodation was old and shabby. Some prisoners shared rooms designed to accommodate one prisoner. Communal showers and toilets were in a poor state of decoration.
- HP19 The incentives and earned privileges scheme was used as an effective behaviour management tool and the incentives for being on the enhanced level were sufficiently motivational. There was little support offered to prisoners on the basic regime to encourage them to improve their behaviour.
- HP20 Prisoners in our groups were positive about staff and all were clear that they had members of staff they could go to with concerns. Staff-prisoner interaction was good and staff engaged with prisoners on association.

- HP21 The standard of engagement with the personal officer scheme varied. Some records showed little contact with personal officers, while others showed good contact and regular detailed monthly entries. There were few records of monthly management checks.
- HP22 Catering and prison shop arrangements were reasonably good. All prisoners could dine in association. New arrivals could wait as long as 11 days to access a full canteen order and prices were generally more expensive than those at supermarkets.
- HP23 The overarching diversity strategy was uncoordinated and did not reflect the single equality strategy. Provision for gay, bisexual and transgender prisoners was lacking and for older prisoners was developing. Arrangements for prisoners with disabilities were good. There was no formal care planning and carer support for prisoners requiring help on a day-to-day basis was ad hoc.
- HP24 Provision for race equality was adequate. A consistently small number of racist incident report forms were submitted and investigations were well investigated and subject to a good external quality analysis.
- HP25 A foreign national policy was in place, although some elements had not been implemented. Foreign national prisoners represented a large proportion of the population and six detainees were being held beyond the end of their sentence. The establishment had a contract with a professional translation and interpreting service but other prisoners were often used for this purpose. UK Border Agency staff were on site and links had been forged with them. There was good access to immigration information and some support from external agencies. Some foreign national meetings were held, including some smaller groups to address the needs of particular nationalities. Additional telephone calls were provided for foreign national prisoners who did not receive visits. There was a buddy system for foreign national prisoners on the enhanced wings.
- HP26 Faith provision was good and a range of faith-based activities was provided. The chaplaincy team was well integrated into the prison regime. The chaplaincy had done some good work in contacting the families of foreign national prisoners but this work was ad hoc and unfunded.
- HP27 Complaint forms were freely available. On some wings, confidential complaint forms were kept in the office and prisoners had to request them. Statistics were monitored and trends and issues identified. Responses were comprehensive and the governor carried out quality assurance. Applications were not logged.
- HP28 Good legal services information was available from trained staff but they were not always detailed to these duties.
- HP29 The health care centre, apart from the dental suite, was in a poor state of decoration. Prisoners had access to a comprehensive range of health services. A variety of clinics was provided by nurses and visiting specialists. Insufficient escorts were provided to meet the demands of the population, with resultant cancellations and rebooking of external appointments.
- HP30 On the basis of this short follow-up inspection, we considered that outcomes for prisoners were still reasonably good against this healthy prison test.

Purposeful activity

- HP31 At our inspection in 2007 we found that the outcomes for prisoners were reasonably good against this healthy prison test. We made 11 recommendations in this area, of which six had been achieved, three partially achieved and two had not been achieved. We have made a further nine recommendations.
- HP32 The amount of time out of cell and in the open air was good, with extensive freedom of movement. Prisoners were not locked in their cells at any time.
- HP33 There were sufficient employment, education or training places for the population. The allocation process had improved, with better links with the sentence planning process, but the completion of sentence plans was not always sufficiently timely to enable the most appropriate planning of a prisoner's time before release. There was a broad curriculum, from entry level to level 2, but no opportunities at level 3. However, Open University and distance learning were available, although not for foreign national prisoners. Success and pass rates were high. Diagnostic assessments for learning difficulties were good.
- HP34 The library had been under-resourced but new staff had been appointed, although at the time of the inspection had not yet started their employment. Eighty per cent of prisoners accessed the library regularly.
- HP35 PE staffing had been reduced and courses had been suspended but there were plans to reinstate them over the next six months. The ventilation system in the gym was poor. All prisoners could access two sessions a week and there was extra provision for over-40s and those requiring remedial PE. A range of external fitness equipment had been installed but some was poorly constructed.
- HP36 On the basis of this short follow-up inspection, we considered that outcomes for prisoners were still reasonably good against this healthy prison test.

Resettlement

- HP37 At our inspection in 2007 we found that outcomes for prisoners were reasonably good against this healthy prison test. We made 23 recommendations in this area, of which 11 had been achieved, four partially achieved and seven had not been achieved. One recommendation was no longer applicable. We have made a further 10 recommendations.
- HP38 There was a detailed resettlement policy, which was based on a needs assessment. There was an action plan addressing all pathways but it was not sufficiently well developed. The reducing reoffending meeting took place quarterly and all the resettlement pathways were covered.
- HP39 The large number of outstanding offender assessment system (OASys) assessments had resulted in delays in completing sentence plans. There was a small backlog for in-scope prisoners. The involvement of offender managers in sentence planning for in-scope prisoners was poor, except for those subject to multi-agency public protection arrangements (MAPPA) procedures or who were prolific or priority offenders. Sentence plans showed an awareness of the needs of prisoners, especially foreign nationals.

- HP40 There was a backlog of recategorisation reviews. Prisoners were not able to contribute directly to the process. Prisoners were moved quickly to open conditions.
- HP41 There was no specific manager for indeterminate-sentenced prisoners. There were some limited activities and consultation undertaken with lifers but these were too ad hoc and did not involve all relevant departments .
- HP42 Public protection systems were sound, with processes for identification and ongoing management of prisoners requiring additional interventions.
- HP43 A resettlement assessment was undertaken on induction for all prisoners and a prisoner passport issued. Ongoing provision and support was not coordinated. A limited accommodation service was provided by an administration officer but she not received any specialist training.
- HP44 Jobcentre Plus offered advice about benefits and debt, and Shelter also provided debt advice. Prisoners were able to open bank accounts. The education department provided a money management course.
- HP45 There was no formal pre-release course but there were some pre-release activities such as job searches and CV writing.
- HP46 Health care staff were generally given short notice of prisoners being released, so health care discharge planning was poor. Palliative care and end-of-life procedures were good. The care programme approach was used for all those with enduring mental health issues.
- HP47 Counselling, assessment, referral, advice and throughcare (CARAT) workers provided support, including to those on IDTS. There was an alcohol worker and a relapse prevention course in place.
- HP48 Visits were available only at weekends but visitors were treated well and were positive about their experience. The visits environment was reasonable but contained some fixed furniture. There were family visits days for enhanced prisoners and Storybook Dads was provided.
- HP49 There were two accredited offending behaviour programmes and the waiting lists were manageable. Prisoners on these courses were supported by peer mentors. The Kainos programme ran well on D wing.
- HP50 On the basis of this short follow-up inspection, we considered that outcomes for prisoners were still reasonably good against this healthy prison test.

Section 2: Progress since the last report

The paragraph reference number at the end of each recommendation below refers to its location in the previous inspection report.

Main recommendations (from the previous report)

- 2.1 There should be a formal personal officer scheme, setting out roles and responsibilities. (HP40)**

Achieved. A personal officer scheme had been developed and was well publicised. Staff understood the scheme but did not always carry it out effectively (see further recommendation 2.55).

- 2.2 The safer custody strategy should be reviewed to ensure that it recognises risks to prisoners and sets out procedures to help to reduce the risk of self-harm. The strategy should be sufficiently robust to assist any prisoner who is actively self-harming. (HP41)**

Achieved. A review of the safer custody strategy in August 2008 had produced a comprehensive policy to support prisoners who had, or were likely to, self-harm. There were clear guidelines for staff and a further review was under way at the time of the inspection.

- 2.3 An assessment should be made of the type and level of physical disability that can reasonably be managed. (HP42)**

Achieved. Each prisoner with disabilities allocated to the prison was treated on an individual basis (see section on diversity). Prisoners becoming disabled at the prison underwent an assessment of their needs and reasonable adjustments were made where possible. Only when a prisoner could not be cared for appropriately were arrangements made for a transfer. A mobility audit had been carried out to assess wheelchair access to buildings and their suitability to accommodate prisoners with mobility impairments. Stair lifts had been installed for visits and on one of the residential units. D wing was easily accessible for prisoners with mobility issues.

- 2.4 The OLASS and, in the future, NOMS should fully fund learning and skills work with prisoners, regardless of their nationality or country of release. (HP43)**

Achieved. Offender learning and skills service (OLASS) funding was primarily aimed at those due to be released and to work in the UK. Although funding was available up to level 2 for foreign national prisoners, regardless of destination on release, they were unable to access Open University or distance learning courses through UK funding.

- 2.5 The prison should develop clear learning and skills targets for foreign national prisoners and those serving longer sentences. (HP44)**

Partially achieved. Sentence plans for foreign national prisoners contained learning and skills targets only if these sentence plans had been already been completed before the prisoners entered the prison. Those without sentence plans had to wait eight to 12 weeks for sentence plans to be completed. Foreign national prisoners with poor English reading and comprehension skills were put onto an emergency English for speakers of other languages (ESOL) course to enable them to understand general health and safety rules and complete

training before being allocated to work in the prison. There was no learning and skills strategy for lifers or those serving longer sentences.

We repeat the recommendation.

2.6 National Prison Service documents should be made available to all establishments holding prisoners with poor or no use of English. (HP45)

Not achieved. Although documents such as the Prison Reform Trust prisoner information books continued to be available in a range of languages, key information for prisoners, such as Prison Service Orders and guidance on issues such as adjudications, the incentives and earned privileges scheme and segregation, was not. Although a suggested list of documents for translation into the 10 most commonly spoken languages in prisons was being circulated for discussion, at the time of the inspection prisoners not speaking English lacked essential detailed information in languages they understood.

We repeat the recommendation.

2.7 The local reducing reoffending strategy should be fully reviewed and updated, taking into account a local needs analysis. (HP46)

Achieved. The local reducing reoffending policy had been updated in 2008. It was detailed, addressed all the resettlement pathways and included an action plan with appropriate targets assigned to pathway leads. The strategy was due to be updated and the action plan to be developed further to improve coordination between different departments. It was based on a comprehensive needs analysis which had incorporated prisoners' views. The needs analysis had addressed some elements of diversity, particularly the needs of the large number of foreign national prisoners at the prison, but others, such as disability and age, had not been explored.

Further recommendation

2.8 The next needs analysis undertaken should identify the full range of the needs of the diverse prisoner population.

2.9 The backlog of outstanding OASys assessments should be cleared. (HP47)

Not achieved. At the time of the inspection, there was a backlog of offender assessment system (OASys) assessments for 80 out-of-scope prisoners, which were the responsibility of the offender management unit, and for 11 in-scope prisoners, which were the responsibility of community-based offender managers. The establishment was struggling to reduce the number of outstanding assessments, which had arisen because of the number of prisoners received without an initial assessment and also staff shortages (see also recommendation 2.258).

We repeat the recommendation.

Other recommendations

Courts, escorts and transfers

2.10 Graffiti in cubicles in the contractor's vehicles should be recorded and removed. (1.7)

Achieved. All of the vehicles we observed during the inspection were clean, with no graffiti in

any of the cells. Prisoners in our groups said that the vans they had travelled on had been clean and reasonably comfortable.

Additional information

- 2.11 Most prisoners we spoke to told us that there had been no delays in entering the prison and that waiting times to disembark from transport had been minimal. We observed G4S minibuses and cellular vehicles being used to transport prisoners. Prisoners had been offered food and drinks during some long journeys but only a few had been offered comfort breaks. The establishment received prisoners from the South West area and also from London, although some had travelled from much further afield, with stopovers at a range of prisons en route.

First days in custody

- 2.12 **Managers should explore why both black and minority ethnic and foreign national prisoners felt that they were not treated as well as white prisoners throughout the reception process. (1.21)**

Partially achieved. Focus groups had been held to elicit the views of newly arrived and established prisoners but little information had been gained to help to explain the perceptions of poorer treatment. All new receptions in May 2008 had been surveyed and none had indicated that they had been treated differently from other prisoners. Efforts were made in reception to ensure that those arriving knew what to expect, both of the reception process and subsequently. Peer interpreters were used when prisoners were not confident in the use of English.

Further recommendation

- 2.13 An equality impact assessment should be carried out for the reception process and action taken on the findings.

- 2.14 **Staff should not give the cell-sharing risk assessment to the Insider to pass on to induction staff. (1.22)**

Achieved. The practice of conveying cell sharing risk assessment documentation to the induction wing via the Insider had ceased and reception staff now took the forms to the wings themselves. As part of the attempts to put prisoners at their ease as early as possible on their arrival at the prison, peer interpreters were invited to reception as soon as prisoners needing help in understanding English were identified. These peers did excellent work, explaining the processes and procedures that the prisoner would be subject to in reception. As part of the initial interpreting, however, these peers were used by staff in conducting the cell sharing risk assessment. Prisoners were asked whether they were content for the interpreters to interpret but, in the absence of any alternative, they were not in a position to refuse. There was no evidence that confidential professional interpreting services were ever used in reception, and the rooms in which these two interviews took place did not contain telephones.

Further recommendation

2.15 All prisoners should have their cell sharing risk assessment and any health care interviews carried out confidentially. Those requiring interpretation should have these provided confidentially through either telephone interpreting services or professional interpreters.

2.16 **New receptions should be offered either a smokers' pack or basic items from the canteen list. (1.23)**

Not achieved. New receptions were offered only a smokers' pack on arrival on the induction wing (A2). They were expected to reimburse the prison fully, if they had the funds, when their cash came through. Other packs were not routinely available but could be provided by special request.

We repeat the recommendation.

2.17 **If the establishment continues to accommodate mobility impaired prisoners, reception should have adequate disabled access. (1.24)**

Partially achieved. The prison had completed an assessment which confirmed that the reception area was inaccessible for prisoners with mobility problems, particularly those confined to wheelchairs. A ramp into the main area facilitated wheelchairs to get into the main reception area but steps then had to be negotiated to get into the holding rooms, and the rooms in which the strip-searching and the health care interviews were conducted were not accessible by wheelchair.

Further recommendation

2.18 Reasonable adjustments should be made during the reception of prisoners with mobility impairments.

2.19 **Cells allocated to newly arrived prisoners should be redecorated and clean. Information should be placed on the walls. (1.25)**

Achieved. All cells on A2 were subject to a regular painting programme and those allocated to the new arrivals during the inspection were clean and recently painted. There was a small amount of graffiti on one of the noticeboards, and the rooms were bare and without curtains but generally provided reasonable first night accommodation. Prisoners were given an induction booklet containing information about the establishment but this was not displayed on cell walls.

2.20 **Staff should wear identification badges. (1.26)**

Partially achieved. Although we saw managers and civilian staff wearing name badges, no uniformed staff did, although they were identifiable by their epaulettes. Prisoners were aware of who staff were and mostly referred to staff by name.

2.21 **Prisoners should be able to start their induction on the first working day after arrival. (1.27)**

Not achieved. Prisoners arriving at the prison still started their two-week induction programme on the Monday after their arrival. The delay in starting the programme was mitigated by the

good work of the peer interpreters and induction orderlies, who made efforts to ensure that prisoners understood the layout of the prison and how to access relevant information. Prisoners' first days were not spent locked up but they were confined to the wing unless they had appointments, for example with the health care department.

We repeat the recommendation.

2.22 Induction staff should be trained in how to identify prisoners with mental health needs. (1.28)

Partially achieved. Suitable training was not available locally but some staff had been sent to HMP Guys Marsh to be trained. The senior officer with responsibility for the induction manager had been trained externally but the officer who took the main lead on induction had not been trained. Peer supporters had also not been trained in mental health awareness, even though prisoners' early days at the establishment were heavily reliant on them.

Further recommendation

2.23 Peer supporters should be trained in mental health awareness.

Additional information

- 2.24** Prisoners in our groups said that they had been moved quickly through reception and this was borne out by our observations. The longest period spent in reception by any of the four new receptions who came in during the inspection was one and a half hours. Prisoners told us that the reception orderly had told them what to expect and that this had helped them to feel safe on their first night. The reception orderly was new at the time of the inspection and had yet to settle into the role.
- 2.25** All prisoners were interviewed by health services staff on arrival but not in private (see further recommendation 2.15). Some prisoners said that they had not been allowed to make a telephone call until the next day, some said that they had been given £1 PIN telephone credit and others said that staff made calls for them on the wing telephone.
- 2.26** The reception area was basic but reasonable, with one 'dirty' and one 'clean' holding room, and a small room where anyone who said that they were at risk from other prisoners were held. There was information on the walls and comfortable chairs but little else. Strip-searches were conducted in privacy.
- 2.27** Peer interpreters took new receptions to the first night unit and showed them around, if they needed interpreting services; peer orderlies based on the unit conducted the introductory session for those who spoke good English. All peer supporters had a checklist, to ensure that they covered information consistently. Prisoners were seen on a one-to-one basis, both in reception and on the first night unit, but if they did not speak English, prisoner interpreters were present throughout; some prisoners in our groups said that they had not had an opportunity for a confidential interview. All of the prisoners we spoke to said that they had felt safe on their first night, and night staff knew where new arrivals were located.
- 2.28** All prisoners were initially allocated a single cell. The first night accommodation was prepared for new arrivals and was in reasonable order. Prisoners could stay on A2 for up to three months before they were allocated to more settled accommodation.

- 2.29 The formal induction programme was comprehensive but lasted too long. Induction staff were enthusiastic and presented information well but prisoners complained that the sessions repeated processes that they had already undertaken at other prisons, such as health and safety training and education assessments. Prisoners who were not confident in speaking English did not receive a full induction but were fast-tracked to education classes, so that they could develop their language skills sufficiently to undertake the health and safety training and therefore be allocated work. There was a considerable amount of translated written material in the induction room. The onus was put on prisoners to take responsibility for completing various elements of induction.

Further recommendation

- 2.30 All prisoners should be allowed to make a telephone call on their first night.

Housekeeping points

- 2.31 New orderlies should be supported by reception staff, to ensure that they are confident and competent in carrying out their role in giving initial information and reassuring new arrivals.
- 2.32 The reception environment should be made less stark.

Good practice

- 2.33 *Peer supporters were used comprehensively, to ensure that new prisoners were welcomed and given key information about the prison.*

Accommodation and facilities

- 2.34 Rooms designed for one prisoner should not be used to accommodate two prisoners. (2.17)

Not achieved. Some prisoners were still required to share rooms designed to accommodate one prisoner.

We repeat the recommendation.

- 2.35 Showers and communal toilets throughout the residential area should be renewed and appropriate provision made for the cultural diversity represented in the establishment. (2.18)

Not achieved. Showers and communal toilets remained in a poor state and had not been refurbished or altered since the previous inspection.

We repeat the recommendation.

- 2.36 Prisoners should be allowed to wear their own T-shirts, linked to the IEP scheme. (2.19)

Achieved. Prisoners on the enhanced level of the incentives and earned privileges (IEP) scheme could wear their own T-shirts.

- 2.37 The dormitory accommodation on D wing should be replaced by suitable single cell accommodation. (2.20)

Not achieved. The dormitory accommodation had not been replaced.
We repeat the recommendation.

- 2.38 **A system should be drawn up to enable all staff to be able to identify prisoners with disabilities who might need additional assistance – for example, in fire evacuation situations. (2.21)**

Partially achieved. A system had been devised to identify prisoners who needed additional assistance in an emergency. There were three levels to the scheme: a red sticker on the roll board signified that the prisoner required physical assistance, an orange sticker that staff needed to ensure that the prisoner had left the wing in an emergency and a green sticker that no assistance was required. On some wings, the evacuation plans were out of date.

Further recommendation

- 2.39 All personal emergency evacuation plans should be regularly reviewed and kept up to date.

- 2.40 **The cost of telephone calls for foreign national prisoners should be addressed. (3.59)**

Partially achieved. New telephone charging arrangements had been in place since April 2010. Reductions in the cost of international calls through GCC (the third party telecommunications provider) and BT had been passed on to prisoners. International telephone cards were also available to buy through the prison shop. Calls abroad still took up a considerable proportion of foreign nationals' money and they were only allowed a five-minute telephone call per month at public expense if they had not had a visit in the preceding month.

Further recommendation

- 2.41 Foreign national prisoners should be supported in maintaining links with family abroad by being allowed a monthly telephone call at public expense, irrespective of whether they receive visits.

Additional information

- 2.42 A, B and C wings were virtually identical, with living accommodation on the two upper floors. Each wing contained single cells occupied by two prisoners. Some new double cells had been added by reclaiming storerooms. The double cells contained wall safes in which the occupants could secure any valuables or personal items. Prisoners were able to summon staff by approaching them personally, including during the night-time period.
- 2.43 The external environment was clean and well maintained. The accommodation, while decorated and clean, was old and shabby. Communal areas were kept clean. Prisoners reported positively about having access to cleaning materials. There was a published offensive displays policy, which was clear and applied consistently.
- 2.44 All prisoners on A, B and C wings on the enhanced or standard levels of the IEP scheme could have a television in their rooms. Those who were on basic lost their in-cell television and some were returned to double accommodation if there was another prisoner on basic at the same time.

- 2.45 D wing accommodation provided the only ground floor rooms and was occupied by prisoners on the Kainos programme (see section on resettlement). The accommodation consisted of cubicles, with curtains to provide some privacy and a communal area by the dormitory door with a television and soft furniture.
- 2.46 None of the accommodation had integral sanitation but prisoners had access to toilets 24 hours a day and could use showers until 8pm.
- 2.47 Prisoners could have their own underwear, socks and some other items of clothing in their possession according to which level of the IEP scheme they were on. Prisoners were confused about what they could wear and when, and there was no clear policy to clarify this. Prison clothing was easily available from the clothing store, although some taller and larger prisoners had problems getting clothing in the correct sizes. Laundry facilities were provided on each wing. All new clothing had to be purchased through the catalogue system, which could disadvantage those without access to external funds.

Housekeeping point

- 2.48 The policy about the wearing of own clothing should be simplified and clarified for prisoners.

Staff–prisoner relationships

No recommendations were made under this heading at the last inspection.

Additional information

- 2.49 Staff–prisoner engagement was good and in our groups prisoners described a relaxed atmosphere and were positive about staff and their daily interactions with them. All prisoners said that they had someone they could go to if they needed help. The interactions we observed between staff and prisoners were positive and professional and staff responded to requests that were made of them. During association, staff were approachable, with good and relaxed interactions on all units.
- 2.50 In our groups, prisoners told us that staff were clear about the boundaries of acceptable and unacceptable behaviour and that prisoners knew where they stood because of this. Staff used informal warnings and the sanctions available to them when behaviour was inappropriate and this was recorded in prisoners' records. Staff knew the prisoners in their care well and could give examples of support that had been offered to them.
- 2.51 There was evidence of some responsive consultation with prisoners, mainly through wing and diversity representatives (see also section on diversity). The wing meetings were not always held when scheduled. The prisoner amenities meetings to which they reported were held regularly. Attendance at this meeting from wing representatives was inconsistent. Issues raised at meetings were not always followed up, as key attendees such as DHL and prisoners' monies staff were not always represented.

Further recommendation

- 2.52 There should be regular consultation with prisoners and attendance at meetings should include all key departments.

Personal officers

No recommendations were made under this heading at the last inspection.

Additional information

- 2.53 The standard of the personal officer scheme varied. Some records showed little contact with personal officers, while others showed good contact. Some personal officers made detailed monthly entries into prisoners' records but some made observational comments and did not clearly outline a prisoner's progress or significant events. There were few comments about prisoners' families and personal relationships and whether they maintained links with them. There were few records of monthly management checks; where checks had been made, quality issues had not been noted. Offender management staff made detailed entries in prisoner records.
- 2.54 Most prisoners told us that they were aware of who their personal officer was and most had been formally introduced to them. Prisoners told us that they could approach other members of staff when their personal officers were absent.

Further recommendation

- 2.55 The personal officer scheme should be applied consistently, with staff making monthly entries as specified and managers carrying out regular checks.

Bullying and violence reduction

- 2.56 **The establishment's violence reduction strategy should be thoroughly overhauled and take account of the surveyed views of prisoners. (3.10)**

Achieved. The establishment's violence reduction policy had been reviewed and updated in December 2008. The policy was to incorporate a survey every two years and also to select prisoners randomly to complete an exit survey before discharge.

- 2.57 **The safer custody coordinator should have a job description and should not be redeployed. (3.11)**

Achieved. The safer prisons (custody) manager role had been re-designated to an operational manager F. There was a full job description in place, which was supported by staff planning and development review (SPDR) objectives and tasks.

- 2.58 **The violence reduction meeting should be managed robustly to ensure full attendance. Information provided at this meeting should be scrutinised to establish how prisoners' lives can be made safer. (3.12)**

Not achieved. Attendance at the meetings during 2010 had been at around 30% of the identified attendee list, with few apologies received.
We repeat the recommendation.

- 2.59 **Staff should be given violence reduction training and be made familiar with the use of bullying documentation, and there should be daily management checks and observations. Victims of bullying should have an equivalent document opened to**

ensure their support and staff awareness. (3.13)

Partially achieved. Violence reduction training figures were not available at the time of the inspection and managers could not verify if any such training had taken place. Management checks had improved; they were incorporated into the violence reduction policy and we saw evidence of them having taken place in closed violence reduction documents. We saw one victim support document which required staff to observe more closely the individual involved.

Further recommendation

2.60 Staff should be competent in violence reduction procedures and how to support the victims of bullying.

2.61 Interventions to support victims, and courses to encourage bullies to address their behaviour, should be introduced. (3.14)

Not achieved. There were no courses to assist bullies in addressing their behaviour. There was a four-stage anti-bullying strategy but anyone progressing past stage one, which was a verbal warning, was deemed as unsuitable for the prison and transferred to other category C establishments. Similarly, with the exception of monitoring arrangements, there were no initiatives to support victims.

We repeat the recommendation.

2.62 There should be a channel for families to communicate their concerns to the safer custody coordinator. Families should contribute to the safer custody strategy. (3.15)

Partially achieved. There was a dedicated telephone line but when we rang it at 10.20pm one evening, it was not answered or diverted to an answering machine. This was rectified during the inspection, although the message was a generic response relating to the mailbox number. There were also concern notification sheets on a noticeboard in the visitors' waiting areas. These were not immediately obvious and were discoloured, indicating that they had not been used for some time. With the exception of leaving a message on the answerphone or using the concern notification sheets, there was no system to enable families to contribute to the safer custody strategy.

We repeat the recommendation.

Housekeeping point

2.63 The recorded message on the safer custody answerphone should be relevant to its purpose and the machine checked daily for messages.

2.64 F213 forms should be submitted on all occasions when a prisoner has been injured. This should be submitted immediately after the incident. (3.16)

Achieved. A review of a sample of 15 of the 50 near-death incident or unexplained injury forms showed that F213 forms had been completed in all cases involving prisoners. F213s had also been completed for all uses of force, irrespective of whether or not there were injuries.

Additional information

- 2.65 Violence reduction meetings were incorporated into the safer prisons meeting. There were no prisoners on anti bullying measures at the time of the inspection, although there had been six in the year to date, three of whom were still in the establishment and had been taken off anti-bullying monitoring after a short period. Prisoners in our groups told us that they felt safe at The Verne.
- 2.66 Although there was no vulnerable prisoner unit, there were some prisoners who remained in their cells for much of the time and, although staff were aware of them, there was no active intervention for these prisoners or evidence of any investigation into the reasons why they had withdrawn.

Further recommendation

- 2.67 Residential staff should monitor prisoners who do not freely associate and investigate and record the reasons in wing files.

Self-harm and suicide

- 2.68 Management quality checks should be more robust, to ensure that ACCT documents have been completed correctly and that improvements are introduced where necessary. (3.23)

Partially achieved. Management checks were recorded in ACCT documents but they followed no apparent structure and failed to identify shortcomings in recordings (see additional information). We were shown a management checklist but this was not used regularly.

Further recommendation

- 2.69 The establishment's quality check sheet should be used for all management checks of assessment, care in custody and teamwork (ACCT) documentation.
- 2.70 Quarterly meetings should analyse ACCT information for trends and introduce an action plan to address the findings. A member of the local mental health team should be invited to these meetings, and all wings should be represented. (3.24)
- Not achieved.** Minutes of quarterly meetings listed a range of data on a spreadsheet but failed to make any relevant analysis of data presented or identified trends. Attendance was poor and we could find no evidence of attendance by mental health team members.
We repeat the recommendation.
- 2.71 The safer custody coordinator should monitor why some ACCT documents are closed after a very short time. (3.25)

No longer relevant. No ACCT documents had been closed within 72 hours during 2009 or 2010.

- 2.72 **There should be a system to ensure that the self-harm grab packs are replenished and that the equipment they contain is in date. (3.26)**

Achieved. Self-harm grab packs were located in lockers with security seals. Once seals were broken, the wing manager was responsible for replenishing the locker and replacing the seal at the conclusion of the incident requiring their use.

Additional information

- 2.73 There had been 24 ACCT documents opened in 2010 to date, although there was no record of any acts of self-harm. Most closed documentation was in order but some was incomplete, with photographs and dates and times of reviews missing. There was one open ACCT document at the time of the inspection. Daily entries were of good quality, with qualitative records of interactions with the prisoner listed. Night-time entries were repetitive and predictable.
- 2.74 There was a central log in the control room which listed duty assessors, Listeners and prisoners on open ACCT documents. This log had not been updated since June 2010.
- 2.75 There was an excellent Listener suite, which, although seldom used, was maintained in good order. There were nine Listeners at the time of the inspection, one of whom was the Listener coordinator. The team was well supported by the prison and met the Samaritans monthly for training and supervision. Although there were limited calls on the Listeners for support, they took an active part in the induction process and also visited the segregation unit daily.
- 2.76 There had been six deaths in custody since the previous inspection, one of which had apparently been self-inflicted and one unclassified. The action plans arising from deaths in custody were not monitored for ongoing compliance and the safer custody continuous improvement plan had not been reviewed since April 2010.

Further recommendations

- 2.77 The centrally held ACCT log should be kept up to date.
- 2.78 ACCT entries should not be repetitive and predictable, particularly during the night.
- 2.79 Death in custody action plans should be monitored at safer custody meetings and included in the continuous improvement plan, which should be regularly updated.

Good practice

- 2.80 *Duty Listeners visited the segregation unit daily.*

Applications and complaints

- 2.81 **The race equality action team should monitor complaints received to ensure that there are no intended or unintended adverse impacts on any prisoner groups. (3.68)**

Achieved. The race equality officer (REO) examined Systematic Monitoring and Analysing of Race Equality Template (SMART) monitoring of complaints every month and presented her findings to the diversity committee. Trends in the types of complaints were examined and the level of complaints from black and minority ethnic prisoners monitored. This monitoring had

resulted in an improvement in the clarity of complaints information (especially in foreign languages), the provision of help to prisoners in making complaints and the facility for complaints to be submitted in the prisoner's own language.

2.82 The quality of responses to complaints should be maintained by a monthly management check of a random sample. (3.69)

Achieved. A monthly check of responses to complaints was undertaken by the governor. She reported her findings to the morning meeting of senior managers. The quality of the responses we examined was excellent. When a mistake had been made, apologies were proffered, the reasons for action taken were given and problems resolved when required. This quality applied to all departments, which indicated the effectiveness of a collective responsibility and management oversight.

Additional information

- 2.83** A full range of application forms was available on each residential unit. When they were submitted to the wing office, they were distributed by the wing senior officer to the appropriate department. Applications were not logged and the prisoner was not provided with a copy unless he specifically requested one, so there was no system for monitoring that responses were given or the time taken to respond.
- 2.84** Complaint forms were freely available and notices explaining the complaints system were available in 10 languages in addition to English. On some wings, confidential complaint forms were kept in the office and prisoners had to request them.
- 2.85** Complaints were collected from the posting box by night staff and recorded by the complaints clerk. Complaints were allocated daily at the morning meeting. The clerk monitored the timeliness of responses and the prison's performance was reported, with a breakdown of the subjects, to the governor monthly. This report was analysed at the management team morning meeting.
- 2.86** Reports showed that responses were provided within three working days, and full replies were only delayed when an enquiry had to be completed outside the establishment. The most common subjects for non-confidential complaints were recategorisation, loss of property and errors in the calculation of pay or prisoners' accounts.
- 2.87** In the first six months of 2010, there had been 660 complaints, a reduction from the same period in the previous year, when there had been 759.
- 2.88** Access to the Independent Monitoring Board (IMB) was facilitated by dedicated application forms, separate posting boxes and information posters on each wing. Two IMB members attended for two days each week to deal with applications.

Further recommendation

- 2.89** A system for tracking applications should be introduced.

Housekeeping point

- 2.90** Confidential complaint forms and envelopes should be freely available on all wings.

Legal rights

No recommendations were made under this heading at the last inspection.

Additional information

- 2.91 Good legal services information was provided by trained officers and prisoners were told about their availability as part of induction, although prisoners in our groups said that they were unaware of any local legal service-trained staff. The legal services staff were not regularly detailed to cover the work but said that they were generally able to keep up with demand.
- 2.92 The prison library provided a range of legal material, and all appropriate Prison Service Orders were available, as well as further prisoner information that had been translated into a number of different languages.
- 2.93 Legal visits took place one afternoon a week and prisoners in our groups said that contact was reasonably well facilitated.

Faith and religious activity

- 2.94 **Managers should seek whatever help is required to ensure the early appointment of a Muslim chaplain. (5.38)**
- Achieved.** A Muslim chaplain had been appointed. He had sufficient time to carry out his duties relating both to Muslim prisoners and generic chaplaincy duties.
- 2.95 **Chaplains should routinely be invited to make contributions to the sentence planning process so that they are consulted about the prisoners they are involved with. (5.39)**
- Achieved.** Chaplains were invited to make contributions to the sentence planning process for prisoners with whom they were involved through faith activities.
- 2.96 **The chaplaincy team should have adequate office and private interview space to fulfil its tasks. (5.40)**
- Achieved.** The chaplaincy team had adequate space for office use and private interviews.

Additional information

- 2.97 The chaplaincy team, supported by sessional ministers, provided comprehensive access to most faiths and a well-publicised programme of services. Prisoners did not have to apply to attend corporate worship. The chapel was open during the day and prisoners could drop in to see a chaplain in private. The team worked well together to cover generic pastoral duties.
- 2.98 Facilities were good, with a large chapel and a multi-faith room, as well as office space. The chapel was in a poor decorative state following problems with the roof. The multi-faith facility was used for some activities and for Muslim prayers. It was sufficiently large for the number of prisoners who attended Muslim services.
- 2.99 The chaplaincy team provided a range of activities, such as prayer and discussion groups. Regular concerts were held and visiting volunteers supplemented the provision.

- 2.100 The chaplaincy team was integrated into the daily life of the prison, was represented at key meetings, such as the diversity and race equality action team (DREAT) and safer custody meetings, and provided support to the Kainos community. They carried out daily visits to prisoners in the segregation unit and all those subject to ACCT support. They also saw all new receptions as part of the induction process.
- 2.101 The team had been closely involved in supporting families following the recent deaths in custody and provided support to prisoners following periods of illness and through palliative care. There was a prison visitors scheme for prisoners who did not receive visits. The Muslim chaplain had been closely involved with preparations for Ramadan.
- 2.102 Relationships with community-based faith groups were well developed and prisoners who requested it were given details of churches they could attend on release. The Roman Catholic chaplain had close contacts with the St Vincent De Paul Society and had been able to contact families abroad, and also assisted in providing clothing and finding hostel accommodation in other countries. She spoke languages other than English and regularly provided support and information in prisoners' own language. Much of the work she did was in her own time and unfunded.

Housekeeping point

- 2.103 The chapel should be redecorated.

Substance use

- 2.104 **Security information reports and drug dog indications relating to prisoner drug use should be scrutinised more rigorously to maintain the credibility of the suspicion testing process. (3.84)**

Partially achieved. Intelligence was more targeted and the system had been made more robust. Security information was scrutinised to give greater credibility to the suspicion testing process, despite the continuing low level of finds.

- 2.105 **A closed visit for a visitor receiving an indication from a drugs dog should only occur where there is corroborating evidence. (3.85)**

Not achieved. Despite the use of additional intelligence, visitors were still restricted to a closed visit following a sole indication from the drug dog.
We repeat the recommendation.

Additional information

- 2.106 We were told that the mandatory drug testing positive rate in the year to date was 3.2%, against a target of 3.5%. Two prisoners had tested positive in the six months before the inspection, and during the same period only three suspicion tests had been performed, all of which had been negative. The need for further suspicion tests had been identified but the process was unnecessarily slow and because of time and procedural issues, these tests had not been authorised. The MDT suite facilities were adequate.

Further recommendation

- 2.107 Suspicion tests should be authorised within an appropriate timescale to enable testing to take place within 48 hours.

Diversity

- 2.108 A diversity policy should be developed that meets the needs of anti-discrimination legislation and outlines how the needs of minority prisoner groups will be met. (3.31)

Partially achieved. A range of policies and action plans had been developed (including a separate communication strategy), covering the various elements of anti-discrimination legislation. However, it was difficult to find the information needed among these multiple policies/action plans.

Further recommendation

- 2.109 A single diversity policy should draw together the various documents for the different minority groups and be linked to distinct action plans.

Additional information

- 2.110 Governance arrangements were focused through the bimonthly diversity and race equality action team (DREAT) meetings, chaired by the deputy governor. The meeting included a diverse range of relevant stakeholders, including third-sector and prisoner involvement. While some elements of the management of diversity were well developed, the overarching diversity strategy was uncoordinated and did not reflect the single equality strategy. Race equality, foreign nationals and disability had taken the primary focus, although there was a growing focus on the need for a strategy for older prisoners.
- 2.111 There was a dedicated diversity team, comprising a full-time diversity and race equality manager, a foreign nationals manager and a disability liaison and diversity support officer. Full-time prisoner representatives supported the work of the team and there was also a dedicated orderly, who took the lead. These representatives took an active part in the DREAT meetings.
- 2.112 A wide range of diversity events had taken place since the previous inspection, ranging from sexual orientation awareness training to Gypsy, Roma and Traveller themed days. Prisoners were involved in organising the events and there had been some positive feedback about them.

Race equality

- 2.113 The negative perceptions of black and minority ethnic prisoners should be investigated, with the aim of ensuring positive outcomes. (3.40)

Partially achieved. The perceptions of black and minority ethnic prisoners had been investigated through impact assessments, and race equality and foreign national focus groups. Some understanding of the reasons for the negative perceptions of this group had been gained through these mechanisms, such as for the lesser likelihood of foreign national prisoners

putting themselves forward for the enhanced level of the IEP scheme and a lack of confidence in the complaint system. These had been incorporated into action plans and further monitored through the DREAT meetings. These actions remained to be retested to see if they had helped to improve perceptions. In the measuring the quality of prison life (MQPL) survey carried out in July 2009, black and minority ethnic foreign national and black and minority ethnic British national prisoners reported more negatively than white foreign national and white British national prisoners, indicating that the issue had still not been resolved.

Further recommendation

2.114 Action taken in response to equality impact assessments and prisoner focus groups should be tested against prisoner perceptions when reassessed.

2.115 All staff should receive diversity training and this should be kept up to date. (3.41)

Achieved. All staff within the establishment were scheduled to receive at least one half-day of diversity training before December 2011. Sixty-nine per cent of staff and 86% of the senior management team had already been trained in the 'Challenge it, Change it' training. The REO was aware of the limitations in the training and was trying to supplement it through additional information.

2.116 Implementation of the race equality impact assessments should include regular and effective feedback to prisoners to increase their confidence in the process. (3.42)

Partially achieved. All completed impact assessments were available in the library and discussed at the DREAT meetings, which some prisoners attended. All action points and progress against them were updated on the diversity and race equality action plan, which was updated quarterly and available in the library. There was scope for further dissemination directly to prisoners on wings.

Further recommendation

2.117 Feedback to prisoners about the implementation of the equality impact assessments and other focus group recommendations should be done directly, both verbally and through written information on the wings and in work areas.

2.118 The REO should attend the required investigation training. (3.43)

Achieved. The REO had undergone investigation training and found it helpful in the framing of her subsequent enquiries into submitted racist incident report forms (RIRFs).

2.119 The race equality action team should monitor complaints received to ensure that there are no intended or unintended adverse impacts on any prisoner groups. (3.68)

Partially achieved. Although complaints were monitored bimonthly at the DREAT meeting, the number submitted by black and minority ethnic prisoners was consistently below the normal range. There had been insufficient analysis of why, and action had not been taken to address this group's lack of use of the system.

Further recommendation

- 2.120 Action should be taken to ensure that black and minority ethnic prisoners have confidence in, and use, the complaint system.

Additional information

- 2.121 At the time of the inspection, 55% of the population was from a black and minority ethnic background, and prisoners also came from a wide range of countries. The prison had continued its focus on promoting race equality, and provision was well developed.
- 2.122 There had been an average of six RIRFs per month in 2010, which was half that in 2009 and 2008. Issues were investigated thoroughly, with good communication with the person raising the complaint. RIRFs were also subject to a good external quality analysis.
- 2.123 Specific, measurable, achievable, realistic and time bound (SMART) data were scrutinised during the DREAT meetings but there was no in-depth analysis of anomalies such as over-representation of black and minority ethnic prisoners on the standard level of the IEP scheme and under-representation in release on temporary licence. A variety of equality impact assessments had been carried out, with good and wide-ranging consultation and action identified as a consequence.

Further recommendation

- 2.124 Recurring anomalies in SMART data should be enquired into in depth by the DREAT and appropriate action taken.

Religion

No recommendations were made under this heading at the last inspection.

Additional information

- 2.125 There was no specific policy or action plan relating to religion and there were no SMART data available relating to faith. Although the chaplaincy was represented at the DREAT meeting, it had been absent from the most recent two meetings, and its input related to general faith matters rather than equality of access.

Further recommendation

- 2.126 The diversity policy should include religion and regular SMART data should be produced and used to monitor and ensure equality of access by religion.

Housekeeping point

- 2.127 The chaplaincy should be an integral part of the diversity and race equality action team meeting.

Foreign nationals

- 2.128 Prisoners should have access to accredited translation and interpreting services whenever there are issues of accuracy and/or confidentiality. (3.52)

Partially achieved. The establishment had a contract with a professional translation and interpreting service and there was some, limited, evidence of these services being used. However, there were many occasions when peer interpreters were used inappropriately, such as for health care interviews and on the first night one-to-one interviews with staff (see also further recommendation 2.15). One Vietnamese peer interpreter said that he felt anxious when asked to interpret in health care situations because he was not sure of all the medical terms. **We repeat the recommendation.**

- 2.129 National Prison Service documents should be translated into a range of languages and made available to all establishments holding prisoners with poor or no use of English. (3.53)

Not achieved. See recommendation 2.6.

- 2.130 The role and contribution of foreign national prisoner representatives and prisoner translators should be reviewed to ensure that they receive appropriate support and recognition for their work. (3.54)

Partially achieved. All prisoner representatives and Insiders were now full time and were paid for their work. However, prisoner interpreters were not paid any additional wages for their services and fitted this in with their other work, although they could be eligible for a bonus payment for this additional role. Even though the establishment was aware of the value of the work being carried out by these prisoners, they were less likely than the prisoner representatives to be included in recognition events or receive informal rewards such as tea and biscuits at meetings. **We repeat the recommendation.**

Additional information

- 2.131 The foreign national policy, dated February 2009, had a good focus on resettlement priorities for foreign national prisoners. The prison was working to expand the number of agencies providing resettlement services, particularly housing, for foreign national prisoners.
- 2.132 A large number of prisoners (around 311, or 53% of the population) were foreign nationals, six of whom were detainees held beyond the end of their sentence. These cases were all well known to the onsite UK Border Agency (UKBA) staff and were being proactively challenged. We were told that there were frustrations with the facilitated return scheme and several repatriation cases waiting to be processed. Good links had been forged with UKBA staff, facilitated by their co-location with the diversity team. There was good access to immigration information and prisoners were seen within 48 hours of making an application regarding immigration issues.
- 2.133 Some foreign national support was available through third-sector external agencies, such as St Vincent De Paul (see also section on faith and religious activity). There was a buddy system for foreign national prisoners on the enhanced wings which offered a good safety net, especially for those who struggled to speak and understand English. Foreign national

newspapers were printed from the internet through the library. The newspaper chosen and the language varied each time, depending on the varying languages of the population and requests by them.

- 2.134 There were no regular foreign national prisoner forums but the foreign nationals coordinator carried out work with individual groups of prisoners. In our groups, foreign national prisoners were generally positive about their experience at the prison but said that occasionally language difficulties led them into difficulties understanding what was expected of them. They all expressed concern at the cost of keeping in touch with their families abroad.

Good practice

- 2.135 *The prison regularly printed off of foreign national newspapers from the internet.*

Disability and older prisoners

No recommendations were made under this heading at the last inspection.

Additional information

- 2.136 Arrangements for prisoners with disabilities were reasonably good. The disability liaison officer interviewed all prisoners who identified themselves as having a disability and talked through their specific needs and agreed action to support them. There were good examples of specific individualised care and constant amendments as people's needs changed. Case files were kept on all prisoners who were interviewed but these were disorganised and no formal care plans were drawn up as a consequence of discussions to share with other relevant people, particularly residential staff. Nevertheless, prisoners with disabilities felt that they received a positive level of support.
- 2.137 Carer support had been provided for prisoners requiring it but there was no formalised carer scheme. While personal emergency evacuation plans were in place, many were out of date (see further recommendation 2.39), although staff knew prisoners well and could name those who required assistance and the nature of that assistance.
- 2.138 There was less focus on provision for older prisoners, although prison accepted the need for this. At the time of the inspection, 65 prisoners were over 50, 25 were over 60 and two were over 70, accounting for about 15% of the population.
- 2.139 Prisoners who were medically prevented from working received a slightly enhanced rate of pay – 75 pence more than those who were unemployed. Retired prisoners received a better rate of pay, at £8.50 a week. There was no formalised care planning for this group and no support networks.

Further recommendation

- 2.140 Provision for older prisoners should be developed.

Gender and sexual orientation

No recommendations were made under this heading at the last inspection.

Additional information

- 2.141 There was no provision for gay, bisexual and transgender prisoners. This area was listed on the agenda for the DREAT meeting and various early steps had been taken to find out what was being done at other prisons but this had yet to result in any firm support measures.

Further recommendation

- 2.142 Provision for gay, bisexual and transgender prisoners should be developed and publicised.

Health services

- 2.143 **A sufficient number of escort staff should be provided to enable prisoners to attend external hospital appointments. (4.48)**

Not achieved. Two escorts were provided each day but this remained insufficient to meet the demands of the population, with resultant cancellations and rebooking of external appointments. During the four months before the inspection, over 25% of hospital appointments had been cancelled due to the lack of escorts.

We repeat the recommendation.

- 2.144 **The health services department should be represented on the SMT by a senior health professional. (4.49)**

Achieved. The clinical lead nurse manager (head of health care) was a member of the senior management team and attended all meetings.

- 2.145 **There should be a prison officer present at all medication times to provide supervision for prisoners collecting medication, thus ensuring the safety of staff. (4.50)**

Not achieved. We were told that discipline staff rarely attended at medication times. Closed-circuit television had been installed but did not provide sufficient support when patients became disruptive, owing to the impracticability of constant monitoring.

We repeat the recommendation.

- 2.146 **The primary and secondary mental health teams should formalise arrangements to hold regular multidisciplinary meetings to review patients and working practices. (4.51)**

Achieved. Regular multidisciplinary meetings took place to review mental health patients and the working practices of the primary care and mental health in-reach teams.

- 2.147 **The PCT should review the counselling services to ensure that patients benefit from a holistic service which includes joint working from all those involved in the care of the mentally ill. (4.52)**

Achieved. Two voluntary counsellors provided a holistic service for all prisoners. Their work was multidisciplinary and included joint work with those involved with mental health patients.

- 2.148 **The location and composition of emergency equipment should be reviewed to ensure that health services staff respond rapidly and effectively to emergency calls. (4.53)**

Achieved. Emergency equipment was located at two separate areas of the prison, ensuring a rapid response to emergency calls. The composition of the equipment included oxygen, automated emergency defibrillators and emergency medication.

2.149 More health promotion and educational material should be available in other languages. (4.54)

Not achieved. There was little health promotion and educational material available in languages other than English.
We repeat the recommendation.

2.150 The PCT should be asked to provide increased input to the health promotion programme. (4.55)

Achieved. The primary care trust (PCT) provided greater input to the health promotion programme, making information available and contributing to themed weeks and national campaigns.

2.151 Triage algorithms should be developed to ensure consistency of advice and treatment to all prisoners. (4.56)

Achieved. Triage algorithms had been developed and were available to all health services staff, ensuring consistency of treatment.

2.152 The dispensary should be completely refurbished with appropriate pharmaceutical storage facilities. (4.57)

Not achieved. There had been little change to the dispensary/pharmacy. Additional controlled-drug storage cabinets had been installed following the implementation of the integrated drug treatment system.
We repeat the recommendation.

2.153 A telephone should be provided in the dispensary and the psychiatrist's office. (4.58)

Achieved. The dispensary and psychiatrist's office were equipped with telephones.

2.154 Extra dental sessions should be commissioned to reduce the waiting list. (4.59)

Achieved. Additional dental sessions had been provided and the dental service was prioritising work at the prison, to reduce the backlog of patients that had developed while the dental surgery was being refurbished. The waiting list was still long but was reducing.

2.155 Oxygen should be available in the dental surgery when patients are receiving treatment. (4.60)

Achieved. Oxygen was available in the dental surgery.

2.156 Nursing staff should ensure that when part of a prescription is given from stock, this is made clear on the prescription, and the amount requested from the pharmacy is correspondingly altered. (4.61)

Achieved. There were procedures to ensure that the correct amount of medication was requested and accurately recorded.

2.157 Patient group directions should be present in the pharmacy and read and signed by all relevant staff. (4.62)

Achieved. Patient group directions were present in the pharmacy and had been agreed and signed by all relevant staff.

2.158 The drug and therapeutic committee should meet at least four times a year; meetings should be meaningful, with all stakeholders attending (including representation from the medical staff). (4.63)

Achieved. The drugs and therapeutics committee had clear terms of reference, with appropriate membership and a comprehensive action plan. They met monthly in conjunction with the prison cluster.

2.159 Patient confidentiality should be reviewed and a marked area and privacy hood installed when prisoners collect medication. (4.64)

Achieved. A separate cubicle area had been created that provided sufficient levels of privacy and confidentiality for patients collecting their medication.

2.160 A written special sick (homely remedies) policy should be in place. (4.65)

Achieved. A written special sick policy had been developed and implemented.

Additional information

2.161 Health services were commissioned and provided by Dorset PCT. The health care centre was in a poor state of decoration and did not meet infection control standards. Despite the limitations, staff cleaned and maintained the facility well. Prisoners had access to a full range of primary care, mental health, dental and specialist clinics.

2.162 Prisoners' access to a GP was satisfactory, with daily clinics and average waiting times. Excellent use was made of a telemedicine service for a wide range of consultations. Staffing levels were adequate but did not provide sufficient flexibility to cover absences. There were no vacancies at the time of the inspection. Out-of-hours cover was satisfactory.

2.163 A range of nurse-led and specialist clinics was provided. All routine treatments were carried out in the health care centre, including medicine administration. Clinical records were well managed, using the SystemOne electronic record, but this was not available to record the screening of prisoners in reception.

2.164 The mental health in-reach team comprised one mental health nurse and one psychiatrist, who alternated their visits to the prison weekly. Each had a caseload of 15 patients, with approximately two referrals a week. Mental health awareness training had previously been provided for some of the discipline staff but we were told that there was no rolling programme for all prison staff.

Further recommendations

- 2.165 The health care centre should be refurbished in order to meet the required standards for the control of infection.
- 2.166 SystemOne should be made available in the health care room in reception to facilitate the electronic recording of the initial health care screening of prisoners.
- 2.167 Mental health awareness training should be provided on a rolling programme for all prison staff.

Learning and skills and work activities

- 2.168 Arrangements for the initial assessment of prisoners' literacy, numeracy and language needs should be improved. (5.19)

Achieved. Prisoners were given a two-week induction. During the second week, initial assessment of learning and skills support needs was offered. Further diagnostics assessment was offered for literacy, numeracy and dyslexia support needs. Experienced staff developed individual learning plans designed to provide prisoners with individual one-to-one support. A Toe by Toe programme was provided and well managed by the chaplaincy.

- 2.169 Language support should be improved to meet the needs of those in training and work areas. (5.20)

Achieved. Embedded learning and skills language support was provided in work areas, together with a large network of Toe by Toe support by peer mentors. Discrete information technology (IT) provision was also offered in some classrooms attached to the vocational training and contract work areas (see also recommendation 2.5).

- 2.170 There should be an effective management information system to monitor participation, attendance, progression and success rates fully, in order to aid decision making and planning. (5.21)

Achieved. The management information system had improved significantly, with much data collected across learning and skills partners about participation and achievement of qualifications. This information was used well to provide quality improvement group meetings with information to set and monitor targets for improvement.

- 2.171 There should be greater emphasis on sentence planning targets in the initial and subsequent allocation of work, education and regime activities, and offender management unit staff should attend the activities allocation board. (5.22)

Partially achieved. Education, enterprises (contract workshops) and activities representatives attended the activities allocation board, where vacancies were discussed and prisoners were invited to speak about their preferences. Offender management unit supervisors did not always attend but sent a copy of prisoner targets where they had been set. Some prisoners arriving at the establishment did not have sentence plans and therefore had no targets. In these instances, when sentence plans were developed they were sometimes insufficiently planned and prisoners were taken off vocational training courses to attend offending behaviour

programmes.

We repeat the recommendation.

- 2.172 **The ongoing pay review should be completed, and a published pay policy should be produced that recognises productivity, accreditation and achievement. (5.23)**

Achieved. The pay structure had been reviewed and offered a reasonably fair and equitable pay structure which recognised productivity and participation in learning and skills. However, pay rates continued to be lower than in other establishments, particularly for those deemed unavailable for work for medical reasons. The highest wage earnable in the prison was just £15 a week.

Further recommendation

- 2.173 Prisoners' wages should be increased.

- 2.174 **There should be improved technology support for those following distance learning opportunities. (5.24)**

Partially achieved. The provision of information and communications technology support for prisoners following distance and open learning had improved, with computers provided on enhanced wings. However, not all of these were in working order or maintained properly. The prison had plans to provide new computers and maintenance support. Additional IT support was available through the OLASS education contractor and the library.

Further recommendation

- 2.175 Information and communications technology equipment on the enhanced wings should be replaced and a maintenance programme introduced to ensure that the equipment remains serviceable.

Additional information

- 2.176 The learning and skills provision was managed by an acting head of learning and skills, the current one being on secondment. Day-to-day management was good, with effective communications and partnership working between the prison and OLASS providers. The quality improvement group worked well and members were proactive in monitoring the performance of learners and providers. Some new areas of accredited learning opportunities had been introduced since the previous inspection, particularly in vocational training programmes. Curriculum changes had been made, to ensure that learners' opportunities to gain qualifications were maximised.
- 2.177 Education inductions were managed effectively by staff and peer mentors, although some prisoners told us that the process was too long. Prisoners were given one-to-one guidance and support during the second week to help them to select the appropriate learning and skills and work to match their needs and aspirations. The careers information and advice service (CIAS) worked effectively and was ably supported by prisoners as peer mentors. Some of these were following National Vocational Qualifications (NVOs) in advice and guidance. The CIAS operated a service across three prisons in a cluster and, although resources were stretched, a full-time member of the service was always on hand in the information, advice and guidance

(IAG) centre. Waiting lists for English and mathematics functional skills classes were long and the OLASS provider planned to introduce additional classes in the near future.

- 2.178 Most prisoners were able to participate in purposeful activities (see also section on resettlement). Some of the work was mundane and repetitive, with little formal accreditation, and included breakfast packaging, poppy assembly and small unit packaging. Carpentry workshops provided good opportunities for skills development in furniture making and assembly. Prisoners also developed good employability skills making lobster pots and repairing televisions but these skills were not formally recognised or recorded.
- 2.179 Attendance and punctuality were good for vocational training. A wide range of accredited vocational training programmes was offered. These included fork-lift truck training, plastering, brickwork, painting and decorating, horticulture, domestic electrical installation, industrial cleaning and the recently reintroduced food preparation NVQ level 1 award. A large number were undertaking customer service qualifications. Prisoners developed good employability skills and demonstrated high standards of practical work. They used their plastering and painting skills to good effect around the prison. Prisoners achieved particularly well on practical programmes, often with high retention and pass rates. Performing manufacturing operations (PMO) awards were followed by around 35 prisoners across some of the contract workshops but numbers were low in the carpentry workshops.
- 2.180 Training staff were well qualified and experienced and were well supported by peer mentors, many of whom had completed the programmes they were supporting. Supported learning was provided in the vocational training programmes to enable learners to gain awards in literacy and numeracy in a practical context. Some areas of vocational training – for example, construction multi-skills provision – had been planned since the previous inspection but had still not been implemented.
- 2.181 Education was well managed on a day-to-day basis and provided a broad curriculum. The OLASS providers worked well together and were responsive to changes in the prison population. Teaching and learning were good, with teachers supporting learners through effective coaching and formal teaching sessions. Tutors planned sessions well and used a wide variety of learning styles to good effect. Prisoners were actively engaged, and attendance and punctuality in education classes were good. Prisoners achieved well, with high retention and pass rates.
- 2.182 Resources were good, with spacious, bright and airy classrooms. Around 40 prisoners were following distance learning and Open University courses and were well supported by staff. These opportunities were not available for foreign national prisoners (see paragraph 2.4). Many prisoners came to the establishment having already achieved level 2 qualifications and there was little opportunity to progress to level 3. There were no evening classes.
- 2.183 The library provided a welcoming environment, with over 80% of prisoners accessing the library resources. Staff levels were low, with only one full-time librarian during the inspection, who was well supported by prison orderlies acting as library assistants. This initiative meant that the library could open on some mornings, afternoons and evenings at varying times and during some lunch times. Some prison officers opened the library at weekends to provide access to newspapers and magazines. The librarian had previously run reading classes but staff shortages had curtailed this activity. Additional part-time staff had been recruited but had not started at the time of the inspection.

Further recommendations

- 2.184 There should be more accredited work available.
- 2.185 The prison should increase the number of prisoners following performing manufacturing operations (PMO) qualifications in the carpentry workshops.
- 2.186 Planned construction multi-skills provision should be introduced as soon as practicable.
- 2.187 The prison should provide accredited training for prisoner peer mentors acting as library assistants.

Physical education and health promotion

- 2.188 **The ventilation systems in the gymnasium should be improved, especially for the cardiovascular training areas on the mezzanine floor. (5.29).**

Not achieved. An extractor fan had been installed, with four main ventilation panels in the gym ceiling, one of which was above the cardiovascular training area on the mezzanine floor. When operating at full speed, the system made no discernible difference to the gym overall or to the mezzanine floor in particular. Approval had been given 18 months earlier to replace two non-opening windows with opening sashes but this work had not taken place. The main means of ventilating the gym was by opening the wooden doors at either end of the room. The ventilation in the mezzanine area was still sufficiently bad to restrict the use of the cardiovascular equipment.

We repeat the recommendation.

- 2.189 **A training programme should be established for weightlifting and for cardiovascular work. (5.30)**

Not achieved. Although British Weight Lifting Awards were no longer available, there was still no training programme for cardiovascular work.

Further recommendation

- 2.190 A training programme should be established for cardiovascular work.

- 2.191 **There should be sufficient functioning cardiovascular exercise equipment. (5.31)**

Achieved. All cardiovascular exercise equipment was subjected to an annual inspection and any equipment found to be in need of attention had either been repaired or replaced. At the time of the inspection there was sufficient equipment to meet the needs of the prisoners using the gym and it was in good condition.

Additional information

- 2.192 The PE staffing level had been reduced from a senior officer and three officers to a senior officer and two officers. These were supported by five gym orderlies. There were no training courses leading to accredited qualifications but plans were well advanced to re-establish these training courses over the next six months.

- 2.193 The resources were sufficient to meet the needs of the establishment. Besides the adequately equipped gym, there was also a well-maintained football pitch and tennis courts. A variety of fitness work stations had been created around the establishment but some were poorly constructed and were in the process of being removed.
- 2.194 The PE activities were well advertised and all prisoners had access to at least two sessions a week. Additional classes were available for prisoners over 40, for the Smokestop programme and for prisoners on prescribed exercise. The gym was open from 8am until 7.45pm each weekday except Friday, when it closed at 4.30pm. It was also open from 8.30am until 4.30pm on Saturday and Sunday. All prisoners had access to clean gym kit and used their own towels. Shower facilities were available and were adequate, with satisfactory supervision, although most prisoners preferred to use the showers on the wings. Records of accidents and injuries were monitored and managed appropriately.

Further recommendation

- 2.195 PE training courses which lead to recognised accredited qualifications should be re-established.

Time out of cell

No recommendations were made under this heading at the last inspection.

Additional information

- 2.196 The prison recorded an average of 14.1 hours unlocked on weekdays, against a target of 15 hours. The core day allowed for them to be out of their cells from 7.30am to 8.30pm, so a more realistic average of time unlocked was 13 hours. Prisoners had keys to their cells and were not locked up during the day. They were not locked onto their wings so they could go to the wing office after 8.30pm in the event of an emergency need.
- 2.197 Work and activities took place each weekday morning and every afternoon except Friday. Prisoners could spend time in association at lunchtime and in the evenings, totalling three and a half hours a day. Association areas were well equipped with table games and seating. During these periods, prisoners were allowed time in the open air around the residential units or on the playing field, depending on the weather conditions. The areas where they were permitted to go were clearly marked and there were maps on the residential units. External exercise equipment was provided and an exercise trail for use during outdoor association.
- 2.198 Supervision of association and outdoor exercise was low key, appropriate to the security level, and prisoners said that they felt safe at these times. During association, staff were approachable and interacted with prisoners.

Further recommendation

- 2.199 The recorded time out of cell should match the reality of prisoners' experience.

Security and rules

- 2.200 The staffing profile should ensure that target searches can be routinely and promptly completed. (6.14)

Achieved. The staffing profile had been altered to place the responsibility for routine searching with residential unit staff. At the time of the inspection, all searching was up to date and the security information reports (SIRs) we saw showed a timely response to intelligence-led searching.

- 2.201 Managers should ensure that rules are applied openly, fairly and consistently, with no discrimination and are published to prisoners. (6.15)

Achieved. There was no evidence of any differentials in the application of rules at the time of the inspection.

Additional information

- 2.202 The physical security was proportionate to the level of risk posed by the prison population. There had been some occasions when prisoners who had been only marginally outside the criteria for acceptance at the prison (see section on segregation), through no apparent fault of their own and at no disproportionate risk to the establishment, had been either immediately returned to their sending prison or spent some time in the segregation unit pending transfer.
- 2.203 Prisoners in our groups appreciated and responded well to the level of trust and freedom of movement that they were afforded and this was reflected in the reduction in the number of SIRs and adjudications, as well as the high percentage of prisoners on the top level of the IEP system. There were plans to erect zonal fencing, which appeared at odds with the ethos of the prison. Dynamic security was good and we saw many instances of good staff interaction, which was further supported by prisoners in our groups.
- 2.204 There had been a 40% drop in the submission of SIRs since 2009 and analysis suggested that this was mainly due to the enforcement of the prison's allocation criteria. The primary subjects for SIRs were drugs, mobile telephones and, more recently, hooch. Responses to SIRs were timely in the case of suspected items in possession and security-led searching was responded to well, with around an 18% success rate.
- 2.205 Security committee meetings were well attended by a range of departments and there was good analysis of the data presented.
- 2.206 There had been no visits bans for some time and little use of closed visits, the latter almost always being a result of transferred-in prisoners being already subject to restrictions. In these cases, the restrictions were reviewed after a month and, subject to a reduction of risk, then lifted. There was some confusion over the recording of visits restrictions, with contrasting information available in the security department. One prisoner listed had not been on closed visits for over two months and another did not have a security file.
- 2.207 There was a dog handler with a 'passive' body scanner and an 'active' area search dog. The handler was deployed all around the establishment. Visitors who were indicated by the drug dog were offered a closed visit (see recommendation 2.105). The exception to this was visitors attending special visits or family visits, who were not allowed entry at all.

2.208 Rules were explained on induction and there were reinforcing notices on wing noticeboards.

Housekeeping point

2.209 An accurate record of visits restrictions should be maintained.

Discipline

2.210 **The use of the unfurnished cell should be regulated by special cell procedures including appropriate certification. (6.29)**

No longer relevant. There were no unfurnished cells in the segregation unit at the time of the inspection and there was no record of any cell being used as such since the previous inspection.

2.211 **Adjudication punishments should be proportionate to the offence committed. (6.30)**

Achieved. We looked at a sample of 35 adjudication records, none of which showed any disproportionate punishments being given. Adjudicators referred to a published tariff before meting out any punishments and the adjudication standardisation meeting also reviewed punishments.

2.212 **Information regarding the process of adjudications should be translated into a range of foreign languages and held in the segregation unit. (6.31)**

Not achieved. There was no information available on segregation or adjudication procedures in languages other than English.
We repeat the recommendation.

2.213 **Action points arising from the quarterly adjudication meetings should be followed up and the outcomes monitored. (6.32)**

Achieved. A review of adjudication standardisation minutes demonstrated that action points from previous meetings were followed up at subsequent meetings, with outcomes recorded and any further action points allocated to appropriate staff.

Additional information

2.214 In the eight months before the inspection, there had been 227 adjudications, which showed a significant fall from the 682 in the whole of 2009. There was a good level of monitoring, which showed that unauthorised possession (drugs), and disobeying orders were the most common charges.

2.215 Prisoners attended the unit for adjudication via free-flow and were given a rub-down search before the hearing. The adjudication process was conducted respectfully, although the environment was austere. Prisoners were not routinely given a pen and paper to make notes. Prisoners in our groups felt that a finding of guilt at adjudications was almost guaranteed. However, this was not the case and, of 50 adjudication records we sampled, over 20% had been either dismissed or not proceeded with. Each record of adjudication was manually stamped with a prompt for the adjudicator to record the primary language, level of

understanding of English, and nationality of the prisoner and whether the adjudicator considered the prisoner fit to plea.

- 2.216 An independent adjudicator attended the prison monthly but often there were no cases to hear. In the previous six months, he had adjudicated on only two cases, both of which had been dismissed. In 2009, the independent adjudicator had carried out 52 adjudications.
- 2.217 Use of force levels were low, with only three uses recorded in the first eight months of 2010 against a whole-year total of 11 in 2009. In one of these cases, force had been used while staff were guiding a prisoner; in another, staff had used force while taking hold of a prisoner's clothing to prevent him from climbing over a landing rail. The third had been video-recorded and the incident had lasted over 45 minutes. The quality of the techniques used in the third case was mixed. Staff remained in full protective clothing throughout the incident, including while the prisoner was taken past residential units on the way to the segregation unit. There had been an investigation into the incident and the recommendations arising from it had been mostly acted on. As the use of force was minimal, there were no regular use of force meetings but data were included in the quarterly segregation review group.
- 2.218 There had been a total of 77 prisoners in the segregation unit over the previous eight months, against a whole-year total of 152 in 2009. Around 50% of the occupants had been waiting for transfer back to other category C prisons, having been deemed not to meet the criteria for The Verne. The longest period in the unit in the year to date was 45 days before transfer out. We found evidence of one prisoner being placed in the segregation unit because he had arrived at the establishment one week short of meeting the nine months to serve criterion for acceptance.
- 2.219 The unit contained eight ordinary cells and was well maintained, clean and well decorated. There was no special cellular accommodation. There was an appropriately sized exercise unit, which contained a bench. Prisoners were normally given two opportunities for exercise each day. Prisoners on Rule 45 (good order or discipline (GOOD)) were able to exercise communally but those segregated for their own protection routinely exercised on their own.
- 2.220 Interaction between the unit staff and prisoners was good and the use of first names evident. Wing file entries were good and showed a sound knowledge of the prisoners. Rule 45 GOOD paperwork was in order and reviews had been completed on time, with an appropriate range of staff present. Prisoners were reviewed within 72 hours of admission and then every two weeks. Safety algorithms were usually completed on all prisoners who remained on the unit for more than two hours. The segregation meeting had identified an occasion when this had not happened and systems had been introduced to rectify this. The unit had a secure cupboard that held mechanical restraints but none had been used for a considerable time. We were told that wing personal officers retained responsibility for short-term stays on the unit and that after a week the unit staff took over the role. There were no management plans for long-term residents and there was no reintegration policy for prisoners returning to the wings.
- 2.221 Prisoners in segregation were able to access books from a small library on the unit and, if requested, a wider range from the main prison library. There was no association and no access to the gym. If prisoners were undergoing an offending behaviour course, they could continue to attend the course from the unit, subject to a risk assessment.

Further recommendation

- 2.222 Incidents should be de-escalated as soon as is safely possible, including the removal of personal protective equipment.

Housekeeping points

- 2.223 Prisoners should have access to a pen and some paper to make notes during adjudications.
- 2.224 All segregated prisoners should be risk assessed for suitability to exercise with others.

Good practice

- 2.225 *The primary language, level of understanding of English and nationality of the prisoner were noted in the adjudication record and also whether the adjudicator considered the prisoner fit to plea.*

Incentives and earned privileges

- 2.226 There should be additional differentiations between the standard and enhanced levels of the IEP scheme. (6.39)

Partially achieved. Additional differentials had been added to the IEP scheme to give prisoners more incentive to achieve enhanced status, the main incentives relating to visits and access to additional monies. However, this could disadvantage groups of prisoners who did not have access to money or families in a position to visit them.

Further recommendation

- 2.227 There should be additional differentials between the standard and enhanced levels of the incentives and earned privileges (IEP) scheme which are meaningful to all prisoners and do not disadvantage any groups.

Additional information

- 2.228 The IEP scheme was widely publicised on all units and prisoners and staff understood it. The scheme required staff to refer to entries in prisoners' case histories to determine whether or not they should remain on their current level on the scheme. The absence of regular monthly personal officer reports meant that the scheme could be applied inconsistently, as in some cases there was little information available to ascertain how a prisoner had behaved in recent months.
- 2.229 Prisoners arriving from other establishments on progressive moves were able to retain their IEP status from their previous prison. Those on standard could apply or be nominated for enhanced status after they had been at establishment for three months.
- 2.230 IEP reviews were triggered by prisoners accumulating three behaviour warnings within a six-month period. The IEP records we looked at were detailed and prisoners attended the reviews. Prisoners demoted to basic were reviewed after seven and then 28 days but no meaningful targets were set to help them to improve their behaviour. The warnings we saw in the records

seemed appropriate and staff were clear about using warnings before resorting to placing prisoners on report for adjudication.

Further recommendation

- 2.231 Prisoners on the basic level of the IEP scheme should be set meaningful targets to help them to improve their behaviour.

Catering

- 2.232 Meals made from fresh meat should include non-halal options. (7.8)

Achieved. Non-halal fresh meat options were included on the menu for one meal daily. They included red meat and poultry options.

- 2.233 Separate cooking and serving utensils for halal food should be used in the kitchen. (7.9)

Not achieved. Separate cooking and serving utensils for halal food were not identified in the kitchen. Utensils used for any dish were not used for another until they had been thoroughly cleaned. The catering staff believed that this met the requirements of religious observance.

Further recommendation

- 2.234 The catering manager should consult with the Muslim faith leader and agree a policy for the use of cooking utensils for the preparation of halal food.

- 2.235 The prison should ensure that halal utensils on wing serveries are used appropriately and that halal trays are washed separately. (7.10)

Partially achieved. There were separate utensils for the serving of halal food which were clearly marked and we observed them being used appropriately. The procedures for washing the utensils and trays were not consistent. Some wing serveries observed separate washing procedures but on others all utensils and trays were washed together.

Housekeeping point

- 2.236 Utensils and trays used for halal food should be washed separately from those used for non-halal food.

- 2.237 Lunch should not be served before noon and dinner not before 5pm. (7.11)

Not achieved. On Saturdays and Sundays, lunch was served at 11.30am and dinner at 4.30pm.

We repeat the recommendation.

- 2.238 The introduction of the new NVQs should allow prisoners, where appropriate, to continue to work in the kitchen beyond the completion of their training. (7.12)

Achieved. Prisoners working in the kitchens could undertake an NVQ to level 1. Prisoners

who had completed this qualification continued to work in the kitchen. However, it was difficult to recruit prisoners to work in the kitchen, so there was no immediate need to free places for potential NVQ candidates.

Additional information

- 2.239 The kitchen was clean. Kitchen workers had been trained in food hygiene and wore kitchen clothing, which was washed daily. Food was stored at the correct temperature and in appropriate conditions to avoid contamination. Halal food was clearly marked and kept separately.
- 2.240 The menu was on a four-week cycle and provided a daily option for vegetarian, vegan and halal diets. Each day there were at least five servings of fruit and vegetables available.
- 2.241 Prisoners were consulted about the menu bimonthly through the wing representatives meeting, which was also attended by an IMB representative. Meeting minutes included responses to issues raised by prisoner representatives. Variety in the menu was facilitated by cultural theme weeks, when food items from a specific culture were available for prisoners to try. Those that proved popular were introduced to the regular menu.
- 2.242 Food comments books were available on each wing. They contained both complaints and compliments about meals. Responses were variable; some comprised only a signature next to the comment, while others were fuller and acknowledged prisoners' suggestions.
- 2.243 Prisoners ate in association on each wing. Breakfast, served each morning, comprised a choice of cereals during the week, with cooked options available at weekends.
- 2.244 Prisoners on the enhanced level of the IEP system were allowed to have a kettle in their cells. Other prisoners could purchase a flask to store hot water, which was available until 8pm.

Housekeeping points

- 2.245 A full response should be recorded to each entry in the wing food comments book.
- 2.246 All prisoners without a kettle should be provided with a flask to store hot water during the night.

Prison shop

No recommendations were made under this heading at the last inspection.

Additional information

- 2.247 The prison shop list, managed by DHL, contained 363 items. These were taken from a national list in consultation with prisoner representatives. According to DHL, prices were checked nationally against supermarket prices but when we checked a random list of food and toiletry products from the shop list against supermarket prices, we found them to be mainly higher on the DHL list, by as much as 20%. The greatest difference was in breakfast cereals and toiletries.
- 2.248 Prisoners were provided with order forms on a Thursday, for return on the following Sunday. Shop goods were issued on Mondays and Tuesdays. If any amendments were required, these

were made on Wednesdays at lunchtime. Newly arrived prisoners could wait for up to 11 days to receive a full shop order.

- 2.249 A wide range of catalogues was available, including Amazon and Argos, as well as specialist providers of music, items of diverse cultural significance, hobby items and reconditioned games consoles.
- 2.250 Prisoners could buy daily newspapers and magazines through the library.

Strategic management of resettlement

- 2.251 **Management responsibilities set out for the different resettlement strands should be clarified in order to develop a more coordinated approach to delivering resettlement services. (8.6)**

Achieved. The head of the offender management unit (OMU) was responsible for overseeing the reducing reoffending policy. For each resettlement strand there was a designated lead, as well as a head of interventions. The functional head was the deputy governor.

Additional information

- 2.252 Governance of resettlement was through the quarterly reducing reoffending meeting, chaired by the head of the OMU. It was a multi departmental body, which included representatives from all the relevant prison departments. It reviewed and updated the reducing reoffending strategy action plan, as well as reviewing the current performance of resettlement services and delivery against the resettlement pathways.

Offender management and planning

- 2.253 **Prisoners should be allocated offender supervisors during induction, who should be involved in initial assessments, which should then feed into initial sentence plans. (8.21)**

Achieved. All prisoners were allocated an offender supervisor within two working days of arrival, and at the time of the inspection this had taken place for all prisoners, the most recent new receptions having arrived three working days previously. During induction, prisoners received presentations about offender management and resettlement. A prisoner passport, which initiated referrals to resettlement services, was completed at this time and copied to offender supervisors and incorporated into sentence plans. Educational assessments, individual learning plans and health care assessments were also copied to the OMU and incorporated into the sentence plans we examined.

- 2.254 **The establishment should ensure that sentence plans have a much greater impact on a prisoner's custodial experience. (8.22)**

Achieved. A representative of the OMU attended the activity allocation meeting every week to communicate any targets which had already been set. As sentence plans were developed, interventions addressing offending behaviour were prioritised and prisoners directed to them. The sentence plans we examined addressed issues of work and training.

- 2.255 **Sentence planning boards should be multidisciplinary, with contributors from all relevant departments. (8.23)**

Partially achieved. Invitations to sentence planning boards were only issued to personal officers, the programmes unit and the offender supervisor. Written contributions were received from residential units, workplaces and the chaplaincy for some plans we examined but they were not consistently present.

We repeat the recommendation.

2.256 Prisoners should be transferred to training establishments where appropriate interventions are available in order for them to complete identified sentence planning targets. (8.24)

Not achieved. Some prisoners transferred to the establishment had been identified as requiring an intervention delivered by the prison and met the admission criteria. However, prisoners were regularly directed to the establishment by the population management group because they met admission criteria, without considering the requirements of their sentence plans. Managers in the OMU told us that the establishment regularly received prisoners who required programmes such as the healthy relationships programme and cognitive skills booster, which were not offered at The Verne.

We repeat the recommendation.

2.257 Prisoners identified as requiring interventions not delivered at an establishment should be able to transfer to another establishment quickly in order to undertake the relevant intervention. (8.25)

Partially achieved. The prison was able to transfer prisoners for some interventions reasonably promptly. During the inspection, a prisoner was listed for transfer to HMP Guys Marsh to undertake a substance misuse course once a place became available. Places on other programmes, particularly the healthy relationships programme, were difficult to secure and OMU managers told us that an appropriate programme often had to be listed as a licence condition for completion in the community. There were four prisoners serving indeterminate sentences for public protection (IPP) waiting for places on the healthy relationships programme and this was delaying progression through their sentences.

We repeat the recommendation.

2.258 Prisoners sentenced to more than 12 months should have an OASys assessment done before transfer to a training prison. (8.26)

Not achieved. Prisoners were received without an offender assessment system (OASys) assessment, adding considerably to the workload of the OMU. An audit by the head of reducing reoffending showed that in the 12 months to September 2009, 39% of the prisoners received had not had an OASys assessment and a further 19% were of inadequate quality. Of the current backlog of 80 assessments, 42 were for prisoners who had been received with no initial assessments (see also recommendation 2.9).

We repeat the recommendation.

2.259 Community-based offender managers should play a greater role in influencing offenders' sentences during the custodial element of the sentence. (8.27)

Not achieved. The sentence planning board records we examined for prisoners in scope of offender management had not been led by offender managers. We also found examples of sentence planning targets drawn up by offender supervisors because of the difficulty in engaging with offender managers. The exception to this was in the management of extremely high-risk prisoners, where the offender managers played a more active role and visited the

prison. Some offender managers contributed to sentence planning through telephone conferencing but we were told that they rarely chaired proceedings.

We repeat the recommendation.

- 2.260 The process of re-categorisation to category D should be reviewed to improve: the level of engagement with the prisoner; links with sentence planning; and coordination with the foreign national unit and the BIA. (6.16)**

Not achieved. Prisoners were not involved in recategorisation decisions or invited to make representations. The views of the offender supervisor were taken into consideration. Requests to the UK Border Agency (UKBA; previously the BIA) for their views did not elicit a response.

We repeat the recommendation.

- 2.261 Lifer meetings should be reintroduced. (8.28)**

Not achieved. It had been agreed that responsibility for organising lifer meetings should belong to the residential group. The most recent meeting had been held three months previously and no record had been produced. It was not known when the next lifer meeting was scheduled. The chaplaincy team held informal meetings with lifers but the last two had been scheduled for Bank Holidays, when the OMU was not working, and no record of issues raised at the meetings had been communicated to them.

We repeat the recommendation.

Additional information

- 2.262** The OMU was staffed by two probation officers and five prison officers. They had large, mixed caseloads of around 70 each, which limited the time they had available to meet prisoners regularly. This was also reflected in prisoners' complaints to us that they did not have sentence plans and that it was difficult to meet offender supervisors.
- 2.263** The sentence plans that we saw and meetings that we observed were of good quality. They reflected the circumstances, risk levels and offending of prisoners. There was a good awareness of the specific needs of foreign national prisoners and sentence plans aimed to equip them with skills that would help them settle when they were deported. Links with the education and activities departments were improving and prisoners' employment and education needs were addressed in sentence plans.
- 2.264** Home detention curfew (HDC) was utilised and supported by Stonham Housing services but seven out of the nine prisoners eligible for HDC in the previous six months had been released after their eligibility date.
- 2.265** Prisoners were considered for recategorisation on the basis of their sentence date, regardless of how long they had been at the prison. Information was considered from personal officers, the security department and the prisoner's offender supervisor. Although information on foreign national prisoners was rarely received from UKBA (see recommendation 2.260), recategorisation boards went ahead without it. In the previous six months, the categorisation of 317 prisoners had been reviewed and 41 prisoners recategorised to category D. There was a backlog of 48 reviews because of both internal and external delays. The decisions we reviewed were reasonable and proportionate. At the time of the inspection, there were six recategorised prisoners waiting for transfer to open conditions and transfers took place regularly, usually within two weeks of recategorisation.

- 2.266 Public protection procedures were thorough. New receptions were checked for their current offence, offending history and for anything flagged up on the information system. Monthly meetings attended by security, health services and IMB representatives considered new arrivals and the restrictions to be placed on them. The police liaison officer did not attend.
- 2.267 There were 33 multi-agency public protection arrangements (MAPPA) nominals and 26 subject to mail and telephone monitoring. Prisoners were informed promptly of restrictions placed on them and advised how to apply for child contact.
- 2.268 There were 57 lifers and 22 IPP prisoners in the prison at the time of the inspection. They were allocated across the team of offender supervisors and there was no specialist lifer team. No special events such as lifer days were organised.
- 2.269 There were four parole dossiers overdue either for reasons external to the prison or because the prisoner was at another establishment undertaking a programme.

Further recommendations

- 2.270 Offender supervisors should have sufficient time to meet regularly with prisoners in scope of offender management and respond promptly to prisoner applications.
- 2.271 Prisoners granted home detention curfew should be released on their eligibility date.
- 2.272 The backlog in recategorisation reviews should be cleared.
- 2.273 Events should be held to help lifers maintain contact with their families and engage with risk reduction and reintegration.

Housekeeping point

- 2.274 The police liaison officer should attend public protection meetings.

Resettlement pathways

- 2.275 Prisoners were contacted up to three months before release to check their accommodation situation but there was no other pre-release assessment of wider reintegration needs. All prisoners being released were seen one or two days before discharge to check that administrative matters had been dealt with.

Further recommendation

- 2.276 A full pre-release assessment of the resettlement needs of all prisoners due for discharge should be conducted in good time to allow for any needs to be addressed.

Accommodation

No recommendations were made under this heading at the last inspection.

Additional information

- 2.277 An administrative officer provided accommodation services solely for UK prisoners. She combined this role with other duties and had not received any specialist training, other than a short course provided by Nacro.
- 2.278 She received referrals from the induction assessment, offender supervisors and prisoners' self-referrals. Since January 2010 she had seen 89 prisoners about their accommodation needs. There was little demand for help in sustaining or closing tenancies. Most requests were for accommodation on release and she made referrals to local councils, voluntary organisations and hostels. Local releases could be referred to the Dorset Gateway, which found accommodation for almost all those referred.
- 2.279 This officer was supported in applying for accommodation for people with mental health needs by the local mental health in-reach team but did not have the skills to deal effectively with some complex funding issues once she had secured specialist accommodation.
- 2.280 In the four months before the inspection, there had been 30 releases and she had secured accommodation for nine of them. None had been homeless on release.

Further recommendations

- 2.281 The accommodation needs of foreign national prisoners should be addressed.
- 2.282 Accommodation services should be provided by staff with specialist training.

Education, training and employment

- 2.283 **The proportion of work and activity opportunities that provide a suitable training and learning environment to prepare prisoners for work after release should be increased. (8.54)**

Partially achieved. There were 590 workplaces offered. Around 60–70% of prisoners were offered accredited training and learning opportunities (see section on learning and skills and work activities). No use made of release on temporary licence. Jobcentre Plus support was offered once a month.

Further recommendation

- 2.284 All prisoners should be given work and activity opportunities that provide a suitable training and learning environment to prepare them for work after release.

- 2.285 **A pre-release resettlement course should be developed and run during the last eight weeks before release. This should be targeted to meet the needs of both British and foreign national prisoners. (8.55)**

Partially achieved. A pre-release resettlement course had not been developed but various activities were offered to enable prisoners (including foreign nationals) to gain the skills needed on their subsequent release. These included access to information, advice and guidance

(IAG), which involved employment search activities. The budgeting and money management course included components on CV writing and business planning. An employability skills programme was embedded in the vocational training courses to assess and develop skills such as punctuality, motivation, social interaction, health and safety and other core skills. This was introduced in the final few months of a prisoner's sentence. These courses were offered after other significant interventions had been completed, such as offending behaviour programmes and programmes to address substance abuse. The completion of sentence plans was not always sufficiently timely to enable the most appropriate planning of a prisoner's time before release.

Further recommendation

- 2.286 The various pre-release activities should be better coordinated through improved links between sentence plans and individual learning plans.

Finance, benefit and debt

- 2.287 The current ad hoc arrangements to provide one-to-one debt counselling should be strengthened and properly funded to meet the needs of prisoners. (8.63)

Achieved. A weekly debt advice service was provided by Shelter, based in the IAG centre. Prisoners' debt situations were assessed and creditors contacted to negotiate payments or suspension of interest. Approximately 10 prisoners a week used the service.

Additional information

- 2.288 Jobcentre Plus staff attended the prison weekly to advise prisoners approaching release on the benefits available and to set up initial claim interviews.
- 2.289 An arrangement had been made with the Cooperative Bank to set up accounts for prisoners with a UK address who were in the last six months of their sentence. In the previous six months, two prisoners had used this service.
- 2.290 The education department provided a rolling money management course, which was available to all prisoners.

Mental and physical health

No recommendations were made under this heading at the last inspection.

Additional information

- 2.291 There was insufficient preparation time for health care discharge planning and health services staff were not involved in release planning meetings. Notification of release was often given to health services staff only one day in advance. Despite the short notice, prisoners were provided with letters for future GPs and a supply of medication when required. There were good procedures for the management of the terminally ill and the prison had recently received an award from the King's Fund to develop the service. The care programme approach was used effectively for prisoners with severe and enduring mental health problems.

Further recommendation

2.292 Health services staff should be included in pre-release planning meetings.

Drugs and alcohol

2.293 The drug strategy document should include annual developmental targets and objectives. (8.56)

Achieved. The drug strategy was documented annually and included clear development targets and objectives. It was monitored by the drug and alcohol strategy committee and was subject to a comprehensive annual needs analysis, the most recent being completed in March 2010.

2.294 A comprehensive needs analysis of the prison's population should be carried out annually to inform service development and ensure that appropriate levels of CARAT provision are available. (8.57)

Achieved. The annual substance use needs analysis had been carried out and included information on the current counselling, assessment, referral, advice and throughcare (CARAT) client group, together with future planned needs. It was used to inform the development and provision of the CARAT service.

2.295 The CARAT team should develop an effective means of prioritising cases to ensure the most effective use of resources. (8.58)

Achieved. All prisoners seen by the CARAT team were assessed and appropriately prioritised to ensure effective use of the resource.

2.296 Further resources should be made available to support the present alcohol strategy and ensure co-facilitated group work. (8.59)

Achieved. The alcohol worker carried out comprehensive assessments of all prisoners willing to engage with the service. Prisoners were offered a place on the co-facilitated alcohol relapse prevention course, alcohol cell work, Alcoholics Anonymous meetings, mentor schemes and one-to-one sessions.

2.297 A clear distinction should be made between voluntary drug testing and compliance testing compacts. (8.60)

Achieved. Compact-based drug testing (CBDT) was clearly divided into voluntary drug testing (VDT) and incentive-based drug testing, with separate procedures and documentation.

2.298 Participants in VDT should not be subject to full searches unless security information indicates otherwise. (8.61)

Achieved. Full searches were not conducted before VDT unless security intelligence dictated otherwise.

2.299 Prisoners employed in the kitchen or other work requiring the use of machinery should be subject to compliance testing. (8.62)

Achieved. All prisoners working in the kitchen and gardens were subject to CDBT. The high number of prisoners working in machinery shops limited the feasibility of CDBT for all.

Additional information

- 2.300 Substance use and alcohol services were commissioned and provided by Dorset Primary Care Trust. The drug strategy had been developed and included clear developmental targets. It was reviewed annually and monitored by the drug strategy committee.
- 2.301 The integrated drug treatment system (IDTS) had recently been introduced and worked in collaboration with the CARAT service. Cases were managed jointly with the health services team. At the time of the inspection, there were four prisoners on the IDTS scheme, supported by one nurse and a visiting psychiatrist. The service was funded for up to five users at the time of the inspection and this was expected to rise to a maximum of 10 users. The CARAT team comprised two workers, with a total caseload of 20 clients, including the IDTS patients. A full-time alcohol worker was provided by the Exeter Drug Project, delivering a range of interventions (see paragraph 2.296). We were told that the CDBT positive rate for the previous six months was 0.5%, with an average of 200 compacts.

Children and families of offenders

- 2.302 **Savings generated from the lack of prison visits should be redirected into the provision of services, in particular aimed at foreign national prisoners, to help prisoners maintain links with their children and families. (8.64)**

Not achieved. The number of visiting sessions available had been reduced since the previous inspection and visits were now available only at weekends. The loss of the alternate Wednesday visiting session had been as a direct consequence of the low take-up of visits because of the long journeys that most visitors had to take to get to the prison and the impracticalities of doing this during the working week. Family visits were provided, and much appreciated by those who accessed them, but only for those on the enhanced level of the IEP scheme. There had been no assessment of the needs of prisoners with regard to contact with children and families and, given the isolated location of the establishment and the large foreign national population it held, little thought had been given to alternative support. The opportunity for foreign national prisoners to send an annual video message to their families had been discontinued. Storybook Dads was the only initiative to support fathers to keep in touch with their children.

Further recommendation

- 2.303 An assessment of prisoners' needs to maintain links with their children and families should be carried out and action taken on the findings to ameliorate the impracticality of visits for many.

Additional information

- 2.304 Visits were not a feasible way for many of the prisoners at the establishment to keep in contact with families and friends, due to distance from home and cost of travel. However, the visits that took place provided a positive experience for visitors.

- 2.305 The visits environment was reasonable and never full. There was some fixed furniture but also some comfortable soft chairs, designated for enhanced visits. There was a children's play area, which contained plenty of toys and games. There was no visitors' centre but there was a comfortable waiting area on arrival at the gate.

Attitudes, thinking and behaviour

No recommendations were made under this heading at the last inspection.

Additional information

- 2.306 The prison provided three accredited interventions. The programmes team delivered the controlling anger and learning to manage it (CALM) and thinking skills programme (TSP) courses. They had a combined target of 86 completions, which allowed for flexibility in prioritising the course for those with the greatest need. Waiting lists were manageable, with 20 waiting for TSP and 45 for CALM.
- 2.307 Allocation to programmes was driven by sentence plans and prisoners were not disadvantaged by losing their wages or their employment. They were also supported by peer mentors on residential units to help them with out-of-session work.
- 2.308 The Kainos programme was run on D wing. Prisoners living on the wing, including those waiting to start on, or who had completed, the programme were required to participate in wing meetings, share accommodation and interact with community volunteers. There were 59 prisoners resident on the wing, and in the year to date 63 had completed the programme. Prisoners we met spoke highly of the impact that living on the wing and completing the programme had had on their outlook and behaviour.

Section 3: Summary of recommendations

The following is a list of both repeated and further recommendations included in this report. The reference numbers in brackets refer to the paragraph location in the main report.

Recommendations	To NOMS
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- 3.1 National Prison Service documents should be made available to all establishments holding prisoners with poor or no use of English. (2.6)
- 3.2 Prisoners should be transferred to training establishments where appropriate interventions are available in order for them to complete identified sentence planning targets. (2.256)
- 3.3 Prisoners identified as requiring interventions not delivered at an establishment should be able to transfer to another establishment quickly in order to undertake the relevant intervention. (2.257)
- 3.4 Prisoners sentenced to more than 12 months should have an OASys assessment done before transfer to a training prison. (2.258)

Recommendations	To the governor
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First days in custody

- 3.5 An equality impact assessment should be carried out for the reception process and action taken on the findings. (2.13)
- 3.6 All prisoners should have their cell sharing risk assessment and any health care interviews carried out confidentially. Those requiring interpretation should have these provided confidentially through either telephone interpreting services or professional interpreters. (2.15)
- 3.7 New receptions should be offered either a smokers' pack or basic items from the canteen list. (2.16)
- 3.8 Reasonable adjustments should be made during the reception of prisoners with mobility impairments. (2.18)
- 3.9 Prisoners should be able to start their induction on the first working day after arrival. (2.21)
- 3.10 Peer supporters should be trained in mental health awareness. (2.23)
- 3.11 All prisoners should be allowed to make a telephone call on their first night. (2.30)

Residential units

- 3.12 Rooms designed for one prisoner should not be used to accommodate two prisoners. (2.34)
- 3.13 Showers and communal toilets throughout the residential area should be renewed and appropriate provision made for the cultural diversity represented in the establishment. (2.35)

- 3.14 The dormitory accommodation on D wing should be replaced by suitable single cell accommodation. (2.37)
- 3.15 All personal emergency evacuation plans should be regularly reviewed and kept up to date. (2.39)
- 3.16 Foreign national prisoners should be supported in maintaining links with family abroad by being allowed a monthly telephone call at public expense, irrespective of whether they receive visits. (2.41)

Staff–prisoner relationships

- 3.17 There should be regular consultation with prisoners and attendance at meetings should include all key departments. (2.52)

Personal officers

- 3.18 The personal officer scheme should be applied consistently, with staff making monthly entries as specified and managers carrying out regular checks. (2.55)

Bullying and violence reduction

- 3.19 The violence reduction meeting should be managed robustly to ensure full attendance. Information provided at this meeting should be scrutinised to establish how prisoners' lives can be made safer. (2.58)
- 3.20 Staff should be competent in violence reduction procedures and how to support the victims of bullying. (2.60)
- 3.21 Interventions to support victims, and courses to encourage bullies to address their behaviour, should be introduced. (2.61)
- 3.22 There should be a channel for families to communicate their concerns to the safer custody coordinator. Families should contribute to the safer custody strategy. (2.62)
- 3.23 Residential staff should monitor prisoners who do not freely associate and investigate and record the reasons in wing files. (2.67)

Self-harm and suicide

- 3.24 The establishment's quality check sheet should be used for all management checks of assessment, care in custody and teamwork (ACCT) documentation. (2.69)
- 3.25 Quarterly meetings should analyse ACCT information for trends and introduce an action plan to address the findings. A member of the local mental health team should be invited to these meetings, and all wings should be represented. (2.70)
- 3.26 The centrally held ACCT log should be kept up to date. (2.77)
- 3.27 ACCT entries should not be repetitive and predictable, particularly during the night. (2.78)

- 3.28 Death in custody action plans should be monitored at safer custody meetings and included in the continuous improvement plan, which should be regularly updated. (2.79)

Applications and complaints

- 3.29 A system for tracking applications should be introduced. (2.89)

Substance use

- 3.30 A closed visit for a visitor receiving an indication from a drugs dog should only occur where there is corroborating evidence. (2.105)
- 3.31 Suspicion tests should be authorised within an appropriate timescale to enable testing to take place within 48 hours. (2.107)

Diversity

- 3.32 A single diversity policy should draw together the various documents for the different minority groups and be linked to distinct action plans. (2.109)

Diversity: race equality

- 3.33 Action taken in response to equality impact assessments and prisoner focus groups should be tested against prisoner perceptions when reassessed. (2.114)
- 3.34 Feedback to prisoners about the implementation of the equality impact assessments and other focus group recommendations should be done directly, both verbally and through written information on the wings and in work areas. (2.117)
- 3.35 Action should be taken to ensure that black and minority ethnic prisoners have confidence in, and use, the complaint system. (2.120)
- 3.36 Recurring anomalies in SMART data should be enquired into in depth by the DREAT and appropriate action taken. (2.124)

Diversity: religion

- 3.37 The diversity policy should include religion and regular SMART data should be produced and used to monitor and ensure equality of access by religion. (2.126)

Diversity: foreign nationals

- 3.38 Prisoners should have access to accredited translation and interpreting services whenever there are issues of accuracy and/or confidentiality. (2.128)
- 3.39 The role and contribution of foreign national prisoner representatives and prisoner translators should be reviewed to ensure that they receive appropriate support and recognition for their work. (2.130)

Diversity: disability and older prisoners

- 3.40 Provision for older prisoners should be developed. (2.140)

Diversity: gender and sexual orientation

- 3.41 Provision for gay, bisexual and transgender prisoners should be developed and publicised. (2.142)

Health services

- 3.42 A sufficient number of escort staff should be provided to enable prisoners to attend external hospital appointments. (2.143)
- 3.43 There should be a prison officer present at all medication times to provide supervision for prisoners collecting medication, thus ensuring the safety of staff. (2.145)
- 3.44 More health promotion and educational material should be available in other languages. (2.149)
- 3.45 The dispensary should be completely refurbished with appropriate pharmaceutical storage facilities. (2.152)
- 3.46 The health care centre should be refurbished in order to meet the required standards for the control of infection. (2.165)
- 3.47 SystmOne should be made available in the health care room in reception to facilitate the electronic recording of the initial health care screening of prisoners. (2.166)
- 3.48 Mental health awareness training should be provided on a rolling programme for all prison staff. (2.167)

Learning and skills and work activities

- 3.49 There should be greater emphasis on sentence planning targets in the initial and subsequent allocation of work, education and regime activities, and offender management unit staff should attend the activities allocation board. (2.171)
- 3.50 Prisoners' wages should be increased. (2.173)
- 3.51 Information and communications technology equipment on the enhanced wings should be replaced and a maintenance programme introduced to ensure that the equipment remains serviceable. (2.175)
- 3.52 There should be more accredited work available. (2.184)
- 3.53 The prison should increase the number of prisoners following performing manufacturing operations (PMO) qualifications in the carpentry workshops. (2.185)

- 3.54 Planned construction multi-skills provision should be introduced as soon as practicable. (2.186)
- 3.55 The prison should provide accredited training for prisoner peer mentors acting as library assistants. (2.187)

Physical education and health promotion

- 3.56 The ventilation systems in the gymnasium should be improved, especially for the cardiovascular training areas on the mezzanine floor. (2.188)
- 3.57 A training programme should be established for cardiovascular work. (2.190)
- 3.58 PE training courses which lead to recognised accredited qualifications should be re-established. (2.195)

Time out of cell

- 3.59 The recorded time out of cell should match the reality of prisoners' experience. (2.199)

Discipline

- 3.60 Information regarding the process of adjudications should be translated into a range of foreign languages and held in the segregation unit. (2.212)
- 3.61 Incidents should be de-escalated as soon as is safely possible, including the removal of personal protective equipment. (2.222)

Incentives and earned privileges

- 3.62 There should be additional differentials between the standard and enhanced levels of the incentives and earned privileges (IEP) scheme which are meaningful to all prisoners and do not disadvantage any groups. (2.227)
- 3.63 Prisoners on the basic level of the IEP scheme should be set meaningful targets to help them to improve their behaviour. (2.231)

Catering

- 3.64 The catering manager should consult with the Muslim faith leader and agree a policy for the use of cooking utensils for the preparation of halal food. (2.234)
- 3.65 Lunch should not be served before noon and dinner not before 5pm. (2.237)

Strategic management of resettlement

- 3.66 The next needs analysis undertaken should identify the full range of the needs of the diverse prisoner population. (2.8)

Offender management and planning

- 3.67 The prison should develop clear learning and skills targets for foreign national prisoners and those serving longer sentences. (2.5)
- 3.68 The backlog of outstanding OASys assessments should be cleared. (2.9)
- 3.69 Sentence planning boards should be multidisciplinary, with contributors from all relevant departments. (2.255)
- 3.70 Community-based offender managers should play a greater role in influencing offenders' sentences during the custodial element of the sentence. (2.259)
- 3.71 The process of re-categorisation to category D should be reviewed to improve: the level of engagement with the prisoner; links with sentence planning; and coordination with the foreign national unit and UKBA. (2.260)
- 3.72 Lifer meetings should be reintroduced. (2.261)
- 3.73 Offender supervisors should have sufficient time to meet regularly with prisoners in scope of offender management and respond promptly to prisoner applications. (2.270)
- 3.74 Prisoners granted home detention curfew should be released on their eligibility date. (2.271)
- 3.75 The backlog in recategorisation reviews should be cleared. (2.272)
- 3.76 Events should be held to help lifers maintain contact with their families and engage with risk reduction and reintegration. (2.273)

Resettlement pathways

- 3.77 A full pre-release assessment of the resettlement needs of all prisoners due for discharge should be conducted in good time to allow for any needs to be addressed. (2.276)
- 3.78 The accommodation needs of foreign national prisoners should be addressed. (2.281)
- 3.79 Accommodation services should be provided by staff with specialist training. (2.282)
- 3.80 All prisoners should be given work and activity opportunities that provide a suitable training and learning environment to prepare them for work after release. (2.284)
- 3.81 The various pre-release activities should be better coordinated through improved links between sentence plans and individual learning plans. (2.286)
- 3.82 Health services staff should be included in pre-release planning meetings. (2.292)
- 3.83 An assessment of prisoners' needs to maintain links with their children and families should be carried out and action taken on the findings to ameliorate the impracticality of visits for many. (2.303)

Housekeeping points

First days in custody

- 3.84 New orderlies should be supported by reception staff, to ensure that they are confident and competent in carrying out their role in giving initial information and reassuring new arrivals. (2.31)
- 3.85 The reception environment should be made less stark. (2.32)

Residential units

- 3.86 The policy about the wearing of own clothing should be simplified and clarified for prisoners. (2.48)

Bullying and violence reduction

- 3.87 The recorded message on the safer custody answerphone should be relevant to its purpose and the machine checked daily for messages. (2.63)

Applications and complaints

- 3.88 Confidential complaint forms and envelopes should be freely available on all wings. (2.90)

Faith and religious activity

- 3.89 The chapel should be redecorated. (2.103)

Diversity: religion

- 3.90 The chaplaincy should be an integral part of the diversity and race equality action team meeting. (2.127)

Security and rules

- 3.91 An accurate record of visits restrictions should be maintained. (2.209)

Discipline

- 3.92 Prisoners should have access to a pen and some paper to make notes during adjudications. (2.223)
- 3.93 All segregated prisoners should be risk assessed for suitability to exercise with others. (2.224)

Catering

- 3.94 Utensils and trays used for halal food should be washed separately from those used for non-halal food. (2.236)
- 3.95 A full response should be recorded to each entry in the wing food comments book. (2.245)
- 3.96 All prisoners without a kettle should be provided with a flask to store hot water during the night. (2.246)

Offender management and planning

- 3.97 The police liaison officer should attend public protection meetings. (2.274)

Examples of good practice

First days in custody

- 3.98 Peer supporters were used comprehensively, to ensure that new prisoners were welcomed and given key information about the prison. (2.33)

Self-harm and suicide

- 3.99 Duty Listeners visited the segregation unit daily. (2.80)

Diversity: foreign nationals

- 3.100 The prison regularly printed off of foreign national newspapers from the internet. (2.135)

Discipline

- 3.101 The primary language, level of understanding of English and nationality of the prisoner were noted in the adjudication record and also whether the adjudicator considered the prisoner fit to plea. (2.225)

Appendix I: Inspection team

Karen Dillon	Team leader
Sara Snell	Inspector
Paul Rowlands	Inspector
Andrew Rooke	Inspector

Specialist inspectors

Michael Bowen	Health services inspector
Bob Cowdrey	Ofsted inspector
Charles Clarke	Ofsted inspector

Appendix II: Prison population profile

Please note: the following figures were supplied by the establishment and any errors are the establishment's own.

Status	18-20-year-olds	21 and over	%
Sentenced		577	98.1
Recall		1	0.2
Convicted unsentenced		9	1.5
Remand		0	
Civil prisoners		0	
Detainees		0	
Other		1	0.2
Total		588	100

Sentence	18-20-year-olds	21 and over	%
Unsentenced		0	
Less than 6 months		0	
6 months to less than 12 months		0	
12 months to less than 2 years		5	0.85
2 years to less than 3 years		37	6.29
3 years to less than 4 years		53	9.01
4 years to less than 10 years		396	67.35
10 years and over (not life)		22	3.74
ISPP		25	4.25
Life		50	8.50
Total		588	100

Age	Number of prisoners	%
Minimum age; 25	-	
21 years to 29 years	111	18.88
30 years to 39 years	226	38.44
40 years to 49 years	158	28.87
50 years to 59 years	66	11.22
60 years to 69 years	25	4.25
70 plus years	2	0.34
Under 21	0	
maximum age; 76	-	
Total	588	100

Nationality	18-20-year-olds	21 and over	%
British		273	46.43
Foreign nationals		313	53.23
Not Stated		2	0.34
Total		588	100

Security category	18-20-year olds	21 and over	%
Cat A Exceptional		0	
Cat A High Risk		0	
Cat A Provisional		0	

Cat A Standard		0	
Cat B		0	
Cat C		579	98.47
Cat D		9	1.53
Female Closed		0	
Female Open		0	
Female Semi		0	
Other		0	
Uncategorised sentenced		0	
Uncategorised Sentenced Male		0	
Uncategorised unsentenced		0	
Unclassified		0	
Unsentenced		0	
YOI Closed		0	
YOI Open		0	
Total		588	100

Religion	18-20-year-olds	21 and over	%
Baptist		0	
Buddhist		15	2.55
Church of England		133	22.62
Hindu		5	0.85
Jewish		6	1.02
Muslim		82	11.39
No religion		120	20.41
Not Stated		3	0.51
Other		14	2.38
Roman Catholic		80	13.61
Sikh		122	20.75
		8	1.36
Total		588	100

Ethnicity	18-20-year-olds	21 and over	%
Asian or Asian British			
Bangladeshi		3	0.51
Indian		12	2.04
Other		25	4.25
Pakistani		7	1.19
Total		47	
Black or black British			
African		124	21.09
Caribbean		75	12.76
Other black		31	5.27
Total		230	
Chinese or other ethnic group		12	2.04
Chinese		5	0.85
Total		17	
Mixed			
African		5	0.85
Asian		3	0.51
Caribbean		8	1.36

Other mixed		7	1.19
Total		23	
Not stated code missing		6	1.02
Total		6	
White			
British		156	26.53
Irish		6	1.02
Other white		103	12.52
Total		265	
Total		588	100

Sentenced prisoners only

Length of stay	18-20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month			62	10.54
1 month to 3 months			100	17.01
3 months to 6 months			111	18.88
6 months to 1 year			139	23.64
1 year to 2 years			159	27.04
2 years to 4 years			14	2.38
4 years or more			3	0.51
Total			588	100

Unsentenced prisoners only

Length of stay	18-20-year-olds		21 and over	
	Number	%	Number	%
Less than 1 month				
1 month to 3 months				
3 months to 6 months				
6 months to 1 year				
1 year to 2 years				
2 years to 4 years				
4 years or more				
Total				

Main offence	18-20-year-olds	21 and over	%
Violence against the person			
Sexual offences			
Burglary			
Robbery			
Theft and handling			
Fraud and forgery			
Drugs offences			
Other offences			
Civil offences			
Offence not recorded/holding warrant			
Total			