



Report on an independent review of progress at

HMP & YOI Foston Hall

by HM Chief Inspector of Prisons

15–17 August 2022



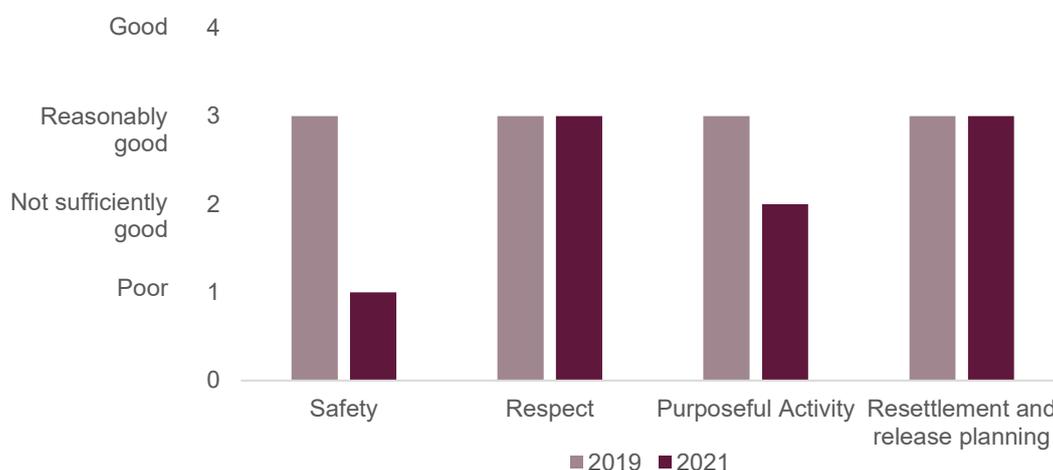
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Section 1 Chief Inspector's summary

- 1.1 Foston Hall, in Derbyshire, is a women's prison which, at the time of our progress review visit, was holding about 250 prisoners. In common with other women's prisons, the establishment accommodates several categories of prisoner ranging from those recently remanded or at the beginning of their sentences to women serving indeterminate sentences, including life, for very serious crimes. The site comprises an old stately home surrounded by a mix of residential units that have been added over the years.
- 1.2 At our previous inspections of HMP & YOI Foston Hall in 2019 and 2021 we made the following judgements about outcomes for prisoners.

Figure 1: HMP & YOI Foston Hall healthy prison outcomes in 2019 and 2021



- 1.3 The 2021 inspection findings were less positive than those at the previous inspection. In common with many establishments emerging from the COVID-19 pandemic, we found a deterioration in the regime and the provision of purposeful activity. Of greater concern, however, were the safety outcomes which we judged to be poor, our lowest assessment, with levels of violence was very high. There was far more frequent use of the poor segregation unit, often for women in crisis and at risk of self-harm. Recorded levels of self-harm were also the highest in the women's estate. The prison had no strategy to reduce self-harm or improve the care for those in crisis. Although the officer group was fully staffed, nearly a third were non-effective and non-deployable, which undermined the work to improve outcomes, particularly on safety.
- 1.4 During this review visit, we examined 12 key recommendations and our colleagues in Ofsted addressed three themes in accordance with their methodology. There had been good progress in three of the areas reviewed, reasonable progress in five and insufficient progress in a further five, leaving two showing no meaningful progress.

- 1.5 Outcomes in our safety test remained a major concern. Self-harm was still very high and although women with very complex personal needs were supported well through specialist services, others who self-harmed often had too little practical, emotional or therapeutic support. Case management for those at risk did not always identify or deliver meaningful interventions or support to address the underlying causes of distress. Violence had increased and was now at the highest level for all women's prisons. More needed to be done to understand the causes of this and take action to reduce it.
- 1.6 A shortage of officers led to some regime curtailments, no doubt adding to the frustration and isolation felt by women. Time out of cell had improved since our inspection but the regime curtailments affected its delivery, leaving some women locked in cell for far too long. More women were in education, skills and work, and the curriculum had been reviewed driven in part by a better literacy and numeracy strategy. The careers advice provided had improved but pre-release support was still too limited.
- 1.7 Work to promote equality and diversity had restarted but data analysis to inform an action plan was limited and some prisoners with protected or minority characteristics remained frustrated at the slow rate of progress.
- 1.8 Many women continued to be released homeless. The full extent of the problem was hidden by poor data collection, which did not allow leaders to identify those who had only a very short-term, temporary place to stay for a few nights after release. Improvements to resettlement work showed insufficient progress, although better coordination was beginning to take shape. There was a lack of support for women being released after a period on remand and a lack of practical help on the day of release for all women.

Charlie Taylor

HM Chief Inspector of Prisons

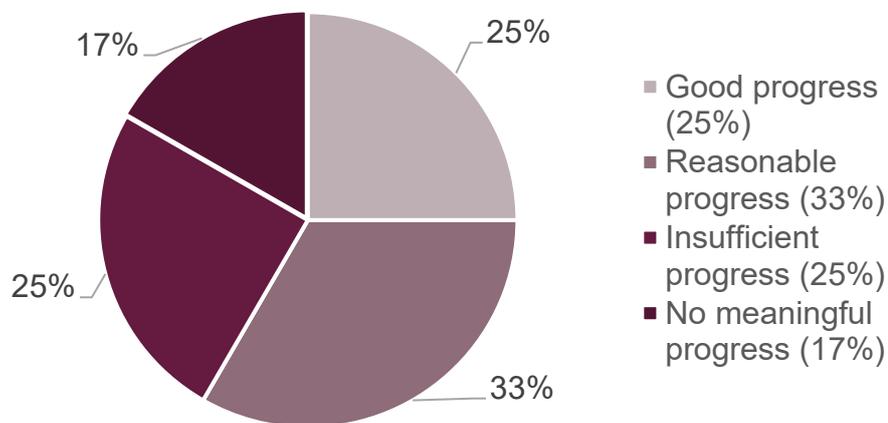
August 2022

Section 2 Key findings

- 2.1 At this IRP visit, we followed up 12 recommendations from our most recent inspection in November 2021 and Ofsted followed up three themes from that inspection.
- 2.2 HMI Prisons judged that there was good progress in three recommendations, reasonable progress in four, insufficient progress in three and no meaningful progress in two recommendations.

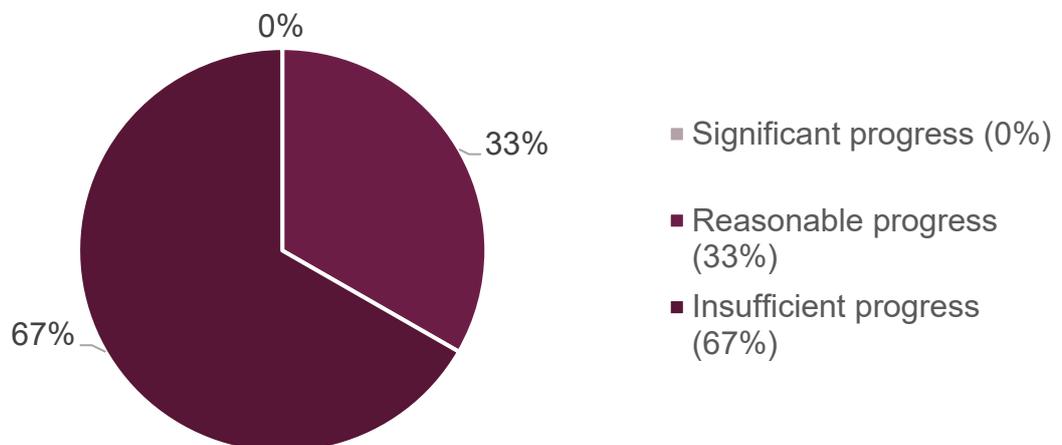
Figure 2: Progress on HMI Prisons recommendations from 2021 inspection (n=12)

This pie chart excludes any recommendations that were followed up as part of a theme within Ofsted's concurrent prison monitoring visit.



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

Figure 3: Progress on Ofsted themes from 2021 inspection/progress monitoring visit (n=3).



Notable positive practice

- 2.4 We define notable positive practice as innovative work or practice that leads to particularly good outcomes from which other establishments may be able to learn. Inspectors look for evidence of good outcomes for prisoners; original, creative or particularly effective approaches to problem-solving or achieving the desired goal; and how other establishments could learn from or replicate the practice.
- 2.5 Inspectors found one example of notable positive practice during this independent review of progress.
- 2.6 An initiative described to us as trauma informed yoga had been introduced with the aim of making the techniques less personally threatening for women who may have experienced trauma. (See paragraph 3.11)

Section 3 Progress against the key concerns and recommendations and Ofsted themes

The following provides a brief description of our findings in relation to each recommendation followed up from the full inspection in 2021. The reference numbers at the end of each recommendation refer to the paragraph location in the full inspection report.

Leadership

Concern: The establishment was fully staffed but only 62 of 110 frontline officers in post were deployable. Consequently, leaders were unable to run a consistent regime and women, for example, faced challenges getting a response to everyday needs and requests. The avoidable frustration and tensions these issues created among staff and women seemed to be a contributory factor in the very high levels of violence and self-harm at the establishment.

Recommendation: Leaders and managers should actively manage and reduce the very high numbers of non-effective staff in order to deliver a reliable and decent regime to women. (1.33)

- 3.1 Leaders had successfully addressed our concern by reducing the proportion of frontline officers who were unavailable for operational duties from 39% at the last inspection to 24% now, which was more in line with what we see in other prisons. They had achieved this through more robust management of staff absences alongside coaching and training for middle managers to build their confidence in developing the performance of others.
- 3.2 Leaders had also achieved a more balanced allocation of officers by centralising rostering, which made sure that resources were deployed to maximise delivery of the planned regime.
- 3.3 Since our last inspection, other staffing problems had emerged with some officers moving to other prisons or resigning from the service. At the time of this review there were 15 officer vacancies, amounting to about 14% of the total group, which meant that on some days, regime curtailments were still unavoidable. For example, on one day during our visit there were only 13 out of 28 officers to supervise the wings. Several officers were allocated to supervising four women who had been moved out to hospital the previous evening and some others were assigned to constantly supervise two women who were at serious risk of suicide or self-harm. This meant that there were not enough officers on the units to deliver a full regime and we found 45% of women locked in their cell when we checked that morning. However, much effort was put into making sure that as many women as possible attended their allocated activity place.

- 3.4 We considered that the prison had made reasonable progress against this recommendation.

Early days

Concern: Support for new arrivals was weak. They could not see a Listener in reception. The reception process did not prioritise checking women's welfare. We observed women waiting 2.5 hours before a member of staff spoke to them about how they were feeling. First night interviews lacked privacy and did not adequately explore concerns about vulnerabilities such as suicide and self-harm. Important information contained in suicide and self-harm warning forms and person escort records did not always inform these interviews.

Recommendation: Women should have their risks and vulnerabilities assessed and addressed on arrival. (1.34)

- 3.5 Support for new arrivals had improved. The reception area was more welcoming and now provided a private room for the initial safety interviews. Women were no longer confined to a holding room but were able to sit in a communal area where they could speak to staff and peer workers. We observed very positive interactions that put arrivals at ease and we saw examples of officers responding constructively to those who were distressed.
- 3.6 In the last eight months, half of all new arrivals had a history of self-harm. Initial safety interviews were now more thorough in exploring potential vulnerabilities and using available information to complete assessments. Officers were patient and focused on building a good rapport with the women. However, the prison had only two Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) and they were not always available in reception.
- 3.7 Leaders and the psychology team had developed trauma-related training and were aiming to prioritise this for reception staff to further enhance their skills.
- 3.8 We considered that the prison had made good progress in this area.

Reducing self-harm and preventing suicide

Concern: Levels of self-harm were the highest in the women's estate and higher than at the last inspection. The number of recorded self-harm incidents was consistently high every month. Women made just over 1,000 calls each month to the Samaritans, an indicator of the level of need. There was no strategy to reduce self-harm and the most vulnerable women did not have care plans. Most women who harmed themselves lacked enough support or activity and faced daily frustration getting the help they needed. The use of anti-ligature clothing and segregation to manage some women who harmed themselves very frequently had become routine and needed

urgent review. One woman had been placed into anti-ligature clothing 87 times in the previous 12 months. Nearly half of all women segregated were already at risk of suicide and self-harm.

Recommendation: Self-harm should be reduced by providing the most effective care for all women at risk of harming themselves. (1.35)

- 3.9 Despite a slight reduction in the rate of self-harm incidents since our inspection, it remained very high and was still among the highest of all women's prisons.
- 3.10 Leaders had now made the reduction in self-harm as their top priority in their self-assessment report. Progress had been hindered by several changes to membership of the safer custody team but there was now a permanent head of safety. A strategy was in place, but it needed to be based on more comprehensive data as well as other evidence about the specific causes of self-harm among the women held at the prison.
- 3.11 A total of 87 women had self-harmed in the previous eight months but four women were responsible for 75% of all incidents in the last three months. These women, who had highly complex needs, were well supported through the safety intervention meeting and were working with specialist mental health services to access long-term therapeutic care. The reasons for self-harm by other women were not well understood; the support they received was consequently more limited as the range of available therapeutic interventions for them was underdeveloped. One example of therapeutic support open to these women was the introduction of an amended form of yoga which supported those who had experienced previous trauma such as sexual abuse to take part in the sessions in a safe and comfortable way. This included amending the yoga positions or enabling the women to tailor her involvement to avoid exceeding her own levels of discomfort or feelings of vulnerability which might be a trigger for further distress.
- 3.12 Positively, segregation was no longer used routinely to manage self-harming behaviour. However, there were only two Listeners in post at the time of our visit (see paragraph 3.6) and they did not feel well supported. Women had no access to them overnight and there was no designated Listener suite.
- 3.13 Constant supervision and anti-ligature clothing were used appropriately when needed. Anti-ligature clothing had been used with one woman in the last eight months but not all of the records we reviewed had been completed fully.
- 3.14 There had been some progress in improving the quality of assessment, care in custody and teamwork (ACCT) case management for those at risk of self-harm. Leaders had focused on building staff capability, including weekly case coordinator meetings to share good practice. Most care plans we looked at were up to date but targets were not always meaningful in addressing the underlying causes of the self-harming behaviour. Several women on ACCTs we spoke to said that

the process had not supported them in addressing their risk of self-harm.

- 3.15 We considered that the prison had made insufficient progress against this recommendation as the care given to all women in crisis needed to be more active and therapeutic.

Supporting women's positive behaviour

Concern: Women had poor perceptions of safety. Violence against staff had increased significantly since 2019 and was very high, the highest of all women's prisons. Much of the violence against staff was caused by frustrations with the inconsistent regime and difficulties getting things done. The overall rate of assaults against women remained higher than similar establishments. Behaviour management strategies were not functioning well and there were too few incentives to encourage positive behaviour.

Recommendation: Behaviour management processes should keep women safe from bullying, violence and other antisocial behaviour.
(1.36)

- 3.16 The rate of violence was far too high and the highest in the female estate. While data for the last four months showed a reduction in the rate of assaults against staff there had been an increase in assaults between prisoners.
- 3.17 Leaders had taken recent action to provide stability to the membership of the safer custody team, but more needed to be done to understand the causes of violence fully and establish a comprehensive strategy and action plan to reduce it.
- 3.18 There had been some progress in the delivery of behaviour management strategies on the wings including the use of the incentives scheme, which was now more effective in responding to some negative behaviour. This had led to a reduction in the number of adjudications since the inspection.
- 3.19 Challenge, support and intervention plans (CSIPs, see Glossary) were not yet used effectively to challenge perpetrators or support victims. There were eight CSIPs open at the time of the visit and although staff on the wings now had a better knowledge of prisoners who were on a CSIP, some incidents were not always referred to the safety team for investigation; this meant that poor behaviour went unchallenged. Additionally, not all investigations were prompt or of sufficiently good quality to help develop a better understanding of the causes of violence.
- 3.20 Women told us that they resorted to using the applications system to report their concerns about bullying on the wings because of a lack of trust in officers to take forward their concerns.

- 3.21 We considered that the prison had made no meaningful progress against this recommendation.

Segregation

Concern: The use of segregation had increased significantly and was very high. Leaders' oversight of segregation was inadequate and decisions to segregate women were rarely challenged by other professionals involved in the safeguarding of women in crisis. Many women were segregated while there were ongoing concerns about their self-harming behaviours. The segregation unit was a poor environment and the regime was too limited. For those women segregated on the main wings a regime was often not delivered at all.

Recommendation: The prison should revise its approach to the use of segregation. Segregation should be used only as a last resort and women should be held there safely and experience interventions that support their reintegration and progress. (1.37)

- 3.22 There had been 79 uses of segregation since the inspection. This was a reduction but remained high compared with other women's prisons we have inspected. The reasons for segregation were now more appropriate and it was no longer used routinely to control women who self-harmed.
- 3.23 Leaders had re-established the monthly segregation and review group meeting, which considered an appropriate range of data, including the reasons for segregation, trends over time and disproportionality.
- 3.24 Reintegration planning had improved, and the average time on the unit had reduced to around eight days, with most women then returning to the main wings.
- 3.25 A 'clean, rehabilitative, engagement and decency' (CRED) project had improved the condition of the cells, which were now cleaner and better maintained, although the flooring in communal areas needed repair.



A redecorated cell in the segregation unit

3.26 The exercise yard remained stark, but there were credible plans to make improvements.



Segregation exercise yard

3.27 We considered that the prison had made good progress against this recommendation.

Contact with children and families

Concern: Significantly fewer women received social visits than before the pandemic and women's perceptions of social visits had greatly declined since our last inspection. The uptake of secure social video calls was unusually low compared to other women's prisons and some women experienced delays in trying to arrange a video-call because of problems with the general applications system. The visits hall was small and uninspiring and there was no planned date for the previously popular family days to restart.

Recommendation: Women should be able to maintain and develop positive relationships with children, family members and other people significant to them. (1.38)

- 3.28 Although still much lower than before the COVID-19 pandemic, the use of social visits had increased considerably from an average of 27 a month at the last inspection to an average of 91. Four sessions a week were available but were rarely full. Women we spoke to did not complain that they could not book visits when they wished.



Visits hall

- 3.29 Family days had started again in February 2022 and their frequency and take-up rate by women were increasing. The family unit (known as the Family Bonding Unit) was a house within the prison grounds which offered an excellent space for women to spend quality time with their family, including children. Opportunities to use this facility were sometimes limited due to staff shortages and it was not yet open at the weekend. However, leaders were planning to address this in

partnership with PACT (Prison Advice and Care Trust), a charity that provided family engagement support to women at the prison.

- 3.30 While the use of secure video calls remained relatively low, this was no longer a source of frustration among women. With telephones in their cells, women could easily stay in touch with their families.
- 3.31 We considered that the prison had made good progress against this recommendation.

Living conditions

Concern: The quality of accommodation was mixed. Older units were tired and showing signs of wear. The accommodation on D wing particularly needed investment. There were numerous outstanding repairs because the works contractor had staffing problems. Records showed more than 400 outstanding logged issues with some general repair requirements a year old. Prison leaders held a fortnightly meeting to manage this and prioritise which work needed to be completed but this remained an issue.

Recommendation: All residential accommodation should be decent and in a good state of repair. (1.39)

- 3.32 Much of the residential accommodation was old and lacked investment, leaving many units worn and needing refurbishment. The temporary pods that formed G wing were now also showing signs of wear but were being replaced by new ones.
- 3.33 Leaders made sure that cleanliness across the site and on house units was good and a few women worked as part of a team to paint, repair and improve conditions. Since our last inspection there had been refurbishment on D wing, which included some of the showers. Positively, funding had been approved to replace all showers on that wing, starting before the end of the financial year.



Refurbished showers on D wing

- 3.34 Prison leaders continued to meet the contractors regularly to monitor and prioritise work needed to address faults and defects across the prison. Despite vacancies in the team, the backlog of jobs had been halved in the last nine months.
- 3.35 We considered that the prison had made reasonable progress against this recommendation.

Health and social care

Concern: The health care and dental facilities were not fit for purpose for the delivery of efficient, confidential services that meet the necessary standards for clinical care and infection prevention standards.

Recommendation: The health care, pharmacy and dental environment should be reconfigured to enable the provision of an appropriate range of primary and secondary care services in the prison. (1.40)

- 3.36 A national review by HMPPS of health facilities in the women's estate had been completed but was awaiting publication. Current plans to acquire further clinical space were based on previous funding

applications, and more work was required to make sure that the reconfiguration would meet local needs and enable the delivery of an appropriate range of primary and secondary health care services.

- 3.37 Funding had been secured for an additional PortaKabin that was due to be installed by the end of this financial year, which was expected to enable additional clinical space in the health care unit.
- 3.38 Funding for a replacement dental chair and new flooring had also been secured, but there was no date for completion of the improvements and there had been little progress in removing the decommissioned X-ray equipment to allow this to start.
- 3.39 There had been changes to the administration of medicines to maximise patient confidentiality at the distribution at the medications hatch and reduce the opportunities for diversion.
- 3.40 We considered that the prison had made reasonable progress in this area.

Equality and diversity

Concern: The equality strategy was not based on a needs analysis and equality data were not fully analysed. National data were considered at the equality meetings, but this did not give a full picture of outcomes for women with protected characteristics. Focus groups for all protected groups were inconsistent and some prisoners with protected characteristic felt isolated and unheard.

Recommendation: Work should be undertaken to understand the negative perceptions of women with protected characteristics. Active measures should be introduced to promote equality among the prison's population. (1.41)

- 3.41 A needs analysis had been undertaken but it was narrow, based primarily on responses to consultation with women and it had not been used to inform the strategy and there was no action plan based on data or other hard evidence.
- 3.42 Equality meetings now took place monthly but considered only a limited range of data or information. In the most recent meeting, leaders had, for example, identified the lack of racial diversity on G wing, but other indicators to identify disproportionality were not scrutinised. There was limited evidence of change following these meetings.
- 3.43 Although the equality team was small, it had increased consultation with prisoners from protected groups. The forums provided more opportunity to consult with prisoners and had identified a number of issues. However, many of the prisoners we spoke to felt disgruntled about some of their experiences at Foston Hall including the lack of challenge by staff when behaviour between women was deemed to be racist. Prisoners we spoke to were unsure if any changes had been

made as a result of the forums or told us improvements were too slow to happen.

- 3.44 We considered that the prison had made insufficient progress against this recommendation.

Time out of cell

Concern: The daily regime remained too limited. Regime curtailments took place regularly because of a reduced number of staff available to be deployed to run the regime reliably. This routinely resulted in women being locked in their cell for 24 hours a day at weekends which was a source of much frustration for staff and women.

Recommendation: Time out of cell should be improved and delivered consistently for all women, including at weekends. (1.42)

- 3.45 There had been major improvements to the planned time out of cell since the end of the COVID-19 restrictions. Women allocated to education, training or employment could have between 3.5 and 7 hours a day out of cell during the week. Leaders were committed to delivering a predictable regime, but the acute shortage of officers (see paragraph 3.3) led to curtailments. We were told that there had been 27 regime curtailments in the last three months, but few affected the whole site. Even with reduced officer numbers and other operational pressure leaders made every effort to make sure that as many women as possible got to their place of employment or activity. Although women received notice about the planned regime curtailments, they remained a source of huge frustration for them.
- 3.46 There were signs of increasing activities in the evenings and at weekends. Some women were able to use the gym in the evening. The chaplaincy had started a guitar club and the CAMEO team (see Glossary) had started to deliver weekend activities on one house unit, which included bingo, nail art and crafts. A new evening craft club had also started in the library. While encouraging, more could be done to enrich this important provision, particularly to provide women at risk of self-harm with more support, therapy and distractions.
- 3.47 We considered that the prison had made reasonable progress against this recommendation, despite the ongoing impact of a shortage of officers.

Education, skills and work



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

Theme 1: Leaders should swiftly review and develop the curriculum so that it meets the needs of the whole population. They should implement an effective literacy and numeracy strategy, and arrangements to record and recognise the development of women's skills and knowledge. This should be subject to comprehensive quality assurance and improvement processes that raise the standard of all the provision.

- 3.48 Leaders had been effective in reviewing and developing the curriculum, making it more purposeful in meeting the needs and future aspirations of the women. Leaders had used local employment data and the career aspirations of the women to establish employment pathways.
- 3.49 Leaders and managers had established a literacy and numeracy strategy that ensured all women developed to a sufficient competency to complete their employability pathway and be ready for work on release. Information from initial assessments in English and mathematics were used by managers and teachers to make sure that women were on the appropriate level for their programmes. Vocational instructors supported women with their use of English and mathematics. For example, in industrial cleaning, women priced jobs by costing products and working out hours and pay rates; this enhanced their competency and confidence in using mathematics in the workplace.
- 3.50 Managers and teachers had provided support through English for speakers of other languages (ESOL) lessons for women for whom English was their second language and this enabled them to make progress on their pathways at a similar rate to their peers.
- 3.51 Leaders and managers had successfully improved the number of accredited qualifications available to women in education and work activities while completing their employment pathways. This had supported the recognition and development of women's skills and knowledge in preparing for release and future work. Only waste management and the independent living courses remained unaccredited, though leaders and managers had plans to accredit these.

- 3.52 Leaders and managers had recently brought in new quality assurance processes to improve teaching and training standards. They had identified weaknesses and areas of development but had not yet generated sufficient actions to bring about a demonstrable improvement in the quality of education.
- 3.53 Ofsted considered that the prison had made reasonable progress against this theme.

Theme 2: Leaders and managers should provide all women with suitable preparation before release, including effective information, advice and guidance so that they can make informed decisions about their future. Information about women's destinations on release should be used to make sure that the curriculum is relevant to the needs of the population.

- 3.54 Leaders and managers had plans to address the shortfall in the pre-release provision, placing a clear emphasis on involving women in activities that would prepare them for successful release. However, as these plans were not yet in place the impact on the women was not yet evident.
- 3.55 Women's resettlement needs were assessed during their sentence by a range of prison and external agencies. Leaders and managers acknowledged that this and the pre-release support women received could be subject to duplication and/or fail to meet their needs.
- 3.56 Since the previous inspection 10 months ago, the provision of information, advice and guidance offered to women had significantly increased and this meant a higher number receiving a personal learning plan. However, these plans did not reflect accurately the action points agreed during the careers interview, nor the in-depth discussion of the women's career goals undertaken by advisers. This limited the women's ability to review and reflect on their progress in achieving their career aspirations and readiness for release.
- 3.57 Advisers produced a detailed summary of the careers pathways women wanted to follow in preparation for release. These were shared with other relevant prison departments so that women could be placed into the appropriate education, skills and work activity. However, advisers did not have routine access to women's sentence plans, where they had them. Consequently, their work with these women was not informed by other agencies' assessment of their short- and long-term needs, which would be a significant part of any planned programme for release.
- 3.58 The prison did not hold valid information regarding women's destinations on release. As a result, leaders and managers had been unable to use the analysis of destination data to inform their curriculum review and to adapt the education, skills and work offer accordingly.
- 3.59 Ofsted considered that the prison had made insufficient progress against this theme.

Theme 3: Leaders and managers should rapidly implement an appropriate IT strategy that allows all women to develop and practise their digital skills.

- 3.60 Too few women had the opportunity to practise and develop their digital skills. Since the inspection, an IT strategy had been developed with the ambition that all women should enhance their digital skills. However, implementation of this had been slow.
- 3.61 A small number of laptops were now available for use, primarily by a small minority of women studying Open University courses or receiving individual support from peer advocates.
- 3.62 The nine 'virtual campus' computers (providing internet access to community education, training and employment opportunities for prisoners) had little use. Too often, they were not accessible to most women, as the area accommodated education IT classes for women who had mobility difficulties. Education tutors made insufficient use of the virtual campus in their sessions. Managers had plans to improve its use, but it was too early to judge the impact of these initiatives.
- 3.63 The information on the virtual campus was not cross-matched to the requirements of education, work and skills and wider enrichment activity. Consequently, it failed to be a comprehensive resource that could support women's learning. Managers had not implemented robust processes to monitor the virtual campus content to make sure it was current and relevant.
- 3.64 Women complained that they had few or no opportunities to develop their IT skills. Women who had tried to use the virtual campus said it was not working when they attempted to access it. Women's IT skills were not assessed, except for those commencing education IT classes. Promotion of the available IT provision and the advantage of raising personal digital skills was weak.
- 3.65 Managers did not collect sufficiently detailed data on IT usage. This hampered the effective analysis of information to identify trends that would inform an action plan for improvement and implementation of the IT strategy.
- 3.66 Ofsted considered that the prison had made insufficient progress against this theme.

Reducing reoffending

Concern: A fifth of women were released from Foston Hall without accommodation. This was concerning, particularly given the risks and needs of so many of the women.

Recommendation: All women should be discharged into accommodation. (1.46)

- 3.67 The lack of accommodation on release continued and the situation showed no improvement with 20% of women released homeless since our inspection. HMPPS data showed that this was higher than at some other women's prisons. However, the quality of data was poor and did not provide evidence of how many women were released to very short term or temporary accommodation so the true extent of this problem remained hidden.
- 3.68 Additional support for women facing homelessness through the Ministry of Justice Community Accommodation Service 3 (CAS3), which included a housing support specialist, was due to be introduced later in the year.
- 3.69 We considered that no meaningful progress had been made in this area.

Rehabilitation and release planning

Concern: Following recent changes to the national probation service, services to plan for women's release were much too fragmented and poorly coordinated. Communication between departments and with the women was weak. Only limited support was available to women on the day of release.

Recommendation: Release planning arrangements should be well coordinated across all relevant departments and agencies to make sure that all women being released are offered good resettlement support. (1.47)

- 3.70 Following the inspection, the prison had introduced a weekly release planning meeting attended by departments such as safer custody, offender management and the probation team. Women due for release were reviewed to identify issues that needed attention, such as chasing the outcome of a housing referral. The meetings helped to improve the coordination of work but did not yet include women on remand.
- 3.71 A lack of interview rooms on some wings meant that resettlement reviews were often undertaken at the cell door, which was unsatisfactory. Unlike some other establishments we have inspected, women were not able to make telephone contact to enable housing assessments to be started before their release.

- 3.72 Practical support on the day of release had not improved. This remained a concern given the high levels of need and distances that some women had to travel when they left the prison.
- 3.73 We considered that the prison had made insufficient progress against this recommendation.

Section 4 Summary of judgements

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

HMI Prisons recommendations

Leaders and managers should actively manage and reduce the very high numbers of non-effective staff in order to deliver a reliable and decent regime to women.

Reasonable progress

Women should have their risks and vulnerabilities assessed and addressed on arrival.

Good progress

Self-harm should be reduced by providing the most effective care for all women at risk of harming themselves.

Insufficient progress

Behaviour management processes should keep women safe from bullying, violence and other antisocial behaviour.

No meaningful progress

The prison should revise its approach to the use of segregation. Segregation should be used only as a last resort and women should be held there safely and experience interventions that support their reintegration and progress.

Good progress

Women should be able to maintain and develop positive relationships with children, family members and other people significant to them.

Good progress

All residential accommodation should be decent and in a good state of repair.

Reasonable progress

The health care, pharmacy and dental environment should be reconfigured to enable the provision of an appropriate range of primary and secondary care services in the prison.

Reasonable progress

Work should be undertaken to understand the negative perceptions of women with protected characteristics. Active measures should be introduced to promote equality among the prison's population.

Insufficient progress

Time out of cell should be improved and delivered consistently for all women, including at weekends.

Reasonable progress

All women should be discharged into accommodation.

No meaningful progress

Release planning arrangements should be well coordinated across all relevant departments and agencies to make sure that all women being released are offered good resettlement support.

Insufficient progress

Ofsted themes

Leaders should swiftly review and develop the curriculum so that it meets the needs of the whole population. They should implement an effective literacy and numeracy strategy, and arrangements to record and recognise the development of women's skills and knowledge. This should be subject to comprehensive quality assurance and improvement processes that raise the standard of all the provision.

Reasonable progress

Leaders and managers should provide all women with suitable preparation before release, including effective information, advice and guidance so that they can make informed decisions about their future. Information about women's destinations on release should be used to make sure that the curriculum is relevant to the needs of the population.

Insufficient progress

Leaders and managers should rapidly implement an appropriate IT strategy that allows all women to develop and practise their digital skills.

Insufficient progress

Appendix I About this report

Her Majesty's Inspectorate of Prisons (HMI Prisons) is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.

All visits carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

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

The aims of IRPs are to:

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

This report contains a summary from the Chief Inspector and a brief record of our findings in relation to each recommendation we have followed up. The reader may find it helpful to refer to the report of the full inspection, carried out in [MONTH, YEAR] for further detail on the original findings (available on our website at <https://www.justiceinspectorates.gov.uk/hmiprisons/>).

IRP methodology

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

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

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

No meaningful progress

Managers had not yet formulated, resourced or begun to implement a realistic improvement plan for this recommendation.

Insufficient progress

Managers had begun to implement a realistic improvement strategy for this recommendation but the actions taken since our inspection had not yet resulted in sufficient evidence of progress (for example, better and embedded systems and processes).

Reasonable progress

Managers were implementing a realistic improvement strategy for this recommendation and there was evidence of progress (for example, better and embedded systems and processes) and/or early evidence of some improving outcomes for prisoners.

Good progress

Managers had implemented a realistic improvement strategy for this recommendation and had delivered a clear improvement in outcomes for prisoners.

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

Insufficient progress

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

Reasonable progress

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

Significant progress

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

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

Inspection team

This independent review of progress was carried out by:

Sandra Fieldhouse	Team leader
Sumayyah Hassam	Inspector
Kellie Reeve	Inspector
Rebecca Stanbury	Inspector
Tania Osborne	Health and social care inspector
Nigel Bragg	Ofsted inspector
Malcolm Bruce	Ofsted inspector
Hilary Speight	Ofsted inspector

Appendix II Glossary

We try to make our reports as clear as possible, and this short glossary should help to explain some of the specialist terms you may find. If you need an explanation of any other terms, please see the longer glossary, available on our website at: <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

CAMEO

‘Coping with complex needs, Aiming for a better understanding of self through Motivation to change, Engaging with others and Optimism for the future’. A personality disorder treatment service for female prisoners with complex needs arising from pervasive psychological difficulties (which may meet the criteria for personality disorder), who have a high risk of reoffending, have at least two years remaining on their sentence, and whose progression and safe release into the community is complicated by their personality difficulties.

Challenge, support and intervention plan (CSIP)

Used by all adult prisons to manage those prisoners who are violent or pose a heightened risk of being violent. These prisoners are managed and supported on a plan with individualised targets and regular reviews. Not everyone who is violent is case managed on CSIP. Some prisons also use the CSIP framework to support victims of violence.

Leader

In this report the term ‘leader’ refers to anyone with leadership or management responsibility in the prison system. We will direct our narrative at the level of leadership which has the most capacity to influence a particular outcome.

Protected characteristics

The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

Protection of adults at risk

Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs); and
- is experiencing, or is at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse and neglect (Care Act 2014).

Recovery plan

Recovery plans are published by HMPPS and aim to ensure consistency in decision-making by governors, by setting out the requirements that must be met for prisons to move from the most restricted regime to the least as they ease COVID-19 restrictions. (<https://www.gov.uk/government/publications/covid-19-national-framework-for-prison-regimes-and-services>)

Secure video calls

A system commissioned by HM Prison and Probation Service (HMPPS) that requires users to download an app to their phone or computer. Before a visit can be booked, users must upload valid ID.

Time out of cell

Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

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