

Report on an unannounced short follow-up inspection of

HMP Holme House

16–18 March 2009

by HM Chief Inspector of Prisons

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Printed and published by:
Her Majesty's Inspectorate of Prisons
1st Floor, Ashley House
Monck Street
London SW1P 2BQ
England

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Introduction

Holme House is a large male prison on Teesside. Though it is classed as a local prison, the great majority of its population are sentenced, and over a quarter remain at the prison for over six months, sometimes in low-risk security categories. This mixture of roles and populations presents considerable difficulties, but the prison had nevertheless made progress in all areas since the last inspection. It is also genuinely a local prison, since only 10% of its prisoners live more than 50 miles away from the prison.

Holme House remained a reasonably safe prison. Arrangements to support prisoners in the early days of custody were in general good. Suicide and self-harm prevention work was of a high quality, with good data collection and analysis and evidence of good engagement between staff and prisoners at risk. However, there had been less attention to violence reduction, which was underdeveloped, and support for substance users was insufficient, awaiting the implementation of the integrated drug treatment system.

Relationships between staff and prisoners were very good, though the personal officer scheme could be further developed. Processes for managing prisoner behaviour needed to be better integrated and to reflect resettlement targets. Diversity work was of good quality, and equality was positively promoted. Healthcare services needed further development, but there were plans to improve governance, pharmacy and dentistry.

The quality of education and the availability of qualifications had improved, but there were activity places for only 60% of the population, and many of those were not available for prisoners who had not been recategorised to C status. As a consequence, short-sentenced and remanded prisoners had very limited opportunities to engage in work that related to employability. In practice, we found up to half the population locked up during the core day. Those who were employed could not exercise in the fresh air during the week; however, time out of cell had improved.

Over three-quarters of the population at Holme House were sentenced, and many of them would serve all their sentence there, even though they had been assessed as suitable for a lower category training prison. Opportunities for them to access the courses they needed were extremely limited. In addition, reintegration planning for those serving short sentences or on remand was extremely limited. Holme House was therefore not able to provide effective resettlement support for either of its populations.

It is commendable that Holme House had improved, in all the key areas we inspect – safety, respect, purposeful activity and resettlement. It had succeeded in remaining a largely safe and respectful environment for nearly a thousand prisoners. However, the prison was struggling to meet the needs of a disparate population, and effectively to fulfil a dual role as both a local and a training prison serving the Teesside area. It needs to be properly resourced for both roles, and to ensure that strategies and policies reflect and include the whole population.

Anne Owers
HM Chief Inspector of Prisons

June 2009

Fact page

Task of the establishment

HMP Holme House is a large category B local Prison for male adult prisoners who are either remanded in custody or convicted. Holme House can also accommodate a small number of young offenders, provided that they are unsentenced.

The prison serves, primarily, the communities of the Tees Valley, South West Durham, east Durham and North Yorkshire.

Area organisation

North-east

Number held

935

Certified normal accommodation

857

Operational capacity

994

Last inspection

Unannounced: 31 March – 3 April 2003

Full: 11 – 15 April 2005

Brief history

HMP Holme House is a purpose-built local category B prison, which opened in May 1992.

It expanded in the late 1990s with the building of two further house blocks, providing 235 additional places. Two new workshops (57 places) opened in 1997.

The prison is currently part way through the construction of a new 180-bed house block, which is due to open in early 2010.

Description of residential units

House block 1	Sentenced adults	183
House block 2	Sentenced adults	183
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House block 5	Resettlement unit. Sentenced adults	102
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Healthcare	Healthcare patients	28

Section 1: Healthy prison assessment

Introduction

HP1 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.

...performing well against this healthy prison test.

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

...performing reasonably well 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.

...not performing sufficiently well 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.

...performing poorly 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 the previous inspection in 2005, we considered that the prison was performing reasonably well against this healthy prison test. Of 20 recommendations in this area, seven had been achieved, three partially achieved and 10 not achieved. We have made 21 further recommendations.
- HP5 Prisoners were positive about their experience of escorts, although prisoners with mobility issues had difficulties in travelling in cellular vehicles. There were good relationships between escorting and reception staff, and receptions and discharges were timely. Prisoners were told about a transfer on the day it was to take place, even when this was to less secure conditions.
- HP6 Reception staff were courteous but initial interviews continued to be conducted at the open desk. All prisoners had the opportunity for a free two-minute telephone call and £2.50 PIN credit valid for 48 hours, although there were sometimes delays in activating PIN accounts. There were still issues concerning the privacy of strip-searching. Good use was made of prisoner reception orderlies, two of whom were Listeners and two buddies. All prisoners had dedicated first night support. Staff were responsive to individual needs. Newly received prisoners were identified to night staff. Induction started on the next working day after arrival and lasted two days. It ensured that basic assessments and introductions were made, but the induction booklet was out of date. The information was available in a wide range of languages and consolidated on the in-cell television channel. Prisoners subsequently waited a considerable time before allocation to work or education.
- HP7 The split between time spent on violence reduction compared with suicide and self-harm was 25/75, although prisoners reported feeling safe. A good flow of information was received and acted on. Arrangements for dealing with identified bullies were limited and there was no structured support for victims. The most recent bullying survey had been conducted in 2006. Exit survey information was not fully utilised.
- HP8 The quality of suicide and self-harm prevention measures was high. Good information was collected, analysed and acted on. There had been one investigation into a near-death incident in March 2008 but none since. The Listener scheme was well supported, with 15 Listeners. The standard of assessment, care in custody and teamwork (ACCT) documents inspected was reasonable and demonstrated good engagement between staff and those at risk, although reviews were not multidisciplinary and the recognition of triggers and composition of care maps were underdeveloped. Some prisoners at risk of suicide and self-harm were inappropriately located in the healthcare department and occasionally in the camera cell in the segregation unit.
- HP9 Use of the segregation unit was low and well monitored. A comprehensive booklet informed prisoners who their personal officer would be and provided detailed information about the regime. Segregation reviews resulted in basic targets, but files showed involvement by staff and they engaged well with the prisoners in their care. There had been a reduction in the number of adjudications. The quarterly adjudication and segregation meeting included analysis of adjudication trends and interrogation of

ethnic monitoring data. The use of force seemed reasonable. For the previous six months it represented 8.5 per 100 of the population. There had been several incidents when prisoners had been escorted to the segregation unit in ratchet cuffs, even though they had been described as compliant.

- HP10 The clinical management of substance misuse was insufficient, being in a state of flux between the drug dependency unit being disbanded and the integrated drug treatment system (IDTS) starting. There was consequently no supported detoxification and stabilisation unit. Awareness training for staff in preparation for the introduction of IDTS was underway and nearly half of uniformed staff had been trained by the time of the inspection. The mandatory drug testing (MDT) positive rate for the ten months April 2008 to January 2009 was 6.9%, against a target of 9.6%, but more than doubled when buprenorphine was included. 'Voluntary' drug testing was in fact compliance testing.
- HP11 On the basis of this short follow-up inspection, we considered that the prison was still performing reasonably well against this healthy prison test.

Respect

- HP12 At the previous inspection in 2005, we considered that the prison was performing reasonably well against this healthy prison test. Of 29 recommendations in this area, 11 had been achieved, 10 partially achieved and seven not achieved. We have made 34 further recommendations.
- HP13 The internal areas of the prison were in a reasonable state of decoration and clean, but exercise areas were littered. Shared cells were of a reasonable size and had curtain screening around the communal toilet. Access to showers was adequate, but shower areas were not screened. Prisoners had limited access to suitable prison clothing and washed items themselves in the sink, rather than sending them to the central laundry.
- HP14 The incentives and earned privileges (IEP) scheme was understood but some elements were inappropriately punitive and there were insufficient differentials between levels. A range of behaviour management tools was not integrated with the IEP scheme. The scheme generally related more to behaviour than compliance with sentence planning targets. Newly arrived prisoners did not keep enhanced status gained at other prisons unless it was recorded in their file.
- HP15 Staff-prisoner relationships were uniformly good, and prisoners found staff to be respectful and supportive. There were regular consultative meetings and prisoner representatives in some key areas.
- HP16 Prisoners knew that they had personal officers, but most were unable to name them. Staff clearly had specific knowledge about those in their care, but this was as likely to be on a wing basis as by personal officer caseload. Entries in wing files varied but showed evidence of knowledge of individuals in some cases, and many demonstrated a good level of engagement. Personal officers had no involvement with resettlement processes, other than where prisoners were urged to gain work or education.

- HP17 Food was of a reasonable standard. Prisoners were employed in the kitchen and could gain accredited qualifications. All prisoners ate in their cells. Food was not served at the correct temperature.
- HP18 Good work had been done in diversity, with champions appointed to take the lead in various areas. Prisoners were invited to declare any disabilities on reception. There was little accommodation suitable for those with significant mobility problems. Race equality and diversity were promoted across the establishment.
- HP19 Black and minority ethnic prisoners accounted for only 4.5% of the prison population. Most staff had been trained in diversity and 20 had so far completed the 'managing and promoting race equality' training. There were 13 prisoner race relations representatives, and they contributed to induction and attended the race equality action team meeting. There had been an increase in the number of racist incident report forms. The quality of racist incident investigations was good and forms were externally scrutinised.
- HP20 There had been significant improvements in the services for foreign national prisoners. Only two were being held beyond the end of their sentence at the time of the inspection and there was evidence of effective transfer. UK Border Agency surgeries were run quarterly and access was open. There were no independent immigration advice surgeries but prisoners had access to a list of solicitors practising in the north-east.
- HP21 The work of the chaplaincy team was well integrated into the life of the establishment. Admission to worship was not restricted. There was provision for all faith groups represented in the population, except for Buddhists, but there were no ablution facilities for Muslim prisoners in the chapel. Vulnerable prisoners could attend the chapel, other than for Roman Catholic mass.
- HP22 Legal services had improved. Four staff were allocated to bail information and legal services work, three of them trained. Bail work was also supported by the ClearSprings worker. Legal service support was available on application.
- HP23 Healthcare was undergoing a period of change. There had been significant governance issues in this area, but these were being addressed. A review of pharmacy services had recently been undertaken. The waiting list for the dentist was being reduced. Inpatient services were used inappropriately for people with no clinical need. Basic healthcare assessments were carried out in reception. There were limited but developing primary care services. Mental health provision was reasonable but there were no day care services. The multidisciplinary mental health in-reach team provided primary and secondary care.
- HP24 On the basis of this short follow-up inspection, we considered that the prison was still performing reasonably well against this healthy prison test.

Purposeful activity

- HP25 At the previous inspection in 2005, we considered that the prison was not performing sufficiently well against this healthy prison test. Of 12 recommendations in this area, eight had been achieved, three partially achieved and one not achieved. We have made 13 further recommendations.

- HP26 Time out of cell had improved. Association and exercise were reliable, although there was regularly considerable slippage in unlock for evening association. During our roll checks, between 42% and 49% of prisoners were locked up during the core day. Prisoners who were employed were not able to have time in the open air during the week.
- HP27 Strategic planning for the improvement of learning and skills provision was good. The appointment of curriculum managers had driven up the quality of provision, and quality assurance systems had improved.
- HP28 There were still insufficient activity places. Around 60% per cent of the population had access to some form of work or education. Work and vocational training was full time, restricting the availability of places. Access to qualifications within work had improved.
- HP29 Sixty per cent of the population accessed PE, against a target of 55%. A wide range of PE was available, as well as accredited learning. Facilities were good, although the football pitch had been lost to the construction of house block 7.
- HP30 On the basis of this short follow-up inspection, we considered that the prison was still not performing sufficiently well against this healthy prison test.

Resettlement

- HP31 At the previous inspection in 2005, we considered that the prison was not performing sufficiently well against this healthy prison test. Of 29 recommendations in this area, 15 had been achieved, 11 partially achieved and three not achieved. We have made 11 further recommendations.
- HP32 The resettlement strategy was informed by an up-to-date needs assessment. There was good support for a minority of prisoners due for release on house block 5.
- HP33 Seventy-five per cent of the population was serving more than 12 months in custody and these prisoners all fell under the single integrated sentence planning system. Those with sentence plans were referred to interventions identified. The offender assessment system (OASys) backlog had been cleared, and only two of those who needed them had no assessment or associated sentence plan at the time of the inspection. The remaining 25% of the population had no form of sentence or custody planning. While most newly arrived prisoners had their immediate resettlement needs assessed during induction, the failure to introduce custody care planning meant there was no coordinated end-to-end approach.
- HP34 Despite being described as a local category B prison, the establishment held 675 category C and 11 category D, compared with only 71 category B prisoners. Only 13% of the population were on remand. Good use was made of the limited opportunities offered, with the more serious offenders and those with sufficient time to serve being prioritised for what was available. However, need outweighed provision and many prisoners, despite being suitable for category C prisons and needing to access courses available in those prisons, spent all their sentence at Holme House.
- HP35 There were 18 lifers and 57 IPP prisoners, accounting for 10% of the population. The prison had little to offer this group beyond the enhanced thinking skills (ETS) course.

- HP36 Resettlement pathway provision did not offer a comprehensive service. Accommodation support was available, with a 'good tenancy' course. Prisoners identified with housing needs were referred to Nacro. Jobcentre Plus and Citizens Advice services were provided. A range of courses relevant to resettlement was available through the education department, and prisoners could access these throughout their time at the prison. Fewer than half of the average of 150 prisoners being released each month were selected for employment, training and education support. There were no healthcare pre-discharge clinics, and discharge issues tended to be left until the day before release. There were as yet no specific alcohol services, though there were plans to remedy this.
- HP37 Access to telephones had improved. Visits provision was good and included evening visits twice a week. There were still delays in the starting times for visits, but the environment was respectful and staff were proactive. NEPACS provided a play facility and refreshment counter. The family matters course ran 10 times a year, with eight to 10 prisoners at a time, who were then able to access family visits.
- HP38 The single accredited programme, ETS, was oversubscribed. There were only 50 starters a year but the waiting list contained 124 people identified as needing it. Prisoners completed sentences without doing this or other offending behaviour work identified as necessary.
- HP39 There was a good public protection policy and proactive external links into multi-agency public protection arrangements (MAPPA).
- HP40 On the basis of this short follow-up inspection, we considered that the prison was still not performing sufficiently well 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) to the Governor

2.1 The bail information services should be overhauled to ensure adequate provision and recording of data. (HP33)

Partially achieved. Bail information services had improved. There were four officers, three of whom had completed the legal services training. When detailed to undertake bail information work, they worked from an office shared by Nacro and ClearSprings workers, facilitating good communication when dealing with prisoners' accommodation needs. However, the provision of bail information services continued to be sporadic (see recommendation 2.111) Despite the lack of administrative support, a database was maintained of all prisoners who required bail support, and the outcomes. In February 2008, there had been 87 prisoners interviewed regarding bail support and advice. The service was not part of the induction programme, as each prisoner needed to be seen individually to maintain confidentiality.

2.2 Converted single cells should not be used to accommodate two prisoners until in-cell toilets are effectively screened. (HP34)

Achieved. The programme to screen in-cell toilets in converted single cells had been completed.

2.3 The draft foreign nationals' policy should be refined and implemented. (HP35)

Achieved. A policy for supporting foreign national prisoners had been implemented and prisoners had access to the document, which was located in the library. It detailed some of the needs specific to foreign national prisoners, particularly regarding language barriers and the anxieties they experienced when faced with the possibility of deportation. The policy outlined some of the responsibilities of managers and staff across the establishment to foreign national prisoners from their arrival to their eventual transfer or discharge. The policy was published only in English, but could be translated on request (see section on foreign national prisoners).

2.4 Catering arrangements should be revised to provide a better service to prisoners, offering an opportunity for prisoners to work in the prison kitchen and ensuring food is always served hot. (HP36)

Partially achieved. Catering arrangements had been reviewed and there were 10 prisoners working in the kitchen. They were all doing National Vocational Qualification (NVQ) level one and could advance to level two. Enquiries were under way by the catering manager to ascertain if level three could be completed in the kitchen environment. Food was still not served at the correct temperature because of the distance that the food travelled between the kitchen and some of the wings, and also the method of serving, which was a slow process involving one wing being served at a time. Prisoners in our groups complained about food temperatures (see recommendation 2.207).

2.5 There should be sufficient education, training and work opportunities for all prisoners and existing workspaces should be fully used. (HP37)

Partially achieved. There remained insufficient education, training and work opportunities for all prisoners to be fully occupied. At any one time, there were 562 activity places for 994 prisoners. This provided for 60% of the population, similar to the situation at the time of the previous inspection. Places were now fully used and offered equitably across the prison, including to all prisoner groups (see section on learning and skills and work activities).

Further recommendation

2.6 Sufficient education, training and work opportunities should be provided for all prisoners.

2.7 **Area and local resettlement strategies should be implemented so that resettlement work is fully integrated within the prison and within the area. (HP38)**

Partially achieved. There was evidence that resettlement provision had become more coordinated. A resettlement strategic meeting was held every two months and facilitated communication and coordination between departments and with community groups working in the prison. Efforts to allocate work, education and programmes to reflect prisoners' resettlement needs were hampered by a shortage of suitable activities in many cases. The transfer of prisoners to establishments where they could undertake programmes was poorly developed in the area, and the use of early or temporary release was not sufficiently driven by resettlement needs.

We repeat the recommendation.

2.8 **There should be effective sentence planning arrangements, including implementation of the offender assessment system (OASys), for all prisoners at Holme House. (HP39)**

Partially achieved. The operation of OASys in the offender management unit was well developed. Sentence plans for this group of prisoners were of good quality and were supported by robust management information systems. Prisoners outside the OASys system were not involved in structured sentence planning. A system of custody care planning for prisoners sentenced to less than 12 months or on remand had been devised but not implemented (see recommendation 2.216).

Recommendation

to the area manager

2.9 **A strategy should be developed within the north-east prison area that allows prison managers to work collaboratively to achieve resettlement objectives. (8.7)**

Partially achieved. There was an area resettlement strategy, and the heads of resettlement from across the area met every two months. Minutes of meetings showed that there was coordinated use of community facilities, such as education and accommodation advice. The issue of accessibility to accredited programmes in the area for prisoners at the establishment had not been effectively dealt with by this group.

We repeat the recommendation.

Arrival in custody

Courts, escorts and transfers

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

Additional information

- 2.10 Reception was staffed between 6.45am and 9pm and open during the lunchtime period. Prisoners in our groups were positive about their experiences of escorts, although prisoners with mobility problems spoke about difficulties in travelling in cellular vehicles. Prisoners being transferred were only told about this on the day of transfer. Prisoners were treated respectfully by reception and escort staff, and immediate needs, cell sharing risk assessments and basic healthcare assessments were carried out in reception.

Further recommendations

- 2.11 Prisoners with mobility problems should be provided with suitable transport when being moved to and from Holme House.
- 2.12 Prisoners should be given at least 24 hours' notice of transfer unless there are compelling security reasons not to do so.

First days in custody

- 2.13 Prisoners should not be interviewed at an open counter in reception; there should be suitable office accommodation for this task. (1.29)

Not achieved. Prisoners were interviewed at the open counter in reception, with many other staff and prisoners, including orderlies, nearby. Interview rooms had been made available on the first night centre, which would be a more suitable place to carry out first night procedures. **We repeat the recommendation.**

- 2.14 The reception area should display only relevant and up to date information and be adequately decorated. (1.30)

Achieved. Notice boards in reception displayed a wide range of relevant and up-to-date information. The area had been decorated, although holding rooms contained limited information and were grubby, with graffiti scratched on benches and the Plexiglas windows.

Further recommendation

- 2.15 Graffiti should be removed from the holding rooms and more information provided to occupy prisoners waiting in them.

2.16 Prisoners should always have the opportunity to shower on their day of arrival. (1.31)

Achieved. Newly arrived prisoners had access to the one shower in reception. This would be insufficient if all prisoners took up the offer of a shower. Prisoners could take a shower on the induction unit on their first night.

Further recommendation

2.17 Additional showers should be provided in the reception area.

2.18 There should be greater privacy in the strip-search area for staff to carry out this task in a dignified way. (1.32)

Not achieved. Prisoners were strip searched in a converted shower area, which was clearly visible from all parts of reception, even with the small screens that were in place for each cubicle.

We repeat the recommendation.

2.19 Induction staff in house block 3 should carry out individual first night interviews in private and, whenever possible, in a relaxed environment that puts the prisoner at his ease. (1.33)

Achieved. The induction wing had recently moved to house block 4 and interview rooms provided. Prisoners were seen individually and in private, either in their cells or in the interview rooms.

2.20 Mainstream prisoners should not be located on the vulnerable prisoner wings as a result of overcrowding. (1.34)

Achieved. This had not happened since the movement of the induction unit to house block 4 and the end of Operation Safeguard. The prison was not full at the time of the inspection and it was unnecessary to locate mainstream or vulnerable prisoners on each other's units.

Further recommendation

2.21 A system should be developed and implemented to ensure that vulnerable and mainstream prisoners are not co-located on the same wing when the prison is full.

2.22 The induction programme should be reviewed to ensure that material is delivered effectively, and that prisoner confidentiality is respected. (1.35)

Achieved. The induction programme was presented by house block 3 staff in a dedicated classroom. Responsibility for the programme was due to be transferred to house block 4 staff, who were enthusiastic in their approach, had innovative ideas and were looking forward to this opportunity. There was a PowerPoint presentation and personal input from other agencies, Listeners and prisoner race representatives. Information was consolidated on the in-cell television channel and was available in written form in 35 different languages. Staff also used the Big Word when required. Prisoner confidentiality was respected, with the introduction of new interview rooms adjacent to the induction classroom.

2.23 Prisoners who remain on the induction wing on completion of the programme should be able to spend their time constructively. (1.36)

Not achieved. Prisoners were moved quickly from the induction unit on house block 4. They then waited up to three weeks before being placed in work or education.

Further recommendation

2.24 Prisoners should be able to engage in constructive activity immediately after completion of the induction programme.

Additional information

2.25 There were delays in moving prisoners from reception to the induction unit as a result of staff waiting for several prisoners to be processed before moving them to house block 4 and because first night procedures were carried out there. The move of the induction unit to this house block offered dedicated support to all prisoners on arrival, and new arrivals were given their first opportunity to speak with staff in private on this unit. Night staff were made aware of the new arrivals during the staff handover. Prisoners with health problems or those who presented as being at risk of self-harm were routinely located in the healthcare centre on their first night. Vulnerable prisoners were located on house block 3.

2.26 Listeners were available in reception and prisoners had access to a telephone. New arrivals were allowed a free two-minute telephone call and a further £2.50 of PIN telephone credit, the cost of which was recovered subsequently. The PIN credit was only active for 48 hours, and some prisoners had to wait several days for their accounts to be activated.

2.27 The induction programme started on the next working day after arrival and lasted two days. The prisoner induction booklet was out of date and was presented in an unsuitable format. Prisoners who were not located on house block 4 on their first night were seen by induction staff in their respective locations and had similar access to induction materials, agencies and staff. An exit survey was carried out but information gained was not fully utilised.

Further recommendations

2.28 Prisoners should be moved to their first night location as soon as they have completed reception processes.

2.29 The £2.50 PIN telephone credit should remain active until used and PIN telephone accounts should be activated with minimal delays.

2.30 First night procedures should be carried out by first night staff.

2.31 The prisoner induction booklet should be updated and presented in a format that is appropriate for the literacy levels of those for whom it is intended.

2.32 Information gained from the induction survey should be analysed and used to inform practice.

Environment and relationships

Residential units

- 2.33 There should be more effective screening between the toilet and living space in cells. (2.10)

Partially achieved. All double cells on house blocks 1 to 4 had curtain screening around the communal toilet. However, single cells had no such screening and, as prisoners ate in their cells, men in single cells ate next to their toilet. The cells we saw had toilet seats.

Further recommendation

- 2.34 Unless dining in association is brought in, toilets in single cells should be screened.

- 2.35 The viability of installing laundry facilities on all the residential areas should be investigated. (2.11)

Partially achieved. The viability of installing laundry facilities on house blocks 1 to 4 had been looked into. However, the cost to put mains services into these areas was considered prohibitive and the environmental impact too great.

Additional information

- 2.36 There were six house blocks, with a seventh under construction. The four original house blocks (1 to 4) contained three wings. Although each house block was designed to hold 155 prisoners, they all took up to a further 28 prisoners. House blocks 1 and 2 took all prisoners. House block 3 was for vulnerable prisoners and house block 4 was designated for the integrated drug treatment system (IDTS). Prisoners who were new to the prison were also located on the induction wing, on house block 4. House block 5 was designed to hold 102 prisoners in double cells and had recently been designated as a resettlement wing. House block 6 was designed to accommodate 119 prisoners and took up to 13 more; the therapeutic drug community was based there. There was additional accommodation on the segregation unit, and the healthcare unit had 16 beds on the certified normal accommodation and could take up to 28 people. Shared accommodation was of a reasonable size and standard.
- 2.37 The internal and communal areas of the residential units were reasonably clean. Prisoners were only allowed to clean their cells once a week. Exercise areas were covered in litter, which cleaning parties were deputed to clear but which was a continuous task. Cells were in a reasonable state of repair, although some graffiti was observed and some were in a poor state of decoration. There was sufficient cell furniture in the cells we inspected, although there were few lockable cupboards for personal possessions. A few cells displayed pornographic pictures. None of the cells we saw contained curtains.
- 2.38 Prisoners were not allowed to associate in cells and had to choose either to come out into the limited association space or remain in their cells. Association facilities were adequate (see section on time out of cell), although not equal across the wings. There was no dining in association, except on house block 6.

- 2.39 Each cell had an emergency call bell. Prisoners were critical of the length of time it took to have cell call bells answered. They said that the way they would attract attention in an emergency was to bang on the door – and even then they encountered delays in response. An automated cell call bell response system was in place but not being monitored to ensure swift response to calls.
- 2.40 The opportunity for prisoners to wear their own clothes was limited to remand and civil prisoners and access to tracksuit bottoms and short-sleeved tops by enhanced prisoners. On-wing laundry facilities were only available on house blocks 5 and 6, and prisoners had no confidence in receiving fitting prison-issue kit if they sent the clothes they had been issued to the central laundry. Prisoners therefore kept the clothes they had and hand-washed them in their sinks – particularly personal items such as socks and underwear. Bedding was changed weekly.
- 2.41 There was good access to showers and toilets, and prisoners in our groups told us that they were able to shower daily. The shower areas were not screened. In the older accommodation, baths which were out of commission took up space which could be used for extra bathing facilities. It was common practice only to open shower rooms on the ground floor landings, where staff supervision was better. Alternative use could therefore be made of unused shower areas. Ventilation was poor, resulting in mould, particularly on ceilings.

Further recommendations

- 2.42 Prisoners should be allowed to clean their cells more than once a week.
- 2.43 Prisoners should be able to redecorate their cells when necessary.
- 2.44 Prisoners should be provided with lockable cupboards.
- 2.45 The offensive display policy should be publicised and applied consistently.
- 2.46 All cells should be provided with curtains.
- 2.47 Prisoners should be allowed to associate in their cells, as well as on the wing.
- 2.48 The association equipment supplied should be uniform across the wings.
- 2.49 Cell call bells should be answered promptly and the mechanism for regular management checks used.
- 2.50 The opportunity for prisoners to wear their own clothes should be increased.
- 2.51 There should be a reliable system for washing and returning kit (including underwear).
- 2.52 Shower areas should be screened and ventilated adequately.
- 2.53 Baths should be removed and additional shower facilities provided in the space.

Staff–prisoner relationships

2.54 Staff should refer to prisoners by their title or preferred name. (2.17)

Not achieved. Staff referred to prisoners by their surname. Cell cards had surnames on them. Records mostly used surnames, although some occasionally used first names, while others referred to the person in the file as 'prisoner'.

We repeat the recommendation.

2.55 Staff should take a proactive approach in their contact with prisoners to ensure their individual personal needs are identified and met. (2.18)

Partially achieved. The majority of staff clearly knew about general issues affecting prisoners on their units. Those we spoke to favoured using a proactive approach to gain pertinent information and elucidate risks, in terms of self-harm or anxiety. Prisoners said that the best way to get something done was to ask a member of staff and persist. The lack of an effective personal officer scheme and individual case management hindered further development (see section on personal officers).

Additional information

2.56 We saw good interaction between staff and prisoners, and prisoners we spoke to described mostly good relationships with staff. Staff were seen as approachable and responsive to individual queries. During the inspection, although some staff sat together during association periods, many interacted with prisoners and some joined in association activities. The atmosphere during exercise and association was relaxed and positive. Interaction was also good when supervising meals.

2.57 Entries in history files were predominantly limited to comments on behaviour (see paragraph 2.60). Staff would flag up entries where they had advised a prisoner to apply for work or education, but there was little evidence of them helping prisoners to access a job or motivating them to access resettlement services.

2.58 There were some prisoner representatives for consultative and statutory committees. A consultation exercise had been carried out in November 2006 with 215 prisoners, and this had informed the setting of some of the prison's priorities for 2009–2010.

Personal officers

2.59 The purpose of the personal officer scheme should be reviewed and training provided, particularly to meet the needs of those prisoners for whom Holme House will be their training prison. (2.23)

Not achieved. Although the action plan stated that a review had been carried out in 2006 and standard practice introduced across the prison, the personal officer scheme did not operate effectively and there was no description of the scheme or what it aimed to achieve.

We repeat the recommendation.

Additional information

- 2.60 A personal officer scheme was nominally in operation. Two officers were allocated a group of cells as their caseload but saw themselves as equally available to all prisoners on the wing. Staff clearly had specific knowledge about those in their care but, again, this was as likely to be on a wing basis as by personal officer caseload. Nevertheless, they made entries in the files of those for whom they were responsible. Entries varied but showed evidence of good knowledge of individuals in some cases. Prisoners knew that they had personal officers, but the majority were unable to name them. They said that they would ask any officer available for help if they needed it, rather than relying on one or two named individuals. Personal officers played no structured part in ensuring that prisoners accessed interventions during their sentence.

Further recommendations

- 2.61 All personal officers should be given written instructions, setting out the role and function of the personal officer scheme and stating clearly their responsibilities.
- 2.62 The personal officer scheme should not be cell based, to avoid unnecessary changes of personal officer.
- 2.63 Personal officers should play an active part in key aspects of the care of prisoners for whom they are responsible, including attendance at relevant reviews and committees. In particular, the scheme should be developed to ensure the individual case management of prisoners, especially those without offender supervisors.

Duty of care

Bullying and violence reduction

- 2.64 There should be a separate helpline in all house blocks for prisoners to report incidents of bullying. (3.8)

Not achieved. Prisoners did not have access to a confidential helpline to report incidents of bullying.

We repeat the recommendation.

- 2.65 Anti-bullying liaison officers should be more active in implementing an effective strategy. (3.9)

Not achieved. Only one of the six anti-bullying liaison officers was actively involved in anti-bullying systems and procedures.

We repeat the recommendation.

- 2.66 The analysis of security information reports should identify separately any incident with an element of bullying. (3.10)

Achieved. Security staff informed safer custody staff of bullying incidents reported through

security information reports. Safer custody staff also attended the weekly security briefing meeting, where information was shared.

2.67 Proven adjudications should be analysed to identify any links with bullying, and papers should be copied to the safer custody officer. (3.11)

Not achieved. While adjudicating governors recorded in the adjudication paperwork when referrals were made to the safer custody team, documentation was not routinely checked or information analysed to identify links with bullying.

We repeat the recommendation.

2.68 Nominated liaison officers should attend all anti-bullying meetings. (3.12)

Not achieved. Liaison officers did not attend these meetings, although some submitted written reports.

We repeat the recommendation.

2.69 Bullying surveys of prisoners should include questions about bullying by staff. (3.13)

Not achieved. The most recent survey, in 2006, did not include these questions. However, we were told that a further survey was planned and would include questions relating to bullying by staff.

We repeat the recommendation.

Further recommendation

2.70 Information from the anti-bullying survey should be used to inform the violence reduction strategy.

Additional information

2.71 The overall management of bullying, violence reduction and suicide and self-harm came under the remit of a member of the senior management team, supported by a principal officer and two senior officers, who were enthusiastic. There were designated violence reduction officers on each house block. The processes for managing bullying and violence reduction were relatively underdeveloped compared with those for managing suicide and self-harm. Fifty-five hours had been assigned to the management of safer custody, and the violence reduction coordinator reported that only 13.5 of these were given to his work. However, prisoners reported that they felt safe at the establishment.

2.72 Prisoners suspected of, or proved to be, bullying were automatically placed on the basic regime and then managed under those procedures, with reviews taking place at seven, 14 and 28 days. Victims were offered verbal support in the form of the Samaritans, Listeners and the chaplaincy. There was no formal procedure to record this support. There were no interventions for either perpetrators or victims.

Further recommendations

2.73 The violence reduction coordinator should be given sufficient time to undertake these duties.

- 2.74 A formal system for monitoring bullies, other than the use of the basic regime, and a system to support victims should be developed and implemented.
- 2.75 Interventions for perpetrators and victims of bullying should be introduced.

Self-harm and suicide

- 2.76 **Anti-ligature scissors should be issued to staff, as recommended in investigations into deaths of prisoners. (3.24)**

Achieved. Staff were issued with anti-ligature knives and were seen to carry them.

- 2.77 **The support suites in house blocks should be decorated and furnished to provide a more relaxing and less institutional environment. (3.25)**

Achieved. The Listener support suites were decorated and appropriately furnished.

Additional information

- 2.78 There were some good suicide and self-harm processes, with sufficient time being allocated to the safer custody coordinator to carry out his role. Information was collected, analysed and acted on, and issues addressed. The procedure for investigating near-death incidents had not been used since March 2008, although there had been several instances where prisoners had been sent to hospital following incidents of self-harm. The 15 Listeners felt well supported by prison staff, and the Samaritans and a psychology assistant dealt with day-to-day matters relating to the scheme.
- 2.79 The standard of assessment, care in custody and teamwork (ACCT) documents reviewed reflected some good interactions between staff and those at risk. Reviews were rarely multidisciplinary and we found one instance where, despite repeated requests to the mental health in-reach team to attend, they had not done so. There was little evidence of, or understanding shown about, trigger points for self-harm. Care maps were underdeveloped. The number of open ACCT documents had decreased since the previous year, with 61 in the year to date. Levels of self-harm were low; the main reason for prisoners being given additional support was depression or low mood.
- 2.80 The Listener scheme was well established, with 15 in post and two prisoners acting as buddies in reception. Listeners reported that most of their calls were to provide support to new arrivals and for those experiencing relationship difficulties. Some prisoners at risk of suicide or self-harm were inappropriately located in the healthcare centre or occasionally in the camera cell in the segregation unit.

Further recommendations

- 2.81 Procedures for investigating near-death incidents should be utilised more often to learn lessons from self-harm incidents.
- 2.82 Assessment, care in custody and teamwork (ACCT) reviews should involve staff from other disciplines where appropriate.

- 2.83 Trigger points should be identified and care maps fully developed.
- 2.84 Prisoners at risk of suicide and self-harm should not routinely be located in the healthcare centre or the segregation unit.

Diversity

Expectations were not previously available for this area.

Additional information

- 2.85 There was no overarching diversity policy, but the establishment had commissioned an accessibility audit by Disability Northeast, which was due to be conducted in March 2009 and the outcome of which was to be incorporated into a single diversity policy.
- 2.86 Quarterly diversity management team meetings were convened and chaired by the deputy governor and attended by a range of managers and staff, including the race equality officer (REO). The agenda was shared between the diversity issues of staff and those of prisoners. Diversity champions had been identified regarding diversity, sexuality, faith, race and gender issues, and a member of staff was yet to be identified for older prisoners. Action plans for each of the identified diversity strands had been established and were due to be published in April 2009.
- 2.87 During the reception process, prisoners were invited to declare any disabilities. They were then referred to the disability liaison officer, who facilitated an assessment by one of the 10 trained disability champions. The assessment looked at these prisoners' ability to access the regime and established whether any reasonable adjustments needed to be made. At the time of the inspection, 37 prisoners had identified themselves as having a disability. Reasonable adjustments, such as raised toilet seats, special meal trays and subtitled television, were coordinated by the appropriate residential governor. None of the accommodation complied with the Disability Discrimination Act but the new house block would include better access for those with mobility problems. Prisoners who required personal emergency evacuation plans were identified by a card, but not all staff were familiar with the plans or knew which prisoners might need help in an emergency.
- 2.88 There were 55 (9%) prisoners over the age of 50. There were plans to develop services for older prisoners which also addressed their specific reintegration needs. There was no health care lead for older prisoners.
- 2.89 Lesbian, Gay, Bisexual and Transgender Month had been promoted across the establishment, with films screened and information displayed. The lead for gay, bisexual and transgender prisoners was seeking to ensure that prisoners had equal access to the regime and that issues around sexuality formed part of the induction programme, albeit in a confidential manner.

Race equality

- 2.90 **The race relations management team should identify more ways of actively promoting positive race relations. (3.37)**

Achieved. The race equality action team (REAT) focused on promoting diversity across the

establishment. Black History Month and a diversity week had been celebrated and displays were arranged across the establishment. A range of films were screened that promoted positive race relations, and similarly themed quizzes were held. This was supported by different departments: the catering department prepared food from different cultures and the PE department promoted sports from different nationalities. All prisoners were invited to participate. Photographs of the members of the REAT were displayed throughout the house blocks.

2.91 The race relations liaison officer should be allocated sufficient time to carry out all his responsibilities. (3.38)

Achieved. The REO, who was a principal officer, was allocated 31 hours a week to undertake diversity and race equality work. In addition to this, he had three to four hours' assistance from an officer, and the oversight of the race equality action plan was allocated to the head of the secretariat. The senior management team encouraged race equality and diversity issues to be a shared responsibility across the establishment, and aspects of work were assigned to a range of staff to promote this.

2.92 General complaints that contain a racial element should always be referred to the race relations liaison officer. (3.39)

Achieved. All complaints with a racist element were copied to the REO. A record was kept of when the referral was made and, where appropriate, they were investigated by the REO.

Additional information

2.93 There were only 43 black and minority ethnic prisoners, representing 4.5% of the population. Diversity training had been delivered to 78% of staff, and the new diversity package, 'managing and promoting race equality', had been delivered to 20 members of staff in the year to date. The membership of the REAT had been appropriately trained.

2.94 The meetings, held every six weeks, were chaired by the deputy governor and there was appropriate representation from across the establishment. Operational and strategic issues were discussed at the meeting and actions were appropriately followed through. Ethnic monitoring data were routinely discussed, and none of the trends or issues that had been highlighted had been found adversely to impact on minority groups. The 13 race equality prisoner representatives were trained, attended the REAT and were well supported by the REO.

2.95 Over the previous three years, prisoner race equality surveys had been conducted and the number of respondents had increased year on year; 59% of the 234 prisoners surveyed completed the survey in 2008. More respondents than in previous years indicated knowing about specific aspects of race equality and expressed more confidence in reporting racist incidents. The majority of respondents did not believe that black and minority ethnic prisoners experienced barriers to work or education. However, similarly to the findings in 2007, a large proportion perceived difficulties in the areas of catering and hygiene. These findings had been incorporated into the race equality action plan.

2.96 Racist incident report forms (RIRFs) were well investigated by the REO and externally scrutinised by a representative from Stockton International Family Centre. There had been an increase in the number of RIRFs submitted, with 88 in 2006, 172 in 2007/08 and 20 in the year to date. The increase had been discussed at the REAT meeting and was considered to be the result of a much-improved promotion of racial equality and incident reporting. However, the

prisoner race equality survey also highlighted that more respondents than in previous surveys said that they had observed or experienced bullying or aggressive behaviour from staff or prisoners that they perceived to have racist origins. This might also have contributed to the increase in RIRFs.

- 2.97 At the time of the inspection, there were no interventions for perpetrators of racist behaviour, but the REAT was working with Victim Support to identify methods for providing support to victims of racist incidents. The REAT was also exploring the possibility of using aspects of the citizenship course delivered in education as an intervention for prisoners who had been involved in racist incidents, which was a creative approach.

Foreign national prisoners

- 2.98 **A foreign nationals committee should be set up and a coordinator appointed. (3.47)**

Achieved. A foreign nationals strategic group meeting was held quarterly and chaired by the deputy governor. The minutes of the previous three meetings recorded that only the REO, foreign nationals coordinator and, on one occasion, the principal officer from house block 4 attended. The terms of reference for the meeting stated that the resettlement manager, residential manager and security manager were part of the membership, but they had not attended and no apologies were recorded. A foreign nationals coordinator had been appointed and was responsible for the administrative processing of foreign national prisoners; he also provided pastoral care in the absence of the REO. Staff from the house blocks had been identified to support foreign national prisoners with the day-to-day regime.

- 2.99 **Working relationships with the Immigration and Nationality Directorate should be improved. (3.48)**

Achieved. The foreign nationals coordinator regularly liaised with staff from the Criminal Casework Directorate and described the relationship and quality of information provided as good. A representative from Leeds UKBA had started attending the establishment and the first immigration surgery had taken place in November 2008. All foreign national prisoners had been invited and 15 had attended. Quarterly meetings were organised; the meeting in February 2009 had been cancelled but rescheduled for March. There were no independent immigration advice surgeries but prisoners had access to a list of immigration solicitors practising in the north-east.

- 2.100 **Prisoners should have access to accredited translation and interpreting services wherever there is need for accuracy and/or confidentiality. (3.49)**

Achieved. The policy for supporting foreign national prisoners placed an emphasis on foreign national prisoners' full access to, and participation in, the regime and the use of interpreting services to facilitate this. Use of interpreting and translation services, particularly for translation of confidential information, was encouraged. This was monitored and there was regular use of the Big Word, particularly by the foreign nationals coordinator, who regularly met the small number (three) of foreign national prisoners who could not speak English. A list was maintained of languages spoken by foreign national prisoners and staff. The establishment had invested in handsets that could be attached to the telephones on the house blocks to improve the use of the Big Word. A telephone specifically for the use of the Big Word was to be located in house block 4 and used with foreign national prisoners on their induction. A leaflet for Western European languages had been produced which provided pictures and phrases that prisoners might find useful. Similar leaflets were in the process of being published in Eastern European and Asian languages.

Additional information

- 2.101 There had been a steady decline in the number of foreign national prisoners at the establishment, with 24 at the time of the inspection.
- 2.102 The foreign nationals coordinator had a clear and organised process to ensure that the population management department was informed in a timely manner of prisoners who were approaching completion of their sentence. At the time of the inspection, two prisoners were being detained solely under immigration powers, one since October 2008 and the other since January 2009. We were told that the immigration removal centres (IRCs) were full, so these two prisoners could not be moved on, but that approximately five foreign national prisoners had been transferred to IRCs in the previous month. Foreign national prisoners waiting for deportation were usually moved to Colnbrook IRC.
- 2.103 A questionnaire specifically for foreign national prisoners had been developed and was due to be implemented once the revised induction programme had been embedded on house block 4.
- 2.104 In our groups, prisoners told us that they were aware of who the foreign nationals coordinator was, and the services that were specific to meet their needs. They all had access to international telephone cards, regardless of whether they received a visit, and could access airmail letters in exchange for two second-class letters.

Applications and complaints

- 2.105 **Answers to prisoner applications should be monitored and recorded to ensure they are dealt with fairly and promptly. (3.86)**

Not achieved. The system for recording applications remained the same as at the previous inspection. Applications books were kept on each wing. Night staff collected the applications, recorded them in the book and disseminated them to the appropriate departments. The responses were given to the prisoners without logging that an answer had been received, so there was no way of monitoring if a prisoner's application had been dealt with. Prisoners in our groups were negative about the applications process and many said that they often did not receive responses to their applications.

We repeat the recommendation.

- 2.106 **All answers to formal complaints should be subject to a robust management quality check. (3.87)**

Achieved. Ten per cent of complaints were quality checked each month. The complaints clerk randomly selected the complaints and sent them to the functional head of the area that the complaint referred to, to give the functional heads an overview and responsibility for the quality of responses. The quality assurance form required managers to comment on whether the response to the complaint was completed within the specified timescale, adequate and whether any improvements could be made. The quality checks we looked at were thoroughly completed and comments were appropriate.

- 2.107 **The complaints box should be emptied by the complaints clerk or an individual who does not work on the wing, such as the night orderly officer. (3.88)**

Not achieved. This recommendation had previously been rejected by the establishment. The

complaints box continued to be opened by the senior officer on the house blocks each morning and taken to the complaints clerks. During our prisoner groups, some prisoners said that there was little to be gained from submitting a complaint, as there was never a favourable outcome, but they did not question the integrity of the system. However, the overuse of confidential access may have indicated a lack of confidence in the system (see paragraph 2.109).

We repeat the recommendation.

Additional information

- 2.108 Approximately 100 complaints were submitted each month; the complaints clerk recorded them on a comprehensive database, identifying the prisoner's location, ethnicity and the nature of the complaint. Thereafter, they were disseminated to the appropriate members of staff. The majority (96%) of stage one complaints were responded to within the set timescales, and the responses were generally respectful and endeavoured to answer the complaint and resolve the issue.
- 2.109 When we reviewed the statistics collated in the previous three months, nearly a fifth of stage one complaints had been submitted using confidential access envelopes. Seven of the 51 complaints submitted in this way had been returned to prisoners, stating that it was inappropriate to use this system for the nature of the complaint. The remainder had been deemed appropriate and concerned adjudications, warnings and transfers. The main complaints had been made to observation, classification and allocation (OCA) department, alongside issues concerning correspondence and healthcare.

Legal services

- 2.110 **The bail information officer should see all newly arrived remand prisoners individually to assess whether they are suitable to apply for bail. (3.94)**

Partially achieved. Bail information and legal services were profiled as a flexible task, which meant that staffing shortages across the establishment usually resulted in bail information provision being dropped. Regime monitoring information showed that in the four weeks before the inspection, bail information services had been dropped nearly a third of the time. Although efforts were made to see every newly arrived remand prisoners, this was not possible. When no one was assigned to bail information services, the ClearSprings worker, who assessed and supported prisoners with accommodation for bail and home detention curfews, would see all newly arrived prisoners on remand and leave the follow-up work for the bail information officers to pick up when they were next profiled to undertake the work. During the inspection, the ClearSprings worker was unavailable for two weeks, and on the final day of the inspection bail information work was dropped, so any new arrivals would not have been seen. Additionally, the bail information officers said that it was not possible to follow up those prisoners who had previously been missed, as it impacted on them being able to see any new arrivals.

Further recommendation

- 2.111 There should be sufficient bail information services to reach all newly arrived remand prisoners.

Additional information

- 2.112 The bail information officers worked in conjunction with Teesside Probation Services to secure prisoners bail hostel accommodation, which mainly accommodated high-risk prisoners. It was therefore challenging to secure hostel accommodation for all prisoners. At the time of the inspection, there were four prisoners waiting for bail accommodation. Prisoners could be referred to the ClearSprings service and, where appropriate, referrals were made to Nacro.
- 2.113 Legal books and Prison Service Orders (PSOs) were held in the library, and PSOs were also kept in the bail information office. Although there were no prisoners representing themselves, we were told that literature and writing materials would be provided for such prisoners and, where appropriate, telephone calls would be facilitated – for example, for advice from the Law Society. Prisoners who required legal representation had to submit an application, and a list of solicitors was made available. Recalled prisoners were dealt with by the offender management unit.

Substance use

- 2.114 **Re-profiling of staff for mandatory drug testing should be implemented. (8.65)**

Achieved. Re-profiling had been carried out and implemented. Mandatory drug testing (MDT) now regularly included morning, afternoon and weekend testing.

Additional information

- 2.115 Clinical management for substance-dependent prisoners was in a state of flux between the drug dependency unit being disbanded and the IDTS starting. There was consequently no supported detoxification and stabilisation unit at the time of the inspection, and prisoners requiring detoxification were initially brought into the healthcare department. Limited awareness training for staff around the introduction of IDTS had taken place. The therapeutic community continued to offer a comprehensive programme.
- 2.116 Random drug testing took place at all times of the day and week. The MDT positive rate in the year to date was 6.9%, against a target of 9.6%. With buprenorphine positive tests included, the random MDT positive rate more than doubled, to 17.9%.

Health services

- 2.117 **Nurse-led clinics should be introduced. (4.75)**

Partially achieved. Some nurse-led clinics had been introduced, including sexual health, smoking cessation, hepatitis B and tuberculosis. However, one of the nurse specialists who had delivered three of the clinics was no longer employed at the prison. Provision of support for prisoners requiring care for life-long conditions, including asthma and diabetes, was now divided among the nursing staff, with additional support from visiting staff from the Foundation Trust.

We repeat the recommendation.

- 2.118 **There should be prisoner focus groups to inform improvements in healthcare delivery. (4.76)**

Partially achieved. Prisoners had no access to healthcare focus groups. General prisoner focus groups met on each of the house blocks, and these were attended by nursing staff, but this did not give prisoners the opportunity to discuss healthcare issues solely among those with similar issues.

We repeat the recommendation.

2.119 The pharmacy should be relocated to improve confidentiality and allow the development of the pharmacist's role in medication reviews and minor ailment clinics. (4.77)

Partially achieved. The pharmacy had been relocated in 2007. Although there was a small confidential room for pharmacy consultation, this was not used. Medicine administration was carried out in the healthcare centre and on each house block. Pharmacy technicians had direct contact with prisoners on each of the house blocks but the pharmacist did not have any direct contact with prisoners and did not run any minor ailment clinics or carry out medication reviews.

Further recommendation

2.120 The pharmacist's role should be developed to provide medication reviews and minor ailment clinics.

2.121 Reasons for patients' non-attendance at dental clinics should be investigated, and there should be additional dental sessions to reduce the waiting list if necessary. (4.78)

Partially achieved. There had not been any structured investigation of why prisoners did not attend dental appointments. However, we were told that if a prisoner did not attend an appointment, a nurse from his house block spoke to him to find out the reason for non-attendance. The system for organising dental clinics had recently been changed so that sessions were designated for specific house blocks. This had resulted in a significant reduction in non-attendance for appointments. Three dental sessions and one hygienist session were provided each week. The dental waiting list included over 90 prisoners at the time of the inspection, and we were told that this followed a delay in the service while the dental chair was repaired, and that this backlog was being reduced.

We repeat the recommendation.

2.122 Day care services should be developed. (4.79)

Not achieved. There were no day care services. We were told that the resources available in healthcare were insufficient to provide regular day care services, as the only area available was used for multiple purposes.

We repeat the recommendation.

Additional information

2.123 Health services were commissioned by County Durham Primary Care Trust. Primary care was provided by North Tees and Hartlepool Foundation Trust, while mental health services were provided by Tees, Esk and Wear Valley Mental Health Trust. There were joint partnership boards between HMPs Holme House and Kirkclevington Grange and the commissioners. The head of healthcare had been recently appointed, and two significant posts, the deputy head of

healthcare and the business manager, were vacant at the time of the inspection. Although the new head of healthcare had only been in post a short time, she had a clear action plan for improvements to health services and provided effective leadership to the team. Apart from the management team, the staffing levels were good and the imminent introduction of IDTS had attracted a large number of applicants for nine new vacancies.

- 2.124 We were told that a health needs assessment had been undertaken but was only available in draft form and required some extra work to make it into a comprehensive document which could be used to plan services to meet the needs of the population.
- 2.125 The healthcare centre was a large facility on two floors, with access from both ends of the building and a chair lift at one end. The ground floor comprised an inpatient unit with 27 cells, one of which was a double cell. Fourteen of the beds were on the certified normal accommodation. Healthcare beds were regularly used inappropriately for the management of prisoners requiring extra supervision. At the time of the inspection, there were 12 patients, including five on open ACCT documents, four of whom had mental healthcare needs. The average bed occupancy was approximately 25 each week, with a large turnover, as many prisoners were referred from reception with initial detoxification and mental health needs.
- 2.126 The primary care team included a mixture of registered general nurses and mental health nurses. However, job descriptions were generic to band rather than skill, and the mental health nurses spent most of their time carrying out general nursing tasks.
- 2.127 The mental health in-reach team included a team leader, a community psychiatric nurse, occupational therapist, occupational therapy support worker and a part-time administrator. One of the primary care mental health nurses was seconded to the team. Two forensic consultants from a local regional secure unit provided sessions each week. The in-reach nurses provided primary and secondary care, with staff carrying individual caseloads, and the care programme approach was used for those who required it. There were two additional posts being advertised for this team. We were told that a mental health review had been undertaken, which was due to report in April 2009.
- 2.128 There were treatment rooms on each of the house blocks. Following the implementation of IDTS on house block 4, it was planned to return most of the clinical treatments to the healthcare centre, which would provide more consistency for the delivery of care. The provision of specialist clinics was generally good and included the regular services of a physiotherapist and podiatrist. Of the three GPs employed, two were qualified substance specialists. The nurse-led clinics had been disrupted by the departure of one of the specialist nurses (see recommendation 2.117), who had also been the lead for the care of older prisoners.
- 2.129 There were four nurse prescribers on the primary care team, but there were no patient group directions (PGDs) for prescription-only medications when they or a GP were not on site; there were also no PGDs for vaccinations. There were PGDs for paracetamol and ibuprofen, both of which medications should have been part of a 'special sick' policy, which did not exist. There was no drugs formulary specific to the establishment. No audits of medication usage had been undertaken. Lists of medication returned to the pharmacy were kept, but no analysis of the reasons for returns, such as non-collection, had been carried out. A review of pharmacy services had recently been undertaken.

Further recommendations

- 2.130 Senior health services staff should be appointed at the earliest opportunity to facilitate more structured healthcare management and the further development of health services.
- 2.131 All healthcare beds should be removed from the certified normal accommodation.
- 2.132 Healthcare beds should only be used for prisoners with specific healthcare needs.
- 2.133 Patient group directions should be developed for prescription-only medications and vaccinations.
- 2.134 The review of mental health services should ensure that the deployment of mental health nurses is sufficient to cover primary mental health needs.
- 2.135 A special sick policy should be developed.
- 2.136 A drug formulary specific to HMP Holme House should be developed.
- 2.137 An audit of medication usage should be undertaken.
- 2.138 An analysis of medications returned to the pharmacy should be carried out.

Activities

Learning and skills and work activities

- 2.139 **An effective and coherent strategy to promote and manage the use of information and communications technology (ICT) across education and training should be developed. (5.14)**

Achieved. The three-year e-learning strategy devised in 2006 was aimed at promoting and managing the use of ICT in all aspects of education and training at HMPs Holme House and Kirklevington Grange.

- 2.140 **The quality assurance system for education and training should be implemented consistently and effectively across the prison. (5.15)**

Achieved. The 'quality calendar' was in its third version and was a well-established system which was annually reviewed. It provided a framework for quality assurance activities across the learning and skills provision and promoted inclusive working across departments.

- 2.141 **There should be a manager for each curriculum or subject area. (5.16)**

Achieved. In 2006, five curriculum team managers had been appointed for life skills, multi-skills construction, vocational and enterprise skills, and ICT to coordinate the Offender Learning and Skills Service (OLASS)-contracted provision. This had provided a strong focus on providing a curriculum of functional, business and vocational skills to support prisoners in gaining employment on release.

2.142 Management information should be up-to-date and accurate. (5.17)

Achieved. Since 2006, management systems had been in place. Data and information appropriately informed management discussions, contributed to course and subject reviews and was used in making self-assessment judgements.

2.143 All prisoners, irrespective of their legal status, should have access to and be encouraged to work. (5.26)

Achieved. All prisoners could access work, regardless of their legal status, and were encouraged to participate.

2.144 Prisoners on the drug dependency and therapeutic units should have access to purposeful work. (5.27)

Achieved. All prisoners could access work. This was initially on the unit for those on the therapeutic community.

2.145 The library should provide open learning access and e learning for prisoners. (5.18)

Partially achieved. Since 2007, the library had acquired four computers, which were regularly used by prisoners. There was a range of CD-ROMS. There was no internet access.

2.146 All prisoners on normal location should be able to visit the library at least once a week. (5.19)

Achieved. There was a house block allocation system, including for healthcare. Prisoners had the opportunity for at least one library visit during weekdays, and on Saturday morning for those who worked full time during the week.

Additional information

2.147 The appointment of a head of learning and skills in 2006 had been a significant contributory factor in the improved cohesive strategic planning of learning and skills, which involved all partners. Improvements had been monitored using regularly updated action plans. Five new curriculum managers, appointed in 2007, had focused on the development of qualifications, resources and staff training aimed at improving the quality of the contracted provision.

2.148 There were good, supportive working relationships throughout the learning and skills provision. Particularly good were the arrangements for the observation of teaching and learning, staff training and the inclusive self-assessment process. The quality improvement group included staff from all areas in which education, training and work were offered, including the chaplaincy. The use of data and information was much improved. Accredited achievements had steadily increased since 2006.

2.149 The building work that was taking place would provide, from summer 2010, extra education, training and work places, catering for 80% of the population. Research with local employers and sector skills organisations was taking place to inform choices.

2.150 An innovative induction DVD had been produced in conjunction with the National Institute of Adult Continuing Education (NIACE). It was shown on in-cell televisions, reinforcing information. Two high-quality workbooks complemented the prison induction information, and

the education and vocational training workbook contained useful activities that were completed during induction.

- 2.151 Around 60% per cent of the population had access to some form of work or education, and the allocations team filled vacancies daily. The practice of not allocating short-stay prisoners to areas requiring training and continuity was still in operation, restricting choice. Prisoners with more complex needs were discussed at the weekly multidisciplinary panel.
- 2.152 Processing security risk assessments could delay allocations for up to four weeks. At the time of the inspection, there were 65 outstanding security risk assessments, including 18 for education and 15 for vocational training. There were too few low-risk work areas off residential house blocks.
- 2.153 In education, the curriculum had been developed and resources had improved. Staff had been trained to promote use of these facilities across all subjects. There were now 80 computers and 64 laptop computers in use across education and vocational training, including five in the PE department and four in the library (see recommendation 2.145).
- 2.154 Classroom efficiency was just below the target of 80%. As a low-risk area, some education classes were disrupted by the allocation of short-stay prisoners. Education staff provided outreach provision in the PE department, workshops and house blocks, including in the therapeutic community for phases one and two of therapy and in the residential healthcare unit.
- 2.155 Work and vocational training were full time. This restricted the availability of places, which were in short supply. Prisoners who refused to work were penalised by being put onto the basic regime and not being allowed more than one gym session a week for four weeks. Some groups of prisoners had restrictions due to their status. For example, prisoners in the therapeutic community in phases one and two could only work on their house block and were restricted to servery, cleaning and barbers' work. Vulnerable prisoners could work in the textiles workshop, on their house block as servery workers, cleaners or barbers, or carry out proofreading for the large print workshop.
- 2.156 There were 347 work places, of which 132 were on house blocks as servery workers, cleaners and barbers. This was a similar percentage of domestic work to that found at the previous inspection. Most work off the house blocks was security risk assessed as medium or high, which restricted access for some prisoners. Forty-one per cent (142) of jobs required accredited training either in the workplace or before taking up the job. Vocational accreditation was only at entry and levels one and two, except in key skills, which were offered at levels one to three.
- 2.157 To be eligible for the 20 servery and 10 kitchen jobs, prisoners had to hold a food hygiene award, and the 97 cleaners had to have, or take when they started work, the cleaning stage one award. PE, education and library orderlies had to hold or take relevant qualifications before being appointed. In addition, some workers could attend education classes for literacy and/or numeracy in the workplace or in the education department for one or two sessions a week.
- 2.158 The painting and decorating workshop had been converted to a construction multi-skills area since the previous inspection. It had 20 places with accredited training at levels one and two. It provided innovative commercial artwork, including wall and floor murals and graphic design, as well as traditional painting and decorating, house maintenance, and kitchen and bathroom fitting. This curriculum change had been introduced following research into local labour

opportunities, as 82% of the population were discharged within 50 miles of the prison. It provided employability skills for commercial and community work, self-employment and skills useful in the family home on release.

- 2.159 The library was next to the education department and was accessible from the main corridor. Library staff also visited the house blocks with a trolley service of a wide range of books. The SuperDads scheme was popular, and in 2008/09 99 prisoners participated in workshops, and chose 148 books to send to their children. The introduction of Storybook Dads was planned for later in 2009. There was a shortage of computers and general seating areas, and insufficient activities.

Further recommendations

- 2.160 Work should be part time, to maximise participation and allow combining with education.
- 2.161 Work should be provided that enables short-stay prisoners to gain employability skills.
- 2.162 Security risk assessments should be carried out within a week.
- 2.163 Accredited training above level three should be introduced to allow for progression and higher-ability prisoners.
- 2.164 Managed internet access should be provided in the library for prisoners who require access for completion of accredited awards.
- 2.165 The library should have more computers, seating areas and activities to encourage more prisoners to visit.

Physical education and health promotion

- 2.166 **The proportion of prisoners who use or do not use the gym should be monitored or regularly audited to ensure that all those who wish to can access the facilities. (5.38)**

Achieved. Since November 2008, a comprehensive daily log had been kept, with information about attendance at all aspects of PE provision, and was used to complete PE services monthly returns.

Additional information

- 2.167 Prisoners had good access to a wide range of PE. There were 16 accredited courses on an annual programme. These ranged from entry level to level two and included vocational awards, personal development skills and a range of sports awards. There was collaboration between the mental health team and PE staff to provide a healthy living course for prisoners with mental health support needs.
- 2.168 The PE provision was open seven days a week, had a range of indoor facilities and staffing levels were good. Data showed that 60% of the population accessed PE. The department contained useful classroom facilities. The outdoor football pitch had been lost, as the new house block had been built on the site.

Further recommendations

- 2.169 There should be a new outdoor football pitch to replace the one lost to the new house block.
- 2.170 The PE attendance records should be used to monitor and analyse trends by different prisoner groups and inform changes to the provision to maximise participation.

Faith and religious activity

- 2.171 Prisoners should not have to make a written application to attend religious services. (5.45)

Achieved. Prisoners were no longer required to submit a written application to attend religious services but had to inform landing staff on the day before the service that they wished to attend. A list was kept to ensure that they were appropriately unlocked.

Additional information

- 2.172 The full-time Anglican chaplain, who was the coordinating chaplain, was supported by two part-time Anglican chaplains, a Roman Catholic chaplain, and one sessional Muslim and one sessional Methodist chaplain. Sessional chaplains attended the establishment as and when required, and the chaplaincy was trying to fill the vacancy for a Buddhist chaplain at the time of the inspection. The Muslim chaplain's hours had increased from five to 16, and a part-time Muslim chaplain had been appointed but was yet to start.
- 2.173 Prisoners identified the chaplaincy team as one of the positive aspects of the establishment. Most prisoners were seen by a member of the chaplaincy team during their induction and they were informed of the range of support and services that was available.
- 2.174 The chapel was a large and pleasant environment; the multi-faith room was essentially a meeting room which had religious artefacts displayed. It was risk assessed to hold up to 23 Muslim prisoners. At the time of the inspection, there were 24 Muslim prisoners; when the multi-faith room reached capacity, the main chapel was used for Friday prayers and a curtain was drawn across the main altar. There was no ablution area in the chapel, so Muslim prisoners had to shower before attending prayers.
- 2.175 Ramadan was observed for Muslim prisoners, but there were many complaints about cold food being served after fasting all day. There was evidence that these complaints had been taken seriously at the REAT, and, in consultation with the catering department and chaplaincy, there were plans to rectify this.
- 2.176 We were told by the coordinating chaplain that weekend services were not particularly well attended, but that prisoners tended to favour smaller, more informal discussion groups and Bible classes, which were available throughout the week. A separate Sunday service was held in the chapel for vulnerable prisoners, and mass was held on house block 3 on Tuesdays for this group of prisoners.
- 2.177 The chaplaincy team organised the prison visitors scheme, and had three prison visitors meeting with prisoners. They were in the process of securing further volunteers, as they had a waiting list of approximately six prisoners who wished to participate in the scheme.

Further recommendation

- 2.178 The growing Muslim population should have a suitable room for prayers, including ablution facilities.

Time out of cell

- 2.179 Prisoners should have more time out of cell. (5.49)

Partially achieved. Time out of cell had increased since the previous inspection. Prisoners were unnecessarily locked up between receiving their teatime meal and evening association. Unlock times for association were then not adhered to, and subsequently association hours were over-reported by up to half an hour per prisoner. Servery orderlies worked during association to clean serveries and wash dishes on house block 4, where the dishwasher had been out of action for some weeks. Our roll checks showed that between 42% and 49% of prisoners were locked up during the core day.

We repeat the recommendation.

Further recommendations

- 2.180 The core day should be revised to maximise time out of cell.
- 2.181 The published core day should be adhered to.
- 2.182 Association hours should be accurately recorded and reported.
- 2.183 Servery orderlies should not be required to work during the association period.

- 2.184 All prisoners should have the opportunity for at least one hour of exercise in the open air every day. (5.50)

Not achieved. Exercise was held during the morning work period, so prisoners who were employed were not able to have time in the open air during the week.

We repeat the recommendation.

Additional information

- 2.185 The reported time out of cell was 7.2 hours, against a target of seven hours. However, slippage in the regime meant that half an hour a day was regularly being lost, without this being reported. Association and exercise were predictable and rarely cancelled.

Good order

Security and rules

- 2.186 There should be regular supervision outside house blocks to ensure that prisoners do not pass items from cell windows. (6.9)

Not achieved. This recommendation had previously been rejected by the establishment, and there was no additional supervision outside the house blocks. We were told by a residential governor that funds had been secured to replace the windows with grilles. In addition, if prisoners were found to be throwing rubbish out the window or passing items, they were subjected to a form of punishment that was not included in the incentives and earned privileges (IEP) scheme: they had their television removed for five days (see section on discipline).

2.187 Categorisation and allocation procedures should be reviewed, as part of the resettlement strategy, to ensure staff time is used in the most effective way, that prisoners' expectations are not falsely raised, and that allocation supports sentence planning objectives for sentenced prisoners. (6.10)

Partially achieved. The resettlement policy, although dated January 2009, still referred to HMP Wealstun as the category D prison that any prisoners assessed as being in this category would normally be moved to, despite the Wealstun open site having been closed since October 2008. Although the resettlement policy realistically stated that population pressures would always take priority over any transfers, over two-thirds (675) of the population were category C prisoners. There were 11 category D prisoners. While efforts were made to move prisoners to other establishments, the number of category C prisoners held at the establishment suggested that this was not successful, and we were told that population pressures were a significant contributory factor. Although prisoners were prioritised for moves according to sentence plan targets, there would be many prisoners, as at the time of the previous inspection, who completed their sentence at Holme House. OCA staff still responded to complaints from prisoners who wished to be transferred to category C establishments. **We repeat the recommendation.**

Discipline

2.188 Adjudications should be analysed to identify trends in poor prisoner behaviour. (6.20)

Achieved. There had been a reduction in the number of adjudications since the previous inspection, with 345 in the quarter July to September 2008 compared with 500 in the previous quarter. Quarterly adjudication and segregation meetings were held. Procedural problems and issues with adjudications were discussed and a review of the tariff was routinely conducted. This also included analysis of adjudication trends and interrogation of ethnic monitoring data. A comprehensive analysis of the charges laid was conducted to establish any particular trends in poor prisoner behaviour. The main charges concerned disobeying an order, drug offences or being in possession of an unauthorised article.

Additional information

2.189 There had been 77 incidents where force had been used in 2008, which was lower than at other category B local establishments and represented 8.5 per 100 of the population. Eighty-three per cent of staff were up to date with control and restraint training. The paperwork reviewed indicated that de-escalation techniques were employed, although in several incidents prisoners had been escorted to the segregation unit in ratchet cuffs, even when they had been described as compliant.

2.190 There had been a year-on-year decrease in the use of the special accommodation: 25 times in 2007, 18 times in 2008 and once in the year to date. The special accommodation cells had recently been deep cleaned, having held a dirty protester in February 2009. The length of time

that prisoners were held there varied, with some prisoners remaining there for less than an hour and others, who displayed more difficult behaviour, overnight. Prisoners were placed in strip clothing only in extreme circumstances and the reasons were documented.

- 2.191 The body belt had been used on one occasion in June 2008 for a prisoner who had displayed particularly aggressive behaviour and had caused superficial cuts to himself with a razor blade. The prisoner had remained in the body belt for 16 minutes, and there was evidence that staff had attempted to de-escalate the situation and encourage the prisoner back to another cell in the segregation unit.

Further recommendation

- 2.192 Compliant prisoners should not be escorted to the segregation unit in mechanical restraints.

- 2.193 **Full use should be made of alternative methods of managing poor behaviour, such as the incentives and earned privileges scheme. (6.21)**

Partially achieved. The current percentages of prisoners on the basic, standard and enhanced levels of the IEP scheme stood at 2%, 80% and 18%, respectively. The scheme was understood, although some elements were inappropriately punitive, such as being fast-tracked to basic if named as a bully or racist. There were behaviour management tools that operated in parallel to the IEP scheme. In order to discourage littering and the passing of items from windows, prisoners lost their television for up to five days. All prisoners signed a compact in relation to being in possession of a television and the behaviour that would result in it being removed. There was also a notice to prisoners outlining the above sanction, but there was no information regarding how prisoners could appeal. To encourage prisoners' participation in work and education, a red card warning was issued to those who refused to attend, which resulted in prisoners having reduced access to the gym. Again, this was not integrated with the IEP scheme. Overall, the IEP scheme related more to behaviour than to compliance with sentence planning targets.

Further recommendation

- 2.194 The range of behaviour management tools in operation should be incorporated into the incentives and earned privileges scheme and reviewed in line with the policy.

- 2.195 **Prisoners who are located on the segregation unit should be strip-searched only if indicated through a risk assessment. (6.22)**

Not achieved. All prisoners located on the segregation unit were routinely strip searched. We repeat the recommendation.

Additional information

- 2.196 The purpose-built segregation unit was clean and well maintained by two prisoner orderlies. There were 26 cells, four of which had cameras, in addition to two special accommodation cells. The use of cells with cameras was clearly outlined in a policy document and prisoners on open ACCT documents were not routinely located in them.

- 2.197 A comprehensive booklet told prisoners who their personal officer would be during their time in the segregation unit and gave detailed information about the regime. The daily routine was basic, with access to telephones, shower and exercise; other aspects of the regime were accessed on a risk assessment basis. At the time of the inspection, there were six prisoners located in the segregation unit. All were on the basic regime and all were allocated personal officers while located in the unit. The longest-serving prisoner had been there since 25 January 2009. Paperwork we saw indicated that segregation reviews were appropriately conducted and that basic targets had been set for this particular prisoner. However, reintegration back to normal location was not being considered and the prisoner was going to be transferred to another establishment. Some good-quality wing file entries were made by segregation staff, indicating that meaningful interactions took place and that staff had good knowledge of the prisoners in their charge.

Incentives and earned privileges

- 2.198 **There should be clear advice to staff and to prisoners on the basic level of the incentives and earned privileges (IEP) scheme about access to showers and telephones. (6.28)**

Partially achieved. There were 12 prisoners on the basic level of the IEP scheme. Their access to association and the gym had been reduced to once a week and they had also lost their television. The IEP policy did not clearly outline prisoners' access to showers and telephones, although the history sheets we reviewed indicated that all the prisoners who were on the basic level were permitted a daily shower. It was not clear whether they also had daily access to the telephone. When we asked staff about this, their responses varied – some said that prisoners on basic were allowed daily access the telephone, whereas others said that they were only allowed access if their overall behaviour had improved.

We repeat the recommendation.

Additional information

- 2.199 There were insufficient differentials between the IEP levels. Newly arrived prisoners were not able to keep their enhanced status unless it was recorded in their file. Prisoners who said that they had previously been enhanced were placed on the standard level, and their IEP level was reviewed after seven days, with a view to confirming their IEP status and assessing if their behaviour met the standards expected of an enhanced prisoner at Holme House. Prisoners said that they were not encouraged by personal officers to progress to enhanced status. One prisoner said that he had been waiting for seven months to progress to enhanced status and that the delay was mainly due to his personal officer not submitting the paperwork. Prisoners wanting to gain enhanced status were required to sign up to voluntary drug testing (VDT), thus rendering the process compliance testing.
- 2.200 Prisoners placed on the basic regime were either located in single cells, so that the full restrictions of the basic regime (including loss of television) could be implemented, or co-located with another basic prisoner. Warnings were appropriately issued and IEP review boards were convened. Prisoners had the opportunity to appeal the outcomes.
- 2.201 Basic behaviour targets were set and a points system was used; points were allocated to prisoners in relation to the cleanliness of their cell, attitude and behaviour against the targets set. If prisoners achieved a score of minus three and below, they remained on the basic regime for a further seven days. Weekly reviews were conducted, although prisoners had to

remain on the basic regime for a minimum of 28 days, which was overly punitive and rendered the weekly reviews ineffective.

Further recommendations

- 2.202 The differentials between incentives and earned privileges (IEP) levels should be increased, with a wider access to more privileges for those on enhanced.
- 2.203 Prisoners should maintain their IEP level when transferred from other establishments.
- 2.204 Personal officers should play an active role in encouraging prisoners to apply for enhanced status after the specified three months.
- 2.205 The link between incentives and earned privileges and the voluntary drug testing (VDT) scheme should be stopped. VDT should not dictate privilege levels.
- 2.206 Prisoners on the basic regime should have the opportunity to improve their IEP level after demonstrating sustained improved behaviour, and not have to remain on the basic level for 28 days.

Services

Catering

- 2.207 All hot food should be served at or above 63°C. (7.10)

Not achieved. There were still problems in serving food at the correct temperature. We repeat the recommendation.

Additional information

- 2.208 The catering was reasonable, with a four-week menu cycle which offered good choices, although prisoners did not have access to five portions of fruit and vegetables every day. The food we tasted was of acceptable quality, albeit cool after some time on the servery. Portion size was adequate.

Further recommendation

- 2.209 Prisoners should be offered five portions of fruit or vegetables every day.

Resettlement

Strategic management of resettlement

- 2.210 The membership of the resettlement policy committee (RPC) should be updated and, if necessary, there should be additional meetings at an operational level to support its work. (8.8)

Achieved. The resettlement policy committee had been renamed the resettlement strategic meeting and met every two months. The membership was appropriate, including specialist areas of the prison, such as the psychology department, offender management unit, PE department, counselling, assessment, referral, advice and throughcare (CARAT) service and education department. Voluntary and community organisations working in the prison were also included. It was chaired by the head of reducing reoffending. A subgroup of specialist areas reported to the meeting, including accommodation and financial advice staff.

- 2.211 **The resettlement policy committee (RPC) should determine what performance monitoring it requires, and ensure all departments can readily provide such information. (8.9)**

Partially achieved. The resettlement strategic meeting received management information about key performance targets. A range of information was collected by sub-groups and departments which could have been applied to the planning and monitoring of resettlement for all prisoners.

Further recommendation

- 2.212 Local targets for resettlement should be developed and their achievement monitored.

Offender management and planning

- 2.213 **A realistic and achievable action plan should be devised to clear the backlog of OASys (offender assessment system) assessments and enable new assessments to be completed on time. (8.15)**

Partly achieved. An officer was assigned to clearing the backlog of OASys assessments, which was defined by the number of assessments which had not been reviewed within a defined time from sentence. By this definition, there was a backlog of 39 assessments, but there were only two with no assessment and associated sentence plan.

- 2.214 **All sentence plans should be quality assured to monitor their quality and ensure they meet the needs of individual prisoners. (8.16)**

Achieved. There was a clear process for quality assuring OASys assessments. Plans prepared by offender management unit staff were reviewed by the offender supervisor, and unsatisfactory ones returned for revision. The head of offender management sampled 10% of plans every month. The plans we inspected were of good quality and targets were related to the risk assessment.

- 2.215 **A prisoner's sentence or custody plan should be the main determinant of what happens to him during and after his time in custody. (8.17)**

Not achieved. Around 75% of prisoners had a sentence plan, which left about 25% with no written plan of what would happen during their sentence. The OCA department allocated prisoners in a weekly meeting to work and transfer opportunities which were consistent with their sentence plans, but were unable to meet all prisoners' needs because of a lack of places.

Further recommendation

2.216 Short-term and remand prisoners should have a custody care plan completed and progress against targets should be reviewed regularly.

2.217 **A priority list for acceptance on to enhanced thinking skills (ETS) programme should be drawn up and applied consistently. (8.29)**

Achieved. The head of psychology had prioritised acceptance onto the enhanced thinking skills (ETS) programme by risk (OASys score), need (release date) and responsivity. This prioritisation was necessary because of the shortage of places. There were 50 places planned for 2009 and a waiting list of 124 referrals. The treatment manager communicated with receiving prisons of transferred prisoners and the probation officer of those released, to inform them if the prisoner was assessed as suitable for the course. In the previous three months, 14 prisoners who had been assessed as suitable for the ETS programme had been released without doing it.

Further recommendation

2.218 Sufficient courses suitable for the identified needs of those remaining at Holme House should be provided.

2.219 **The public protection policy should be published and implemented. (8.86)**

Achieved. A thorough and detailed public protection policy, revised in June 2008, had been published. There were two seconded probation officers in the public protection unit responsible for implementing the assessment process and liaising with community arrangements. The public protection unit drew on information from around the prison and from the community in making their assessments.

2.220 **The interdepartmental risk management meeting should convene regularly. (8.87)**

Achieved. The interdepartmental risk management meeting took place for one full day every month, considering 20 to 30 cases. The group reviewed the risk status of all prisoners received during the month and those referred back because of concerns.

Additional information

2.221 Prisoners outside the OASys system who were not located on house block 5 received little proactive help in meeting their reintegration needs but had access to a range of resettlement services. These were publicised through the resettlement activity prospectus.

2.222 The psychology department regularly conducted a prisoner resettlement needs analysis. This was a thorough examination of prisoners' views, provision in the prison and the operation of resettlement pathways. The needs analysis recommended greater prisoner and family involvement in sentence planning.

- 2.223 There was a single integrated sentence planning system for those who fell within scope of offender management, as well as all those serving 12 months or more. This represented 32% and 53% of the sentenced population, respectively. The model which operated on house block 5 to prepare prisoners for release identified the needs of around 20% of prisoners in the last 12 months of their sentence, provided a plan of work and linked prisoners to community resources in their areas. The IEP system was used to motivate prisoners to participate in and actively engage with their reintegration plan.
- 2.224 There were 124 (13%) remand prisoners, 112 (11%) serving sentences of less than 12 months, 220 (22%) sentenced to longer than four years and 75 (7.5%) serving life sentences. A hundred and twenty sentenced prisoners had been at the prison for longer than one year. There were 69 convicted sex offenders in the prison, and they were rated for readiness to transfer to an establishment which provided the sex offender treatment programme. Of these, 18 were rated as suitable for immediate transfer once a suitable place became available. The remaining 51 were unlikely to be transferred unless their assessment changed.
- 2.225 Around 30 thorough reviews of public protection cases were carried out a month and there were good proactive external links into multi-agency public protection arrangements (MAPPA).

Resettlement pathways

- 2.226 **All prisoners should be offered help to access relevant community services to support them on release, and this should be documented. (8.75)**

Partially achieved. Twenty per cent of prisoners were allocated to house block 5 before release and involved in a planned programme to meet their reintegration needs. This linked to community services appropriate to their needs. For other prisoners, there was a reactive approach which relied on their application for services. In several wing files, we found a comprehensive and detailed assessment and planning form for use by personal officers with prisoners serving less than 12 months, but this had not been completed in any file we examined. A range of services was available through community-based organisations working in the prison, including Nacro, Citizens Advice and Jobcentre Plus, which could be accessed by application.

Further recommendation

- 2.227 Prisoners not included in the resettlement service on house block 5 should be offered help to access relevant community services to support them on release, and this should be documented.

- 2.228 **Prisoners' reintegration needs should be assessed at the earliest opportunity to allow sufficient time to address them. (8.76)**

Partially achieved. A questionnaire was administered during induction which recorded the reintegration needs of newly received prisoners. It was not possible to find evidence that this translated into an effective reintegration plan for all prisoners.

- 2.229 **The operation of early release schemes should be reviewed, and release on temporary licence included in the resettlement strategy. (8.77)**

Partially achieved. The operation of early release schemes had been reviewed and prisoners were notified as soon as they were eligible. In the previous six months, 44% of home detention

curfew applications had been granted. Release on temporary licence (ROTL) was little used, with only nine applications in the previous six months, of which two had been granted. There was no planned use of ROTL as part of a reintegration plan for the majority of prisoners, and it was used in a reactive way.

We repeat the recommendation.

2.230 Prisoners moving to open conditions should be given advice and support to help them make the transition. (8.78)

Not achieved. There were no arrangements for staff to prepare prisoners for a move to open conditions. Any advice or guidance came from receiving establishments.

We repeat the recommendation.

2.231 There should be a staff training needs analysis to determine existing skill levels and this should inform a drug/alcohol training plan. (8.59)

Achieved. A training needs analysis had been commissioned by the local drug action team. Formal analysis was carried out for CARAT following Standard 65. There was a national treatment agency training plan for the IDTS. All CARAT staff were signed up for NVQ level three in social care.

2.232 The counselling, assessment, referral, advice and throughcare (CARAT) team should be equipped with more computing and fax facilities. (8.60)

Achieved. The CARAT team had been supplied with two new computers, and a further computer was on order at the time of the inspection. The fax machine had been updated twice since the previous inspection.

2.233 There should be a review of joint working practices between the prison's probation service and the CARAT team. (8.61)

Achieved. A Service Level Agreement had been produced and outlined the procedures and practices in relation to the probation department and the CARAT team. The agreement aimed to optimise and set out an agreed framework to achieve the relevant targets. The partnership also aimed to reduce reoffending and risk of harm, and secure effective resettlement in the community. This had been a successful arrangement, which had greatly improved joint working relationships and enhanced the service provided.

2.234 A structured programme for prisoners with alcohol and offending problems should be developed. (8.62)

Not achieved. A structured programme had not been developed owing to funding problems. There were some clinical interventions from the healthcare department. There was also some liaison with the PE department and head of psychology in delivering alcohol awareness courses. These had stopped, pending the pilot for the prison addressing substance-related offending (P-ASRO) programme, which was scheduled to begin early in the summer of 2009.

We repeat the recommendation.

2.235 House block 5 should not accommodate prisoners who are not involved in the therapeutic community programme. (8.63)

Partially achieved. The therapeutic community was now located on house block 6. All

prisoners located on this house block were either on, or waiting to start, the programme, with the exception of prisoners with mobility problems who were located there.

Further recommendation

2.236 Prisoners who are not involved in the therapeutic community should not be accommodated on house block 6.

2.237 **A throughcare worker should be appointed on the therapeutic community programme. (8.64)**

Achieved. A throughcare worker was employed in house block 6 to deal solely with prisoners in the therapeutic community. Links had been established with staff from the Probation Service, who were involved from the start of a prisoner's programme. On completion of all three phases of the programme, a prisoner would either be transferred to a category D prison, if possible, or, if his sentence was nearing completion, he would remain in the therapeutic community and be referred to the CARAT team to prepare for release. In addition, two throughcare workers attached to the CARAT team provided a service to some prisoners in the therapeutic community.

2.238 **There should be minimal delays in the receipt and sending of prisoners' mail. (3.67)**

Partially achieved. Staffing for correspondence had increased since the previous inspection and there was no evidence of any backlog of mail. However, prisoners still complained of delays with the mail, particularly outgoing visiting orders; prisoners gave us examples of mail taking four weeks to arrive at its destination.

Further recommendation

2.239 Specific complaints about delays in the receipt and sending of mail should be investigated thoroughly to see if there is any procedural cause for reported delays.

2.240 **More telephones for prisoners should be installed on residential units, and their use should not be confined to periods of association. (3.68)**

Partially achieved. More telephones had been installed and prisoners were positive about access. They said that queues were manageable, and we did not observe excessive numbers of people waiting during the inspection. While prisoners were allowed to use the telephones outside association times, many staff said that this would only be allowed for solicitors' calls or special cases, not as a matter of routine.

Further recommendation

2.241 Prisoners should be given better access to telephones when not at work or education.

2.242 **The telephone booking line for domestic visits should be adequately staffed. (3.69)**

Partially achieved. The staffing of the telephone booking line had not changed. There was a single line, staffed between 8.30am and 4.30pm on Monday to Friday. Staff were efficient and processed calls quickly. We got through on the third time of trying. Most visitors we spoke to

were positive about access to booking visits and said that it was relatively easy to get visits when requested. When we telephoned, we could book a visit the following afternoon and any time at the weekend.

Further recommendation

2.243 Alternatives to telephone booking, such as through email, should be introduced.

2.244 Staff should be clear and consistent about what forms of visitor identification are acceptable. (3.70)

Achieved. Visitors were told on the visiting order what forms of identification were acceptable, and this was reinforced in the leaflet for new visitors issued by visitors' centre staff.

2.245 The drug dogs should be regularly assessed to ensure that they are not giving false indications. (3.71)

Achieved. Drug dogs were subject to the normal in-house testing of skills.

2.246 Visitors and prisoners should be ready to enter the visits hall at the published starting times. (3.72)

Not achieved. There were still delays in the starting times for visits, which were built into the way the regime was timetabled. Prisoners were not scheduled to begin to be unlocked until 1.30pm for the afternoon session or 5.30pm for the evening session, and were often unlocked later than this. As a result, even when a visitor was taken into visits punctually, they waited up to half an hour for the prisoner to arrive.

We repeat the recommendation.

Additional information

2.247 There were no primary healthcare pre-discharge clinics, and discharge issues were left until the day before a prisoner's release.

2.248 All house blocks were equipped with purpose-built rooms to carry out VDT, and house block 2 had an enhanced suite for mandatory drug testing. All rooms were clean, well stocked and provided sufficient facilities to maintain prisoners' privacy and dignity. The VDT positive rate fluctuated monthly between 3.5% and 4.5%.

2.249 The arrangements for mail receipt and delivery had improved since the previous inspection, with the addition of staff on a Saturday morning to deal with incoming mail and ensure speedy distribution. Outgoing mail posted late on Friday did not leave the prison until the following Monday. There was no obvious explanation for the delays that prisoners reported in their families receiving outgoing mail. Correspondence staff forwarded the mail for prisoners subject to public protection measures to the public protection unit, but public protection restrictions did not account for long delays.

2.250 The most recent visitors' survey, conducted in 2007, indicated a largely positive experience for visitors. Key criticisms related to the length of time taken for visits to start once visitors had arrived (see recommendation 2.246) and the efficiency of the booking system (see recommendation 2.242). The survey showed visitors to be generally positive about their

treatment. The opportunity for evening visits twice a week was particularly welcomed by those who worked during the day. The environment in which visits took place was respectful and staff were proactive, talking to prisoners and their visitors. NEPACS offered a play facility and refreshment counter during visits.

- 2.251 A limited range of family-focused initiatives was in place, including family visits. Visitors' centre staff were restricted in the support they could offer by the space available. There was a Citizens Advice information point in the waiting room and written information, including information for those new to prison visiting. Family learning special visits were available every Tuesday afternoon for prisoners who had completed the family matters course. This ran 10 times a year, with space for eight to 10 prisoners at a time. Prisoners spoke positively about this course and the subsequent visits.
- 2.252 The education department offered a range of courses which were useful for resettlement, which prisoners could access throughout their time at the establishment. Fewer than half of the average of 150 prisoners released each month were identified for employment, training and education (ETE) support. Better links with local employers were planned with the new provision. Courses relating to other pathways were available, including: budgeting and money management; drug and alcohol awareness; citizenship; prejudice and discrimination; healthy living; family man; parent craft; cooking in a domestic kitchen; and good tenancy.
- 2.253 The range of suitable programmes for sentenced prisoners was limited, so the priority was to ensure that they were transferred to an establishment which could meet their needs. The only accredited offending behaviour programme provided was ETS, providing 50 places a year, which was chronically oversubscribed. An approved anger management programme was suspended to allow controlling anger and learning to manage it (CALM) assessments to be carried out, and an approved alcohol awareness programme was being replaced by the P-ASRO accredited programme (see recommendation 2.234).

Further recommendations

- 2.254 Prisoners and their families should be given the opportunity to contribute to all sentence plans.
- 2.255 The management and timing of discharge clinics should be reviewed to include adequate time for prisoners to be prepared for discharge.
- 2.256 The visitors' survey should be repeated and comments acted on.
- 2.257 The interventions available for prisoners and their families under the children and families pathway should be developed further.

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.

Main recommendation (from the previous report) to the governor

- 3.1 Area and local resettlement strategies should be implemented so that resettlement work is fully integrated within the prison and within the area. (2.7)

Recommendation to the area manager

- 3.2 A strategy should be developed within the north-east prison area that allows prison managers to work collaboratively to achieve resettlement objectives. (2.9)

Recommendations to the governor

Courts, escorts and transfers

- 3.3 Prisoners with mobility problems should be provided with suitable transport when being moved to and from Holme House. (2.11)
- 3.4 Prisoners should be given at least 24 hours' notice of transfer unless there are compelling security reasons not to do so. (2.12)

First days in custody

- 3.5 Prisoners should not be interviewed at an open counter in reception; there should be suitable office accommodation for this task. (2.13)
- 3.6 Graffiti should be removed from the holding rooms and more information provided to occupy prisoners waiting in them. (2.15)
- 3.7 Additional showers should be provided in the reception area. (2.17)
- 3.8 There should be greater privacy in the strip-search area for staff to carry out this task in a dignified way. (2.18)
- 3.9 A system should be developed and implemented to ensure that vulnerable and mainstream prisoners are not co-located on the same wing when the prison is full. (2.21)
- 3.10 Prisoners should be able to engage in constructive activity immediately after completion of the induction programme. (2.24)
- 3.11 Prisoners should be moved to their first night location as soon as they have completed reception processes. (2.28)

- 3.12 The £2.50 PIN telephone credit should remain active until used and PIN telephone accounts should be activated with minimal delays. (2.29)
- 3.13 First night procedures should be carried out by first night staff. (2.30)
- 3.14 The prisoner induction booklet should be updated and presented in a format that is appropriate for the literacy levels of those for whom it is intended. (2.31)
- 3.15 Information gained from the induction survey should be analysed and used to inform practice. (2.32)

Residential units

- 3.16 Unless dining in association is brought in, toilets in single cells should be screened. (2.34)
- 3.17 Prisoners should be allowed to clean their cells more than once a week. (2.42)
- 3.18 Prisoners should be able to redecorate their cells when necessary. (2.43)
- 3.19 Prisoners should be provided with lockable cupboards. (2.44)
- 3.20 The offensive display policy should be publicised and applied consistently. (2.45)
- 3.21 All cells should be provided with curtains. (2.46)
- 3.22 Prisoners should be allowed to associate in their cells, as well as on the wing. (2.47)
- 3.23 The association equipment supplied should be uniform across the wings. (2.48)
- 3.24 Cell call bells should be answered promptly and the mechanism for regular management checks used. (2.49)
- 3.25 The opportunity for prisoners to wear their own clothes should be increased. (2.50)
- 3.26 There should be a reliable system for washing and returning kit (including underwear). (2.51)
- 3.27 Shower areas should be screened and ventilated adequately. (2.52)
- 3.28 Baths should be removed and additional shower facilities provided in the space. (2.53)

Staff-prisoner relationships

- 3.29 Staff should refer to prisoners by their title or preferred name. (2.54)

Personal officers

- 3.30 The purpose of the personal officer scheme should be reviewed and training provided, particularly to meet the needs of those prisoners for whom Holme House will be their training prison. (2.59)
- 3.31 All personal officers should be given written instructions, setting out the role and function of the personal officer scheme and stating clearly their responsibilities. (2.61)

- 3.32 The personal officer scheme should not be cell based, to avoid unnecessary changes of personal officer. (2.62)
- 3.33 Personal officers should play an active part in key aspects of the care of prisoners for whom they are responsible, including attendance at relevant reviews and committees. In particular, the scheme should be developed to ensure the individual case management of prisoners, especially those without offender supervisors. (2.63)

Bullying and violence reduction

- 3.34 There should be a separate helpline in all house blocks for prisoners to report incidents of bullying. (2.64)
- 3.35 Anti-bullying liaison officers should be more active in implementing an effective strategy. (2.65)
- 3.36 Proven adjudications should be analysed to identify any links with bullying, and papers should be copied to the safer custody officer. (2.67)
- 3.37 Nominated liaison officers should attend all anti-bullying meetings. (2.68)
- 3.38 Bullying surveys of prisoners should include questions about bullying by staff. (2.69)
- 3.39 Information from the anti-bullying survey should be used to inform the violence reduction strategy. (2.70)
- 3.40 The violence reduction coordinator should be given sufficient time to undertake these duties. (2.73)
- 3.41 A formal system for monitoring bullies, other than the use of the basic regime, and a system to support victims should be developed and implemented. (2.74)
- 3.42 Interventions for perpetrators and victims of bullying should be introduced. (2.75)

Self-harm and suicide

- 3.43 Procedures for investigating near-death incidents should be utilised more often to learn lessons from self-harm incidents. (2.81)
- 3.44 Assessment, care in custody and teamwork (ACCT) reviews should involve staff from other disciplines where appropriate. (2.82)
- 3.45 Trigger points should be identified and care maps fully developed. (2.83)
- 3.46 Prisoners at risk of suicide and self-harm should not routinely be located in the healthcare centre or the segregation unit. (2.84)

Applications and complaints

- 3.47 Answers to prisoner applications should be monitored and recorded to ensure they are dealt with fairly and promptly. (2.105)

- 3.48 The complaints box should be emptied by the complaints clerk or an individual who does not work on the wing, such as the night orderly officer. (2.107)

Legal services

- 3.49 There should be sufficient bail information services to reach all newly arrived remand prisoners. (2.111)

Health services

- 3.50 Nurse-led clinics should be introduced. (2.117)
- 3.51 There should be prisoner focus groups to inform improvements in healthcare delivery. (2.118)
- 3.52 The pharmacist's role should be developed to provide medication reviews and minor ailment clinics. (2.120)
- 3.53 Reasons for patients' non-attendance at dental clinics should be investigated, and there should be additional dental sessions to reduce the waiting list if necessary. (2.121)
- 3.54 Day care services should be developed. (2.122)
- 3.55 Senior health services staff should be appointed at the earliest opportunity to facilitate more structured healthcare management and the further development of health services. (2.130)
- 3.56 All healthcare beds should be removed from the certified normal accommodation. (2.131)
- 3.57 Healthcare beds should only be used for prisoners with specific healthcare needs. (2.132)
- 3.58 Patient group directions should be developed for prescription-only medications and vaccinations. (2.133)
- 3.59 The review of mental health services should ensure that the deployment of mental health nurses is sufficient to cover primary mental health needs. (2.134)
- 3.60 A special sick policy should be developed. (2.135)
- 3.61 A drug formulary specific to HMP Holme House should be developed. (2.136)
- 3.62 An audit of medication usage should be undertaken. (2.137)
- 3.63 An analysis of medications returned to the pharmacy should be carried out. (2.138)

Learning and skills and work activities

- 3.64 Sufficient education, training and work opportunities should be provided for all prisoners. (2.6)
- 3.65 Work should be part time, to maximise participation and allow combining with education. (2.160)
- 3.66 Work should be provided that enables short-stay prisoners to gain employability skills. (2.161)

- 3.67 Security risk assessments should be carried out within a week. (2.162)
- 3.68 Accredited training above level three should be introduced to allow for progression and higher-ability prisoners. (2.163)
- 3.69 Managed internet access should be provided in the library for prisoners who require access for completion of accredited awards. (2.164)
- 3.70 The library should have more computers, seating areas and activities to encourage more prisoners to visit. (2.165)

Physical education and health promotion

- 3.71 There should be a new outdoor football pitch to replace the one lost to the new house block. (2.169)
- 3.72 The PE attendance records should be used to monitor and analyse trends by different prisoner groups and inform changes to the provision to maximise participation. (2.170)

Faith and religious activity

- 3.73 The growing Muslim population should have a suitable room for prayers, including ablution facilities. (2.178)

Time out of cell

- 3.74 Prisoners should have more time out of cell. (2.179)
- 3.75 The core day should be revised to maximise time out of cell. (2.180)
- 3.76 The published core day should be adhered to. (2.181)
- 3.77 Association hours should be accurately recorded and reported. (2.182)
- 3.78 Servery orderlies should not be required to work during the association period. (2.183)
- 3.79 All prisoners should have the opportunity for at least one hour of exercise in the open air every day. (2.184)

Security and rules

- 3.80 Categorisation and allocation procedures should be reviewed, as part of the resettlement strategy, to ensure staff time is used in the most effective way, that prisoners' expectations are not falsely raised, and that allocation supports sentence planning objectives for sentenced prisoners. (2.187)

Discipline

- 3.81 Compliant prisoners should not be escorted to the segregation unit in mechanical restraints. (2.192)

- 3.82 The range of behaviour management tools in operation should be incorporated into the incentives and earned privileges scheme and reviewed in line with the policy. (2.194)
- 3.83 Prisoners who are located on the segregation unit should be strip-searched only if indicated through a risk assessment. (2.195)

Incentives and earned privileges

- 3.84 There should be clear advice to staff and to prisoners on the basic level of the incentives and earned privileges (IEP) scheme about access to showers and telephones. (2.198)
- 3.85 The differentials between incentives and earned privileges (IEP) levels should be increased, with a wider access to more privileges for those on enhanced. (2.202)
- 3.86 Prisoners should maintain their IEP level when transferred from other establishments. (2.203)
- 3.87 Personal officers should play an active role in encouraging prisoners to apply for enhanced status after the specified three months. (2.204)
- 3.88 The link between incentives and earned privileges and the voluntary drug testing (VDT) scheme should be stopped. VDT should not dictate privilege levels. (2.205)
- 3.89 Prisoners on the basic regime should have the opportunity to improve their IEP level after demonstrating sustained improved behaviour, and not have to remain on the basic level for 28 days. (2.206)

Catering

- 3.90 All hot food should be served at or above 63°C. (2.207)
- 3.91 Prisoners should be offered five portions of fruit or vegetables every day. (2.209)

Strategic management of resettlement

- 3.92 Local targets for resettlement should be developed and their achievement monitored. (2.212)

Offender management and planning

- 3.93 Short-term and remand prisoners should have a custody care plan completed and progress against targets should be reviewed regularly. (2.216)
- 3.94 Sufficient courses suitable for the identified needs of those remaining at Holme House should be provided. (2.218)

Resettlement pathways

- 3.95 Prisoners not included in the resettlement service on house block 5 should be offered help to access relevant community services to support them on release, and this should be documented. (2.227)

- 3.96 The operation of early release schemes should be reviewed, and release on temporary licence included in the resettlement strategy. (2.229)
- 3.97 Prisoners moving to open conditions should be given advice and support to help them make the transition. (2.230)
- 3.98 A structured programme for prisoners with alcohol and offending problems should be developed. (2.234)
- 3.99 Prisoners who are not involved in the therapeutic community should not be accommodated on house block 6. (2.236)
- 3.100 Specific complaints about delays in the receipt and sending of mail should be investigated thoroughly to see if there is any procedural cause for reported delays. (2.239)
- 3.101 Prisoners should be given better access to telephones when not at work or education. (2.241)
- 3.102 Alternatives to telephone booking, such as through email, should be introduced. (2.243)
- 3.103 Visitors and prisoners should be ready to enter the visits hall at the published starting times. (2.246)
- 3.104 Prisoners and their families should be given the opportunity to contribute to all sentence plans. (2.254)
- 3.105 The management and timing of discharge clinics should be reviewed to include adequate time for prisoners to be prepared for discharge. (2.255)
- 3.106 The visitors' survey should be repeated and comments acted on. (2.256)
- 3.107 The interventions available for prisoners and their families under the children and families pathway should be developed further. (2.257)

Appendix I: Inspection team

Sara Snell	Team leader
Karen Dillon	Inspector
Vinnett Percy	Inspector
Andrew Rooke	Inspector
Mandy Whittingham	Healthcare inspector
Michael Bowen	Healthcare inspector
Julia Horsman	Ofsted inspector

Appendix II: Prison population profile

a. Status	Number of prisoners	%
Sentenced	734	78
Convicted but un-sentenced	80	8
Remand	124	13
Detainees	6	0.6
YOI	-	-
Total	944	100

b. Sentence	Number of sentenced prisoners	%
Less than 6 months	73	10
6 months to less than 12 months	39	5
12 months to less than 2 years	117	16
2 years to less than 4 years	210	29
4 years to less than 10 years	192	26
10 years and over (not life)	28	4
Life (includes ISPP)	75	10
Total	734	100

c. Length of stay	Sentenced prisoners		Unsentenced prisoners	
	Number	%	Number	%
Less than 1 month	132	18	69	33
1 month to 3 months	163	22	75	36
3 months to 6 months	150	20	58	28
6 months to 1 year	169	23	8	4
1 year to 2 years	91	12	-	-
2 years to 4 years	27	4	-	-
4 years or more	2	0.2	-	-
Total	734	100	210	100

d. Main offence	Number of prisoners	%
Violence against the person	226	24
Sexual offences	86	9
Burglary	144	15
Robbery	95	10
Theft and handling	74	8
Fraud and forgery	5	0.5
Drugs offences	126	13
Other offences	173	18
In default of payment of a fine	4	0.4
Offence not recorded/ Holding warrant	11	1
Total	944	100

e. Age	Number of prisoners	%
18 years to 20 years	3	0.3
21 years to 29 years	469	50
30 years to 39 years	287	30
40 years to 49 years	130	14
50 years to 59 years	44	5
60 years to 69 years	9	0.9
70 plus years	2	0.2
Total	944	100

f. Nationality	Number of prisoners	%
British	908	96
Foreign nationals	36	4
Total	944	100

g. Ethnicity	Number of prisoners	%
<i>White</i>		
British	896	95
Irish	1	0.1
Other White	4	0.4
<i>Mixed</i>		
White and Black Caribbean	3	0.3
White and Black African	3	0.3
White and Asian	2	0.2
Other Mixed	2	0.2
<i>Asian or Asian British:</i>		
Indian	3	0.3
Pakistani	6	0.6
Bangladeshi	2	0.2
Other Asian	11	1
<i>Black or Black British</i>		
Caribbean	2	0.2
African	1	0.1
Other Black	4	0.4
<i>Chinese or other ethnic group</i>		
Chinese		
Other ethnic group	4	0.4
Total	944	100

h. Religion	Number of prisoners	%
Baptist	-	-
Church of England	255	27
Roman Catholic	109	12
Other Christian denominations	12	1
Muslim	24	2
Sikh	2	0.2
Hindu	-	-
Buddhist	1	0.1
Jewish	-	-
Other	2	0.2
No religion	539	57
Total	944	100

i. Home address	Number of prisoners	%
Within 50 miles of the prison	787	82
Between 50 and 100 miles of the prison	59	6
Over 100 miles from the prison	37	4
Overseas	2	0.2
NFA	38	4
Information not available	33	3
Total	956	100