

# PRACTICAL GUIDE TO MONITORING PRISONS

ASSOCIATION OF MEMBERS OF  
INDEPENDENT MONITORING BOARDS

## AMIMB

## **PRACTICAL GUIDE TO MONITORING PRISONS**

© Association of Members of Independent Monitoring Boards, February 2005

Third edition published by AMIMB

Field House

Thrandeston

Diss

Norfolk IP21 4BU

ISBN 0907637299

## **ASSOCIATION OF MEMBERS OF INDEPENDENT MONITORING BOARDS**

**Patron** The Right Hon, The Lord Woolf, Lord Chief Justice

Registered charity number 293384

### **AMIMB statement of purpose**

AMIMB works to maximise the effectiveness of its members by providing:

- encouragement in the robust and efficient performance of their duties
- training support
- best practice advice on the treatment of prisoners and the administration of prisons
- information on relevant developments in penal affairs
- support for members who seek advice in times of difficulty.

AMIMB also helps to enhance public awareness of the work of Independent Monitoring Boards.

## FOREWORD

It is a basic international requirement that prisons should be monitored by an independent body. England and Wales are fortunate to have had a system for doing this since 1877, a system that is much admired throughout the world. We cannot, however, be content to rest on our laurels. Prison monitoring is a demanding task and even more so when crime and punishment are so politicised, prisons are overcrowded and under pressure, and the population includes a high proportion of the sick, addicted and vulnerable.

Members of monitoring boards are unpaid and not full time. Much is expected of them in terms of knowledge, sensitivity and the courage to tell the hard-pressed prison staff that certain practices are just not good enough. Prisons have become more complex and funding has not kept up with the growth in prisoners and expectations.

This AMIMB Guide provides an invaluable support by setting out under each important element of prison life the basic questions that need to be answered if humanity, decency and respect for prisoners' legitimate rights is to be assured. Independent monitoring is not going to be able to prevent all abuses, ill-treatment or failure. But if it is well done it can create an environment where proper treatment is expected and high standards are set. It can provide a voice for the community in setting out what we expect to be done in our name. It can remind staff that their professionalism is valued. It can reassure prisoners that they are being held in a place which respects the rule of law.

**Baroness Vivien Stern CBE**

President, Association of Members of Independent Monitoring Boards

## INTRODUCTION

It is several years since the Association first provided its members with a handbook designed to assist them in their monitoring role. A second edition was published in 2001 but since that time there have been many changes affecting the work of Boards.

For this, the latest edition, the Guide has been almost entirely rewritten. It has been updated, expanded and related closely to the standards which prisons are currently expected to meet. This work has been largely done by two AMIMB committee members, Lou Lockhart-Mummery of the Portland Board and David Waters of Long Lartin. They have been able to draw upon the experience of many fellow members, notably Jane King and Pamela Ullstein.

Users of the Guide should consult the notes on page 6 before turning to the sections which follow. I am confident that this Guide will be of considerable help to all of us and will contribute to making the experience of imprisonment more decent and constructive.

**Don Granger**

Chair, Association of Members of Independent Monitoring Boards

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## USING THE GUIDE

This Guide poses more than 900 questions. They are designed to increase the effectiveness of AMIMB members working in the various prisons of England and Wales. Each Board will need to judge for itself the sections and questions which are relevant to its own work. There are cross references to help in charting a course through the Guide. They may need to be adapted to reflect the concerns of an individual prison.

Many of the questions point clearly towards the answer which would be satisfactory. Others are more open-ended: these invite monitors to exercise judgement in their particular circumstances, or serve to alert them to issues which could go unnoticed.

All monitors face the problem of relating the situation before them to a mass of regulation. This Guide seeks to help them by drawing on the Prison Service Orders, Instructions and other policies which were current in November 2004. It aims to be authoritative as well as practical.

*References in this document to prisons and prisoners should be taken to include young offender institutions and young offenders unless a distinction is made in the text.*

## RECEPTION AND INDUCTION

*Reception and Induction are separate topics in this Guide. If your prison has a first night centre some of the initial reception processes, as well as induction, may be delivered there.*

### Reception

*See also: Access to legal advice; Telephone; Prison shop/canteen; Prisoners' money; Substance abuse; Suicide prevention; Women prisoners; Education*

1. Are prisoners kept waiting in cellular vehicles for too long before being taken into Reception?
2. Is there an effective system for checking the warrants?
3. Are prisoners dealt with sensitively, with respect and put at ease by Reception staff?
4. Do staff make efforts to allay the immediate anxieties of new prisoners?
5. Is there privacy for showering and undressing?
6. Is a notice explaining the strip search procedure prominently displayed? Is this and other reception information conveyed effectively to those with little English or a low level of literacy?
7. Is the reception area kept clean?
8. Are prisoners allowed to check their property? Is all property accurately identified and accounted for on property cards?
9. How long does the process in Reception typically take? If the prison has a target time is it routinely met?
10. Are prisoners held safely in the holding rooms? Are they helped to occupy themselves whilst waiting? Is there access to lavatories?
11. Is the cell sharing assessment form completed for all new prisoners?
12. Are vulnerable or suicidal prisoners identified, assessed and protected? Is a F2052SH or ACCT Plan opened?
13. Does any previous or current F 2052SH or ACCT Plan arrive with the prisoner?
14. What efforts does the prison make to identify whom a prisoner regards as next of kin?
15. Are prisoners encouraged to bring forward any difficulties they expect to face in maintaining contact with their families?
16. Do escorts inform reception staff if they believe that a prisoner is vulnerable or at risk?

17. Is there information available about the Samaritans, Listeners and other forms of personal support?
18. Has all the information displayed been written with the immediate needs of new prisoners in mind?
19. What happens when a prisoner arrives late? Does he/she still have an opportunity to interact with staff?
20. When are sex offenders within Part 1 of the Sex Offenders Act 1997 ("Schedule One offenders") identified?
21. Do prisoners receive a free "reception letter"?
22. Are prisoners offered a meal and drink if needed?
23. Are prisoners provided with adequate bedding and clothing which fits?
24. Are prisoners new to custody provided with a first night pack?
25. Are all new receptions seen by a doctor and given a medical screening in private within 24 hours of arrival?
26. What steps does the prison take on reception to assess a prisoner's dependency/addiction to alcohol or drugs?

## **Induction**

*See also: Access to legal advice; Remand prisoners; Juveniles; Life sentenced prisoners; Education.*

1. Is there good liaison about prisoners between staff in Reception and in Induction?
2. What information is given in the prison's induction programme? Is the programme fully implemented? Is the programme delivered in a form which is easy to understand?
3. Who takes responsibility for the effectiveness of the programme?
4. Does an appropriate range of staff participate in the induction process? If they do not attend in Reception, what arrangements are there to ensure that they see prisoners on induction within 24 hours?
5. Are remand prisoners seen by a Legal Services Officer and those eligible for bail seen by the Bail Information Officer within 24 hours?
6. Are the Prisoners' Information Books available to prisoners, and in languages other than English?
7. How do they get a copy?
8. Are all prisoners told about emergency evacuation procedures?
9. Are sentenced prisoners informed of their release date? If serving a

sentence of four years or more are they informed in writing of their Parole Eligibility Date and eligibility for Home Detention Curfew (HDC) within 48 hours of arrival at the prison?

10. Are prisoners informed of the role of the Independent Monitoring Board?
11. Does the IMB take part in the induction programme?
12. Are prisoners told what action to take in relation to benefit claims, council tax, rent/mortgage, water rates and services, national insurance contributions, income tax?
13. Are prisoners given information on how to make a formal complaint, including their right of confidential access to the Governor?
14. Is the Prisons and Probation Ombudsman's video or audio played to prisoners?

### **Access to legal advice for prisoners**

*See also: Reception; Induction; Video links from court; Remand prisoners.*

1. Are prisoners made aware of the existence of Legal Services Officers (LSOs) and when they are entitled to see them?
2. Are new arrivals on remand made aware of bail advice facilities?
3. How many cases do the LSOs deal with per month/year? Are there sufficient staff to do the work?
4. What difficulties do the LSOs face e.g. delays, lack of solicitors? Is there a duty solicitor scheme? Can the Board assist with any of these matters?
5. Is there an up-to-date list of local solicitors available, or a current national directory?
6. Are prisoners aware of the protection which the prison should give to correspondence with legal representatives? Does the prison consistently provide this protection?
7. Is any written information provided in languages other than English?
8. Is there a system for emergency appointments?
9. Are arrangements for legal visits satisfactory? What restrictions are there on the length and time of visits?
10. Are visiting legal representatives kept waiting unnecessarily?
11. Are the facilities in the legal visits rooms adequate: table space, lighting, privacy?
12. How do prisoners who believe they need a computer to support their legal work make applications to the Governor?

13. On what grounds have such applications been rejected?
14. Where permission is granted, what conditions are imposed?
15. Are there unreasonable delays between the granting of permission and the delivery of the equipment?

### **Video links from court**

*See also: Access to legal advice.*

1. Are prisoners involved in a video-link hearing for the first time offered an opportunity to see the training video beforehand? If not, why not?
2. Are prisoners routinely escorted to the video court in good time for the allocated hearing?
3. Is the video court room suitable for its purpose?
4. Do prisoners know that consultations with their legal representatives can take place over the video link if their representatives have booked the facility?

### **Prisoners' property**

*See also: Final preparations for release; Discharge.*

1. Are prisoners able keep their own possessions securely?
2. Are satisfactory arrangements made for the safe keeping of valuable property?
3. Is volumetric control consistently applied?
4. Is there an up-to-date list of the property that prisoners are allowed to have in possession?
5. Is this list consistent for the type of establishment, for example, local with local?
6. Does a prisoner's property arrive with the prisoner on transfer?
7. How much does the prison pay each year in compensation for lost or damaged property?

## REGIME

### Social visits

*See also: Substance abuse; Juveniles; Disabled prisoners; Foreign national prisoners; Categorisation and allocation.*

1. Do visits have to be booked? If so, how long in advance? Does the booking system work well?
2. Is the telephone booking line staffed at times likely to be helpful to prisoners' families?
3. Is the telephone answered within a reasonable amount of time? Does the Board monitor this?
4. Is essential practical information about visiting the prison sent out with the first visiting order?
5. Are there any complaints from prisoners and/or their families about the booked visits system?
6. Are visitors of Category A prisoners vetted by the police without undue delay?
7. Are the facilities for visitors suitable: adequately staffed visitors' centre, male and female lavatories, facilities to wash and change babies and older children, an area in which prams can safely be left, shelter whilst waiting, refreshments, telephone, decor, feeling of being made welcome?
8. Are there prominent notices warning visitors that they may be searched and about contraband?
9. Are such searches carried out sensitively and by appropriate staff?
10. For how long do visitors who arrive at the prison on time typically have to wait before meeting the prisoner?
11. Do all prisoners, including those under segregation and in Vulnerable Prisoner units, receive their statutory visits entitlement?
12. Is the prisoners' holding room adequately heated and ventilated?
13. Are the lavatories for prisoners' use clean?
14. What are the visiting hours each day?
15. For how long, on average, do visits actually last for remand and sentenced prisoners?
16. Are prisoners and their visitors able to be together for the whole of their entitled visit time?
17. Is the visits area consistently opened on time?

18. Are there sufficient staff available to act as escorts?
19. Are the facilities in the visits room adequate as to space, seating, temperature, state of repair and refreshments?
20. Is there a crèche/play area in the visits room? Are toys available? Is the space adequate for the needs of the children?
21. Is it available for use throughout every visits session? Is its use supervised? What is the quality of the supervision?
22. Does the prison offer Family Days?
23. How easy is it for prisoners to apply for accumulated/inter-prison visits? How long does it normally take to arrange such visits? How are applicants screened?
24. Is information about the Assisted Prison Visits Unit clearly displayed? Are leaflets available?
25. Are leaflets introducing the Prisoners' Families Helpline readily available in the waiting area/visitors' centre?
26. Is information about advice agencies available in the waiting area / visitors' centre?
27. Are visitors encouraged to talk to staff and vice versa? Is there a Family Liaison Officer?
28. Is information available to visitors in a range of relevant languages?
29. Are there adequate facilities for disabled visitors?

### **Closed visits**

*See also: Substance abuse; Security*

1. Is it clear, to both staff and prisoners, that closed visits are a response to an assessment of risk and are not applied as a punishment?
2. Is a prisoner subject to closed visits promptly notified?
3. Are closed visits always imposed for a specified period of time and not for a specific period's entitlement or a set number of visits?
4. Does the prison have an established process which requires it to consider all relevant circumstances before imposing closed visits?
5. Are all prisoners on closed visits formally and individually reviewed once a month to assess whether there is a continuing need for closed visits?
6. Are the prison's review criteria consistently applied?

## Letters

*See also: Prison shop/canteen; Prisoners' money; Security*

1. Do convicted prisoners receive their mandatory letter allowance of one on reception and one per week thereafter?
2. How many special letters are allowed each month by the governor?
3. Are notepaper and envelopes sold in the shop/canteen?
4. Can prisoners rely on their mail being consistently delivered at a particular time?
5. If the prison is in the high security estate is the correspondence of all prisoners routinely monitored?
6. If the prison is not in the high security estate does it annually review the sample size of correspondence it routinely monitors?
7. Are the provisions of Prison Rule 39/YOI Rule 17 (correspondence with legal advisers and courts) properly observed? Are legal letters opened in error recorded as such in the legal letter log/book? Is other privileged correspondence (e.g. with the Prisons and Probation Ombudsman) handled correctly?
8. How many letters are stopped each month? For what reasons? Are the decisions reasonable?
9. What happens to stopped letters?
10. What proportion of incoming and outgoing letters in a foreign language is translated? Is it necessary? How long does the process typically take?
11. Are matters relating to correspondence a source of complaint?
12. What help is given to prisoners unable to read or write their letters?
13. How does the prison deal with cash and postal orders posted in?
14. How does the prison deal with registered or recorded delivery mail to be posted out?

## Telephone

*See also: Reception; Suicide prevention; Foreign national prisoners; Segregation*

1. Are there sufficient telephones? Could they be switched on for longer periods? Is there a booking system for prisoners' calls?
2. Are all telephone calls made from a private booth?
3. What are the arrangements for telephoning the Samaritans?
4. How may prisoners in the Segregation Unit contact the Samaritans?

5. Are prisoners enabled to make a telephone call during their first 24 hours in the prison? Are problems created by the lack of a PIN number?
6. Are prisoners able to purchase pin phone credits at least once a week?
7. How long is it before new receptions are provided with a PIN number and some credit on their account?
8. Is any balance on a pin phone account transferred without delay when a prisoner arrives from another establishment?

### **Prison shop/canteen**

*See also: Reception; Letters*

1. How well stocked is the shop/canteen? Does it cater adequately for the range of prisoners represented in the prison?
2. Are the prices similar to those normally found in the high street?
3. Does the Board monitor prisoners' purchasing power over time, particularly those who have no private cash?
4. Are prisoners able to access the shop/canteen weekly?
5. Is there a clearly traceable system for issuing/collecting individual orders?
6. Is there a reliable system for delivering orders correctly?
7. How many complaints are recorded? Does the contractor ever accept liability?
8. Do the prison and the contractor jointly review prisoners' needs at least once a year?
9. What arrangements are there for new receptions to order from the canteen?
10. Is an agreed range of pre-bagged goods available for immediate issue to receptions?
11. Do prisoners have access to a reasonable range of mail order catalogues?
12. How long does it normally take for an item ordered from a catalogue to be delivered?

### **Prisoners' money**

*See also: Reception; Letters*

1. Does prisoners' money arrive and leave with them? If not, why not? Do prisoners arriving from contracted out prisons have particular problems in this context?

2. Are there adequate arrangements for prisoners who arrive without funds?
3. Do prisoners receive a weekly statement of their accounts?
4. What is a prisoner paid when his/her access to work or education is cancelled, or there is a shutdown, or the prisoner is ill, or has a medical or legal appointment which conflicts with work or education?

### **Association, exercise and PE**

*See also: Juveniles; Elderly prisoners; Management (general)*

1. How much time do prisoners spend out of their cells?
2. When association is restricted, what system is used to allocate it? Does it achieve fairness, safety and certainty?
3. Are the association areas adequate for the numbers intended to use them? Are they safe?
4. What range of recreational activities is available?
5. Is prisoners' access to these activities restricted? If so, why? On what basis is access allocated?
6. Is the equipment provided well maintained?
7. Is in-cell TV available for all prisoners? If it is not, then on what basis is a TV allocated? Is this fair?
8. Have any prisoners been denied time in the open air during the last month? If so, why and by whom?
9. Have any prisoners been denied exercise during the last month? If so, why and by whom?
10. Do the PE instructors have an up to date medical assessment of each prisoner's fitness?
11. What range of activities is offered in the PE department? How are they promoted?
12. What facilities are provided? How well equipped are they? Is their use maximised?
13. Do all groups of prisoners (vulnerable, minority ethnic, elderly, disabled) have fair access to PE facilities?
14. Are activities in the gym run with appropriate regard for safety?
15. Does the Board see the report of the Area PE Adviser?
16. Do any PE activities lead to recognised qualifications?
17. Are showering facilities adequate?

18. Do the PE staff play a part in offending behaviour programmes and substance misuse programmes?
19. Are the PE facilities used by local community organisations?

## **Library**

*See also: Segregation under Rule 45/YOU Rule 49*

1. Do prisoners have weekly access to the library and for a reasonable period of time? Are they allowed to change books by going to the library rather than from a trolley?
2. How many books are they allowed to take out and for how long may they keep them?
3. Is there a choice of papers and periodicals as well as books?
4. Are books, papers and periodicals available in relevant foreign languages?
5. Are talking books and/or tapes available? Are books available in large print?
6. Are the reference books up to date?
7. Which books are excluded? Are such decisions reasonable?
8. Are the following publications readily available: Prison Rules, Young Offender Institution Rules, European Prison Rules, Stone's Justices' Manual and Archbold's Pleading, Evidence and Practice in Criminal Cases?
9. Are all the publications listed in PSO 6710 available in the prison library?
10. Are leaflets on housing, benefits and community or state services readily available as reference material?
11. Does the library hold a copy of the Directory of Help Agencies?
12. Does the library provide information on human rights, disability rights and race relations?
13. Do segregated prisoners have access to library stock?
14. Can the prison library obtain books on inter-library loan?
15. Who staffs the library? If an officer or an operational support grade, how often is he or she deployed to other duties?
16. Does the library display posters (including for the IMB) and other relevant notices?
17. Is there a prisoner consultative committee? Is it chaired by a governor? How often does it meet? Does a member of the Board attend?

## FOOD AND THE PRISON ENVIRONMENT

### Food & food hygiene

*See also: Race relations*

1. For how long are food samples retained? What are the contingency plans in the event of an outbreak of food poisoning? How often does the Medical Officer inspect/visit the kitchen? Does the Environmental Health Officer inspect/visit the kitchen?
2. Is the kitchen area effectively cleaned, (including areas behind equipment, work surfaces, floor and wall surfaces, etc)?
3. Are extractor fans, fly screens and cooker canopies clean and working?
4. Is the kitchen deep cleaned on schedule?
5. Are toilet, washing and changing facilities for kitchen workers and staff satisfactory?
6. Do refuse bins have tightly fitting lids? How often are they emptied and cleaned? What are the waste removal arrangements?
7. Are No Smoking signs in evidence and is the rule enforced?
8. Are instructions stressing the high standards of personal hygiene required by food handlers displayed and brought to the attention of staff?
9. Do all prisoner kitchen workers attend basic food hygiene courses and are all kitchen staff trained to the standard of an appropriate certificate in hygiene? Are there adequate washing facilities for prisoner kitchen workers?
10. Are first aid kits available and clearly visible? Are outer dressings waterproof?
11. Are pest control measures satisfactory? Do they include identification and eradication followed by preventive measures?
12. Is food served at reasonable times?
13. Do Board members inspect food at the hotplate/servery as well as in the kitchen?
14. Are food probes regularly used and are the temperatures recorded? Is the food still hot when it is served?
15. Do Board members see the comments book and ask prisoners about food?
16. Does the catering officer visit wings to take comments? Is there a food committee?

17. What inspection procedures are followed by the duty governor?
18. How much choice is there? Are all the choices in effect made by those at the front of the queue?
19. How varied are the menus? When was the last consumer survey conducted?
20. Are portions allocated fairly?
21. Is fresh fruit available to everyone?
22. Is there uniformity of food provision in the Health Care Centre, in the Segregation Unit, in each other residential area and in Reception?
23. Are there anti-contamination procedures to protect food for prisoners segregated in their own interest?
24. Does the prison offer a system of pre-select menus? Are the prisoners satisfied with it?
25. Does the menu provide for religious, cultural, and medical diets? How quickly can the kitchen respond to the arrival of a prisoner with a different dietary requirement?
26. Where are meals eaten?
27. Are prisoners given sufficient time in which to eat their meals?
28. Do all prisoners have access to drinking water?
29. Does the Board see the Catering Adviser's report?
30. Is there adequate clean white clothing available for all kitchen staff, hot plate/servery workers and visitors? Are there suitable footwear and hats?

### **Physical welfare**

1. Is sufficient clothing issued to prisoners? Is it of the correct size? Is it clean and in good repair? How frequently is it changed?
2. Is there enough protective or specialised clothing for work and sport?
3. Are prisoners allowed to wear their own clothing to court?
4. What arrangements are there for prisoners to wash their own clothes? Can clothing be exchanged on visits?
5. How often are heavier items such as outdoor jackets cleaned?
6. Is bedding changed regularly? How often are blankets washed?
7. Do pillows and mattresses have flame retardant covers?
8. When and how often may prisoners shower? What measures exist in shower rooms/areas to promote prisoners' security?

9. Is an adequate supply of hot water available throughout the day?
10. Are toothbrushes supplied and is there always an adequate supply of soap and toilet paper?
11. Are prisoners supplied with razors and is there a system which ensures their issue and return? Is it implemented?
12. Are prisoners encouraged to maintain personal hygiene? Does the prison provide education programmes in this area?
13. What is the state of hygiene of communal lavatory areas? Is there a programme for deep clean? Is it implemented?

### **Environmental health**

1. Are the facilities in the prison (eg work, education, visits, reception) adequate for the number of prisoners held?
2. Is adequate cell space provided for each prisoner?
3. Does the prison frequently run above Certified Normal Accommodation (CNA)? Have all cells been certified for use by the Area Manager?
4. What degree of choice is there in allocation of cell-mates eg smokers/non-smokers, radio/non-radio?
5. What restrictions are there on smoking by prisoners and by staff?
6. Is there adequate cell furniture for each prisoner eg bed, hooks/cupboard, shelf, chair, shared table/desk?
7. Is there adequate control of noise levels?
8. Are temperatures in areas used by prisoners frequently monitored and are the results satisfactory?
9. Is there adequate ventilation in any communal lavatory areas?
10. Are all cells free of damp and well lit?
11. Can prisoners turn out their own lights? Do they have in-cell electricity?
12. Are the communal areas kept clean?
13. Is there a programme for redecoration of all parts of the prison? Is it implemented?
14. Are vermin and pests under control?
15. Are toilets in multi-occupied cells screened?
16. Are shower rooms adequately equipped and clean?
17. Does the Board receive the Health & Safety Officer's reports?

## **General health and safety matters**

*See also: Work and vocational training*

1. Is the Board satisfied with the establishment's policy statement on health and safety? Is it on display throughout the prison?
2. Does the Health & Safety Committee meet at least quarterly? Are its minutes circulated to all interested parties?
3. Are risk assessments carried out in accordance with the rules? Do they cover manual handling, hazardous substances in everyday use, display screen equipment, noise and other associated risks?
4. Are prisoners alerted to risks associated with equipment?
5. Are prisoners who are authorized to use equipment in workshops, the kitchen, reception and elsewhere in the prison first trained in its use? How is this training recorded?
6. Who carries out health and safety inspections of the prison? Does the Board routinely see the reports? Are the recommendations implemented?
7. Have any incidents been reported to the Health and Safety Executive within the last 12 months?
8. Are accidents reported immediately? Is the record keeping system satisfactory? Do Board members know when and how to report a health and safety issue?
9. Do audits of the health and safety system take place as required? Who is responsible for these audits?

## **First aid**

1. Is a list of those with first aid training prominently displayed in all areas of the prison?
2. Are there sufficient first aid kits in all areas of the prison used by prisoners?

## **Fire and emergency evacuation**

*See also: Disabled prisoners; Serious incidents*

1. Has an operational plan been prepared in consultation with local fire officers? Is it up to date?
2. Are all staff prepared for their part in the operational plan?
3. Are the fire alarms easily differentiated from other prison alarms?
4. How is the Fire Brigade called out in the event of a fire? If the process is not automatic who makes the decision?

5. How are staff alerted to a fire? Are (a) smoke/heat sensors and (b) sprinklers installed in all areas used by prisoners and/or staff? Is each installation regularly checked/serviced? If items (a) or (b) are not installed, what is the prison's reason for this?
6. How can prisoners attract attention from their cells in a fire or other emergency? What steps have to be taken before a cell is unlocked at night?
7. Are emergency exit routes and evacuation areas adequately indicated/illuminated? Is there emergency lighting?
8. Are notices outlining emergency procedures prominently displayed? Are all visitors arriving at the prison made aware of evacuation procedures?
9. How often are fire drills and evacuation exercises conducted? (Prisons with a rapid turnover will need more frequent drills.) Is the Fire Brigade involved in any of these exercises? Does the prison liaise closely with the local fire station?
10. Is the Fire Officer fully trained? Is this officer allotted adequate time to discharge all the duties of the role?
11. Is fire fighting equipment adequate? How often is it tested? Are there records of testing and servicing? Are staff trained in the use of fire fighting equipment?
12. What procedure is there for the evacuation of prisoners' residential accommodation?
13. What special arrangements have been made to evacuate high security prisoners, prisoners confined in special cells, vulnerable prisoners, and hospital inpatients?
14. Have contingency plans been prepared for use in case of a major disaster? How are these plans rehearsed?
15. Where in the prison is Short Term Breathing Apparatus available? Are staff confident in its use?

## **Works**

1. Are minor works completed within a specified timescale?
2. Is pre-planned maintenance on schedule?
3. Is there major work planned?
4. What steps does the prison take to minimise the impact of its activities on the environment?

## HEALTH

### Health care

*See also: Substance abuse; Juveniles; Women prisoners; Elderly prisoners; Disabled prisoners; Segregation; Early release on compassionate grounds*

1. Does the Board review the prison's Primary Health Delivery Plan?
2. Is every prisoner able to see the doctor?
3. How many prisoners report sick per week? Is there a pattern?
4. Does the prison have health care policies apt to the discrete needs of all its population, i.e. juveniles, young offenders, women, the elderly, the disabled and foreign nationals?
5. How long does it take for a prisoner to see the doctor, the dentist, and the optician? How do the waiting times in the prison compare with the waiting times for comparable access outside in the local Primary Care Trust (PCT)?
6. Is the Board alert to the possibility that the PCT may, once it has assumed responsibility for healthcare, choose to divert some funds to other priorities away from the prison? Were this to happen would the Board bring this to general notice?
7. Have the Board and the PCT reached an understanding as to how prisoners' concerns and complaints will be handled?
8. Are referrals to outside medical specialists dependent on the budget and escorts?
9. Is there any cause for concern that prescribed medication is either excessive or inadequate?
10. Are equipment and facilities of a standard which would be acceptable in the community outside?
11. How do prisoners obtain pain relief during the night? Is the system effective?
12. Are there appropriate nursing care plans?
13. Are in-patients given opportunities to take part in such constructive activity as their condition allows?
14. Is "medical in confidence" respected and information passed strictly on a "need to know" basis?
15. Are unconvicted prisoners able to take a second opinion from their own doctor or dentist at their own expense?

16. Are prisoners allowed access to their medical records in accordance with legislation?
17. Is there a health promotion strategy?
18. What is the prison's policy on medication in possession and is it consistently applied? What steps does the prison take to reduce the risk of self-harm and bullying attendant on accumulated amounts of medication in possession?
19. What counselling is provided for those who ask to have an AIDS test or for HIV positive prisoners?
20. What arrangements exist for dealing with sexually transmitted diseases? Does healthcare run a clinic?
21. What information about AIDS, HIV or sexually transmitted diseases is available for staff and prisoners? Is it accessible to prisoners with reading difficulties?

### **Substance abuse**

*See also: Reception; Social visits; Closed visits; Health care; Race relations; Juveniles; Security*

1. Are prisoners thought to have a physical dependency on alcohol, opiates or tranquillisers identified at an early stage?
2. Do they have rapid access to a detoxification programme? Are they aware of the support which it will offer?
3. How does the prison collect, analyse and exploit information about the supply and distribution of drugs within the establishment?
4. Is there any evidence that the prison is regarded as an especially attractive target by outside drug suppliers? If so, how is the prison responding?
5. Does the prison liaise closely with the police in striving to reduce the supply of drugs into the prison?
6. How often are passive drugs dogs deployed at the visitors' entrance to the visits area? Are they also deployed at the main gate?
7. Is there a high risk of drugs being thrown over the perimeter wall? What steps are taken to reduce this risk?
8. Are there monthly returns of positive Mandatory Drug Testing (MDT) results? What trends do they show?
9. Is the prison meeting its targets for reducing positive MDT results?
10. Is the sample of prisoners randomly tested each month at least as large as the number stipulated for the establishment?

11. Does MDT take place at the weekend?
12. Are staff confident that the MDT figures reflect the general level of drug use within the prison?
13. How do prisoners become part of the Voluntary Drug Testing (VDT) programme?
14. How many prisoners have joined the VDT programme?
15. Is the IMB familiar with the VDT compact?
16. Is it clearly expressed?
17. Are prisoners who have joined the VDT programme held on a separate wing or landing?
18. What use does the prison make of VDT results?
19. What happens to prisoners who fail to provide a sample for VDT?
20. Do the arrangements for MDT and VDT strike an appropriate balance between rigour and decency?
21. Is there effective liaison between the CARATS team (Counselling, Assessment, Referral, Advice & Throughcare), health care and residential managers?
22. Is there a programme of support for prisoners wishing to reduce or end their dependence on drugs? Who is responsible for its effectiveness?
23. Does the prison offer a drug rehabilitation programme? How are its members selected? How are they supported when they leave the programme?
24. Is there support for prisoners wishing to deal with their own abuse of alcohol? Does it involve outside agencies such as Alcoholics Anonymous?
25. Are prisoners encouraged to stop smoking? Do those who wish to do so receive support? Are nicotine patches available free of charge?

## **Mentally ill prisoners**

*See also: Segregation*

1. Is there continuity of care for newly received prisoners whose mental condition has previously been treated in the community?
2. Are there sufficient health care staff with training in mental health?
3. Do these staff work at weekends?
4. Are residential staff aware of any mentally ill prisoners on their wing and how they can best care for them?

5. Does the service offered to mentally ill prisoners meet the standard of comparability with that in the wider community?
6. What is done to secure suitable treatment for mentally ill prisoners who are unable to remain on the wing?
7. Are prisoners who are awaiting transfer to a secure mental hospital being given appropriate support?
8. For how long have such prisoners been waiting?
9. How does the establishment deal with prisoners who have failed to meet the criteria for segregation on the grounds of their mental health?
10. Is any use of seclusion for the mentally ill rare, thoroughly justified and correctly documented?

## SAFER CUSTODY

### Suicide prevention

*See also: Reception; Telephone; Juveniles; Women prisoners; Special accommodation; Segregation unit; Sentence planning and management*

1. Is there an adequate local suicide and self-harm prevention strategy?
2. Is there training to help staff identify and manage prisoners at risk of suicide or self-harm and to raise awareness of the local preventative strategy? Is take up monitored?
3. How many Suicide Prevention Trainers are there?
4. Who chairs the Suicide Prevention Team (SPT)? How often does it meet?
5. Does the SPT include representatives from key areas of the prison and from a range of disciplines? Does a Board member attend its meetings?
6. How does the Board monitor the effectiveness of the local strategy?
7. What screening is carried out during reception to identify prisoners at risk of self-harm?
8. Is sufficient care taken in allocating prisoners to shared cells?
9. Where are the Emergency Response kits kept?
10. Where is specialized resuscitation equipment kept?
11. Are there procedures for summoning emergency medical help?
12. How many ligature-free cells does the prison have? Where are they?
13. Is a case review held within 72 hours of the opening of a F2052SH (or within 24 hours of the opening of an ACCT Plan)? Who typically participates in that review? Does the Board monitor its implementation?
14. Are all relevant staff aware when a prisoner is on an open F2052SH or ACCT Plan?
15. Does the prison keep comprehensive records of self-harming behaviour? What use does it make of this information?
16. Are appropriate chaplains or visiting ministers informed of a serious incident of self-harm?
17. What consideration is given to moving a prisoner at risk of self harm to more appropriate accommodation?
18. Is there an effective Listeners scheme? Are prisoners confident that the scheme is truly confidential?

19. Are all Listeners able to attend support group meetings? Are these meetings led by the Samaritans?
20. How many prisoners held in the segregation unit have access to Listeners?
21. Do Listeners attend at least part of the SPT meetings?
22. What consideration is given before a Listener trained in the prison is transferred to another prison?
23. Where in the prison is the Samaritans' telephone number displayed? Are prisoners able to make such calls in relative privacy?
24. What support is given to staff or prisoners who have been involved in or have had to deal with suicides or attempted suicides?
25. What is the quality of staff interaction with at risk prisoners? To what extent do written entries in a F2052SH or ACCT Plan demonstrate real engagement with the needs of an at risk prisoner?

## **Bullying**

*See also: Juveniles; Maintaining order and control*

1. Do prisoners feel safe?
2. Is wide publicity given to the prison's commitment to challenge bullying?
3. Is there an effective anti-bullying committee? Who chairs it? Is it attended by a wide range of well-briefed staff?
4. How does the committee inform itself about any patterns in bullying behaviour, such as certain times of day or particular locations within the prison? Are its responses well-informed and up to date?
5. Does the prison have a system for getting information about potential victims of bullying?
6. What was revealed by the prison's most recent survey of bullying? Has the Board seen its findings?
7. Does information about suspected bullies and victims follow prisoners to their places of work and other activities?
8. How does the prison deal with bullies once they have been identified?
9. How does the prison support victims of bullying?

## **Death in custody**

1. Does the prison have a contingency plan with suitable arrangements for dealing with a death in custody? How often is the plan reviewed?
2. Is there a thoughtful and sensitive scheme for dealing with next of kin?
3. Is the appropriate chaplain or visiting minister informed immediately?
4. Is the IMB informed promptly?
5. Do staff have access to the welfare team?
6. What support is provided for prisoners who are especially affected by a suicide?
7. Does the bereaved family have a named member of staff as its particular point of contact with the prison?
8. Are the deceased prisoner's possessions handed over to the family in a suitable manner?
9. Are the prison records made freely available to the Coroner's Court?
10. Does a member of the Board attend the inquest?
11. Does the Board monitor the implementation of any recommendations made in the report of the investigation?

## RELIGION

*See also: Foreign national prisoners; Segregation*

1. Which religions are represented in the prison?
2. Is the chosen religion of a prisoner noted on reception? How is the appropriate minister informed?
3. Are there chaplains and visiting ministers for all religions represented in the prison? Do they visit regularly? If not, why not?
4. Do they have free access to all prisoners?
5. Do the various religions/denominations share the same site for worship? If different sites are used, does each satisfy the specific requirements of the worshippers or group in question?
6. Does the prison respect and facilitate prisoners' religious requirements regarding dress, diet and possession of religious materials?
7. Are prisoners whose principal day of worship is a weekday allowed to observe it without penalty eg without loss of pay?
8. What provision is made for religious education for those prisoners wanting it?
9. What provision is made for pastoral care of everyone in the prison?
10. Are chaplains consulted when release on licence is being considered, when lifers are reviewed, or on review of prisoners deemed to be at risk of self harm? Are written reports submitted by the Chaplaincy?
11. Are chaplains able freely to carry out their statutory duties? Are they well informed about the needs of individual prisoners?
12. Is the chaplaincy normally represented on the Rule 45/YOI Rule 49 review board?
13. Are religious festivals of all religions officially recognised by the Prison Service catered for, including periods of fasting, abstinence and celebration?
14. Are prisoners routinely escorted to the place of worship for the scheduled start time of the principal weekly service and of other chaplaincy activities?

## RACE RELATIONS

*See also: Food & food hygiene; Juveniles; Women prisoners; Foreign national prisoners*

1. Is the Race Relations Manual easily available?
2. Is the national race relations policy statement clearly displayed at the gate, in the visits room, in reception and other key areas of the establishment?
3. Are the names of the Race Relations Liaison Officer (RRLO) and members of the Race Relations Management Team (RRMT) widely publicised to staff and prisoners? Are their photographs displayed?
4. Are there prisoner representatives on the RRMT?
5. Are meetings of the RRMT invariably chaired by the Governor or the Deputy Governor?
6. Does a member of the Board regularly attend meetings of the RRMT?
7. How often has the RRMT met in the last 12 months?
8. Have all RRMT members attended the RRMT course?
9. Has the Board representative been invited to participate in race relations training and refreshers given to the RRMT?
10. Has the RRLO attended the Training Services RRLO course in the last 5 years?
11. How much time is allocated to the RRLO to enable him/her to carry out the duties? In the opinion of the Board, is it sufficient? Is the allocated time ring-fenced?
12. Is the local race relations training programme being fully implemented?
13. Is the profile of staff in line with the ethnicity of the prison population?
14. Is random drug testing in line with the ethnicity of the prison population?
15. Is ethnic monitoring of the following areas undertaken: accommodation, work, education and training, adjudications, requests and complaints, segregation, temporary release, Home Detention Curfew, IEP, removal of prisoners from association under Prison Rule 45/YOI Rule 49, use of control and restraint, self harm?
16. Are any other areas monitored locally?
17. Are the results of ethnic monitoring scrutinised regularly by both the RRMT and the Board for indications of potential discrimination?
18. Does the prison shop/canteen stock a range of goods apt for the needs of the ethnic population of the prison?

19. Has the catering manager/officer attended an ethnic minority catering course?
20. Is library stock monitored to avoid racist material? By whom?
21. Does the educational provision include English for speakers of other languages (ESOL)?
22. Are all racist incidents and complaints of racial discrimination reported to and recorded by the RRLO? What action was taken?
23. How many racist incidents have been recorded over the past 12 months – prisoner on prisoner and prisoner on staff?
24. Are the Prison Rules, notices in the prison and the visits area, reception packs and information about the Board available in all relevant languages?

## APPLICATIONS AND COMPLAINTS

### The process

*See also: Juveniles*

1. Does the prison management encourage staff to try to resolve prisoners' requests and complaints informally? Does each wing keep an applications book recording informal applications and their outcome?
2. Are wing and landing applications held daily in a place out of hearing of other prisoners? Are Governor's applications held daily, except on Sundays and public holidays?
3. Is the explanatory leaflet for prisoners available in the library, reception, visits and on the wings/landings?
4. Are notices publicising the formal procedure prominently displayed?
5. Are all staff aware of the advice they should give to prisoners who wish to make a complaint?
6. Are complaint forms freely available to prisoners on the wings?
7. How many locked boxes are there in each residential area into which prisoners deposit completed complaint forms? Is the number and location of these boxes such that every prisoner has easy access to them? Is any located directly outside a wing office?
8. Who is the designated officer who has sole access to these boxes?
9. Does the designated officer empty the boxes daily (excluding weekends and public holidays)?
10. How does the prison help prisoners with a reading or writing difficulty to make a complaint?
11. What importance does the prison attach to resolving complaints within the prescribed time limits? Are delays regarded as exceptional?
12. How effectively does the prison deal with complaints? Are they fully and objectively investigated? What is the quality of the replies?
13. Do prisoners know that they may ask the IMB to look at any replies to complaints and to review decisions and replies?
14. Are prisoners aware they can write direct to the governor, Area Manager and IMB chair using a sealed envelope by confidential access?
15. Does the prison refer complaints to appropriate staff?
16. How many complaints forms are issued each month? How many are completed and returned to the complaints clerk?

17. Does the prison monitor the number of complaints monthly, and trends in subject matter? Is this information made available to the Board? What other use does the prison make of the information?
18. Is there a pattern to the requests/complaints indicating issues which might be pursued by the Board?
19. How does the prison respond to those deemed to be serial complainants? Are its responses proportionate and subject to review?
20. Does the Board monitor the number of confidential access complaints to the Board's Chair and their broad subject matter?

### **Complaints against staff**

1. How many complaints against staff have been made during the last 12 months? How many have been upheld?
2. Are the procedures for investigating such complaints fully complied with?
3. Where are prisoners held whilst their complaints are investigated (are they being subject to an informal sanction)?
4. Are complaints dealt with promptly?

### **Complaints pursued outside the prison**

1. Are prisoners aware that they have free and confidential access to the Prisons and Probation Ombudsman (PPO) once they have completed the internal appeals process?
2. What information is given to prisoners about the various channels of external complaint (MPs, Legal Advisers, the PPO, the Parliamentary Commissioner for Administration, petition to the Queen, petition to Parliament, the Criminal Cases Review Commission, the Criminal Injuries Compensation Authority, the European Court of Human Rights, the Commission for Racial Equality)? Are posters widely displayed?
3. What information about these avenues of complaint is available in the library? Is it easily accessible?

### **Applications to the IMB**

*See also: Independent Monitoring Board*

1. How do Board members respond when prisoners raise complaints with them which have not previously been discussed with staff?
2. How are applications made to the Board? Does the prison provide a box

in which applications to the Board can be posted by the prisoners? Is the box opened by Board members or the Clerk?

3. Is information about the role of the IMB widely displayed?
4. Are the Board's replies to applications always clear, accurate and timely?
5. Does the Board keep a record of all applications it receives, whether written or on the hoof? Does it track any trends?

## SPECIAL CATEGORIES

### Remand prisoners

*See also: Induction; Access to legal advice; Video links from court*

1. Does the prison's induction programme include an element dealing particularly with the special position of unconvicted prisoners?
2. Is information about bail prominently displayed in areas where unconvicted prisoners can see it?
3. Are convicted and unconvicted prisoners normally accommodated separately?
4. Is any unconvicted prisoner required to share a cell with a convicted prisoner?
5. Are unconvicted prisoners allowed to wear their own clothing unless this is considered unsuitable?
6. Are unconvicted prisoners allowed the following choices: not to work, to send and receive as many letters as they wish (including 2 at public expense each week), to receive as many social visits as they wish?
7. Are unconvicted prisoners able to carry out business activities and have books and stationery supplied at their own expense?
8. Are unconvicted prisoners able to be seen by their own doctor or dentist provided they meet the cost themselves?

### Juveniles

*See also: Induction; Access to legal advice; Social visits; Health care; Substance abuse; Safer custody; Bullying; Religion; Race relations; Applications and complaints; Education; Control and restraint; Minor reports; Segregation*

1. Is a clear statement of purpose displayed in the establishment? Does its content match the requirements of PSO 4950?
2. Does the Board keep the Lay Observers informed of any concerns about the conditions in which young people travel from court to the establishment?
3. Is the reception area welcoming? Are the reception staff suitable to deal with the age group?
4. If the establishment holds other age groups as well as juveniles, are there separate reception facilities for the juveniles?
5. Do all young people arrive with all the relevant documentation; correctly

endorsed warrant, ASSET form, pre sentence report, post court reports, prisoner escort record and Youth Justice Board (YJB) vulnerability alert form, where appropriate?

6. Is the information received communicated to the relevant departments and used constructively?
7. Is every young person interviewed within one hour of arrival to assess his/her needs and level of vulnerability? If not, why not?
8. Is every young person screened on the day of arrival to identify all immediate health care needs?
9. In the case of young women are sanitary needs, child care needs and any pregnancy issues identified in this initial screening? Are child care options discussed?
10. Are first night packs provided to all first night admissions? What do they contain?
11. Do reception staff routinely inform night duty staff of any concerns they may have about a new reception?
12. Is a young person enabled to telephone a family member or other person concerned about his/her welfare within 2 hours of arrival?
13. What arrangements are there to provide each young person's next of kin or other appropriate person, within 48 hours of their arrival, with information about visiting, personal property, pastoral care, sentence planning, review and resettlement arrangements?
14. What arrangements are there for securing personal possessions of value?
15. Does each young person typically receive an induction of at least one week? Are all assessments carried out to address the needs of the young person concerned?
16. Are key sentence and release dates calculated and given to each young person within 48 hours of reception after sentence? Are these dates also explained orally?
17. Is every young person given a copy of the key features of their sentence plan and their daily and weekly timetable of activities at the end of the induction programme?
18. Is a sentence plan (including an Individual Learning Plan) produced for each young person within 10 working days of reception after sentence?
19. Are convicted and unconvicted young people accommodated separately according to prison service policy?
20. Is a cell sharing risk assessment made before an unconvicted young person is required to share a cell?

21. Are there short and intensive courses and appropriate services for unconvicted prisoners?
22. Is there a Bail Support scheme available to divert particularly vulnerable young people to alternative placements?
23. Do all new members of staff receive the induction training approved by the prison service and the YJB for working with under 18 year olds?
24. Are staff who started to work in the establishment before this training was introduced given access to this programme?
25. Has the Governor/Director drawn up a training programme for the establishment which enables the developmental needs of staff to be addressed? Is it being consistently delivered? Does it encourage development of the level and mix of competences most appropriate in the establishment?
26. Are staff given support in their task of understanding and motivating young people?
27. Does every young person have a personal officer/case worker?
28. How effective is the personal officer/case worker system? Do staff receive training in the skills needed to act as a personal officer/case worker?
29. Does the personal officer/case worker fulfill the mandatory duty to keep in contact with the Youth Offending Team (YOT), outside agencies and families?
30. Do staff consult YOT members and family to determine the best approach in motivating individuals?
31. What efforts does the establishment make to consult the young person's family in the preparation of a sentence plan? Is everything done to enable their attendance at relevant conferences/reviews?
32. Are Detention Training Order (DTO) plans and review meetings conducted within the required timescales?
33. Is each young person's programme of activities, and his/her response to it, reviewed on a regular basis?
34. Is the young person encouraged to take part in the planning/review meetings and give his/her views?
35. Is the Throughcare/Resettlement team providing effective pre-release programmes and co-ordinating post- discharge supervision?
36. Is there compulsory PE for sentenced young people? Are the arrangements administered sensitively?
37. Is every young person given a minimum of one hour of outside activity or recreation each day? If not, why not?

38. Do young people under school leaving age receive at least 15 hours per week education or training? Are all young people offered a minimum of 5 hours PE a week?
39. What educational provision is made for young people with learning difficulties or special needs?
40. What account is taken of the needs of young people with a disability?
41. Are classes in life skills, basic literacy and numeracy offered?
42. Are all young people out of cell for a minimum of 10 hours per day? Do they receive on average 30 hours purposeful activity a week?
43. Are there enough education/training/work vacancies to ensure every young person can be gainfully employed? If not, what is being done to increase the opportunities?
44. Do wings/residential areas have specified sports and games officers?
45. Are videos suitable for the age group of the juveniles to which they are being shown eg classification 18 years not shown?
46. Is the library stock suitable for the age group concerned?
47. Does the shop offer appropriate items that the younger people within the juvenile group might want to buy?
48. How are juveniles under 16 prevented from obtaining cigarettes?
49. Do the young people have an opportunity to participate in the Duke of Edinburgh's Award scheme?
50. Does the establishment have an effective anti-bullying policy?
51. What strategies are employed for managing bad behaviour among juveniles? Are these in line with PSO 4950?
52. Is separation (segregation) of juveniles exceptional?
53. What regime is there for a separated young person?
54. What is the plan for returning him/her to ordinary accommodation?
55. How are separated young people assisted to address their behaviour?
56. What happens to convicted juveniles subject to DTOs when they attain their 18th birthday?
57. How often are young people transferred to other establishments further away from home? Are they given a proper explanation?
58. Is the contract between the YJB and the Prison Service (or the Contractor) being fulfilled? If not, what are the implications for the young people?
59. Is there a Child Protection Committee? Is there a local Child Protection Policy? Is it effective?

60. Are links made with the Area Child Protection Committee? Is that effective? How does the Board evaluate the links?
61. Is there dialogue between the IMB and the YJB monitor?
62. Do the Board and any Child Advocates have a clear understanding of their working relationship within the establishment?
63. Is the YJB informed promptly of any significant event affecting a juvenile?

### **Young offenders**

*All topics covered in this Guide – other than Elderly prisoners – will have general relevance to young offenders*

1. Do young offenders arrive with all the relevant documentation?
2. Are all young offenders given relevant basic information about their rights and obligations within 24 hours of reception?
3. How long typically is the induction programme?
4. Does every young offender have a personal officer?
5. How effective is the personal officer system?
6. What provision does the institution make for PE during the normal working week, in the evenings and at weekends?
7. Are all young offenders given an opportunity of participating for at least 2 hours per week? If not, why not?
8. What provision is made for young offenders with special educational needs?
9. Does the library stock include material suitable for any young offenders with reading difficulties?
10. How often are young offenders transferred further away from home, whether by virtue of transfer in to the institution or away from it to another? What sort of explanation are they given?
11. Where are young offenders who receive a punishment of removal from wing or living unit under YOI Rule 62 normally accommodated during the punishment period?

## Life sentenced prisoners

*See also: Categorisation & allocation*

1. How many lifers does the prison hold?
2. Where are they located?
3. Who is the prison's lifer manager?
4. Does the induction of a lifer deal thoroughly with the life sentence system?
5. What other support is given to newly sentenced lifers?
6. What efforts are made to explain the life sentence system to family members?
7. Do all lifers held in local prisons have ready access to a wing lifer officer?
8. Is the Multi-Agency Lifer Risk Assessment done before the newly sentenced lifer moves on to his/her first stage centre?
9. Is the Confidential Summary Dossier for a newly sentenced lifer completed promptly and with the involvement of all the agencies concerned with the case?
10. Does the prison ensure the timely production of the LSP3 reports, which are incorporated into the lifer's first review?
11. Do short-term lifers move through the system sufficiently quickly for release on tariff to be a realistic possibility?
12. Are lifers in the first and second stages of their sentences able to move without undue delay to prisons offering relevant offending behaviour work?
13. Does overcrowding or any other factor create pressure for lifers to move into open conditions before their particular circumstances warrant?
14. Lifers at a late stage of their sentences often find themselves among much younger prisoners whose motivation and outlook can be very different; how does the prison support them?
15. Does the prison provide suitable premises for an oral hearing? Do arrangements for the hearing work smoothly?
16. Is a prisoner who is at a late stage of a life sentence carefully prepared for the pressures and responsibilities of any escorted absence?

## Women prisoners

*All topics in this Guide will have general relevance to women prisoners*

1. Does the reception process address the needs of women who arrive in prison with unresolved domestic emergencies, no childcare arrangements, loss of accommodation?
2. Is the possibility of rent arrears addressed at once so that the debt does not increase?
3. Are the appropriate authorities informed of a prisoner's situation immediately so that rented accommodation and property in it is not necessarily lost?
4. Are the last two issues raised with all the women?
5. Are 2 female officers always present during a strip search of a female prisoner?
6. Are the procedures for strip searching a prisoner who is menstruating, which are clearly stated in the Security Manual, adhered to?
7. Is there an appropriate ratio of female to male staff?
8. Does the regime offer activities and training which address women's identified needs and interests? How relevant is the training to employment prospects?
9. Is the library stock appropriate for women?
10. Are women able to wash and iron their own clothes?
11. Are women afforded privacy when showering?
12. Are special hair and skin products for black women readily available?
13. What is the system for supplying sanitary towels? Is there a choice? Do the women have to ask male officers?
14. Does the Health Care Centre operate a Well Woman clinic?
15. Is a prisoner who asks to be seen by a female doctor or medical officer given this opportunity wherever possible?
16. Are women referred for routine mammograms and smears?
17. Is appropriate food available to women trying to lose weight?
18. Does the prison attempt to address issues such as sexual and physical abuse experienced by women in their lives outside prison?
19. Are there adequate support systems for women after counselling or therapy?
20. Is there any evidence of sexual abuse or harassment of women by other prisoners or officers? If there is, how does the prison deal with it?

21. Before restraints or C&R are used, is consideration given to the possibility of the prisoner being pregnant?
22. Is the standard of ante-natal care for women comparable to that in the community?
23. Are partners notified when a woman goes into labour? May a partner attend the birth?
24. What is the incidence of self-harm amongst the inmate population? What is the establishment's response?
25. Are mothers with dependent children encouraged to maintain responsibility for them? In open conditions are mothers enabled to have regular contact with the child's school, care or social worker?
26. Are parenting classes available?
27. Is there adequate access to telephones at appropriately flexible times to allow women to maintain family links?
28. Where a Primary Carer scheme exists is consideration given to older children in care or those with special needs?

## **Mother and baby units**

*See also: Women prisoners*

1. Are there facilities for mothers to prepare food for their babies?
2. Does the mother and baby unit have contact with community health visitors and employ a family worker?
3. Who cares for the child during the mother's absence from the unit?
4. To what extent may mothers determine their own routines of feeding and caring for their babies? Are different practices in infant care recognised and supported?
5. Are the toys, play space and general stimulus adequate for the babies? Is the decoration of the play area suitable?
6. What practical support and guidance are mothers given in caring for their babies?
7. When separation is inevitable because the baby reaches a certain age, have alternatives for care of the child been thoroughly explored with prisoner and partner, relatives, friends or Social Services department as to who might have care of the child?
8. Is there a care plan for each baby in the unit?

## Disabled prisoners

*See also: Social visits; Fire and emergency evacuation; Health care; Work and vocational training*

1. Is there a local policy statement addressed to the needs of disabled prisoners? Does it clearly demonstrate the prison's commitment to minimize disadvantage on the grounds of disability?
2. Is this statement accessible to staff and prisoners?
3. Who is responsible for ensuring that local policies, procedures and practices addressing the needs of disabled prisoners are consistently implemented?
4. Does the prison assess and then record the communication and mobility needs of all its disabled prisoners?
5. Is this assessment made in consultation with the prisoner during reception or induction?
6. In allocating a cell to a disabled prisoner does the prison take account of his/her particular limitations?
7. What steps does the prison take to ensure that it meets the communication needs of prisoners with significantly impaired hearing?
8. How is a blind prisoner helped to cope with imprisonment?
9. Does the prison have sufficient wheelchairs?
10. Is a prisoner who arrives with his/her own wheelchair allowed to continue to use it? If not, why?
11. Does the prison have a special plan for the evacuation of disabled prisoners during an emergency?
12. What alternative hygiene arrangements does the prison make for a disabled prisoner unable to shower?
13. Is there effective liaison between Health Care and the staff of the residential area in which a disabled prisoner is accommodated?
14. Is the visits room accessible to a wheelchair-bound prisoner? If not, where does this prisoner have his/her visits? Can the visitors still take advantage of the normal facilities of the visits room?
15. What steps does the prison take to ensure that disabled prisoners have access to education, the library, their place of worship and PE facilities?
16. Does the prison take reasonable steps to ensure that disabled prisoners have access to appropriate employment opportunities?
17. What arrangements does the prison make to ensure that the process of adjudication is made clear at each stage to a deaf prisoner?

## Foreign national prisoners

*See also: Social visits; Telephone; Food and food hygiene; Health care; Religion; Race relations; Women prisoners; Adjudications; Categorisation and allocation*

1. What steps are taken to support prisoners unable to speak or understand English or who lack any familiarity with British institutions?
2. Are any critical arrangements affecting a foreign national prisoner explained, where necessary, with the help of an interpreter?
3. Are foreign national prisoners who have not received a domestic visit in the previous month entitled to make a call home?
4. Are the cost of overseas telephone calls, or the time of day at which the prison requires them to be made, justifiable sources of complaint?
5. Is there a regular forum in which foreign nationals are able to air their particular problems? Is it effective?
6. Does the prison attempt to minimise the particular stresses which foreign nationals may experience through separation from their families? What support does it give when these stresses become acute?
7. How quickly can the kitchen respond to the arrival of a foreign national prisoner with culturally different dietary requirements?
8. Is consideration given to transferring women prisoners to one of the designated foreign national centres?
9. What steps does the prison take to make its resettlement programme appropriate to foreign nationals?
10. Are prisoners who qualify for repatriation to serve their sentence in their own country made aware of this possibility?
11. Are the Early Removal Eligibility Dates of all foreign national prisoners shown on the establishment's central database?
12. Are all foreign national prisoners considered for early removal under the Early Removal Scheme (ERS) other than those exempted from it?
13. What impact does the potential for early removal have upon a foreign national prisoner's sentence plan?
14. How much advance notice is a prisoner who is to be removed under ERS given?
15. Do prisoners know how to contest an ERS decision?
16. Do any foreign nationals awaiting deportation remain in the prison after they have completed their sentence? What is the prison's response to this issue?

## **Elderly prisoners**

*See also: Association, exercise and PE; Health care; Early release on compassionate grounds*

1. Who has particular responsibility for elderly prisoners?
2. Is the full range of the prison's facilities accessible to prisoners who have lost some of their mobility?
3. Does the prison have healthcare policies focused on the discrete needs of this group? Are they effective?
4. Is there close liaison between health care and residential staff about the needs of individual prisoners?
5. Does the kitchen consider the needs and preferences of elderly prisoners when designing menus?
6. Does the gym provide programmes suited to the elderly?
7. Is there a range of stimulating recreational activities?
8. Are baths available as well as showers?
9. How does the prison protect the elderly from being bullied by younger prisoners?

## SECURITY, ORDER AND CONTROL

### Maintaining order and control

*See also: Bullying*

1. Are local rules and expectations clearly presented to prisoners on reception?
2. How effective is the personal officer scheme?
3. Is the Board confident that a prisoner will receive individual attention from staff?
4. To what extent does the Board detect mutual respect in the relationship between staff and prisoners?
5. Is the Health Care Centre identifying injuries which are not being treated as assaults?
6. Is there evidence that certain administrative actions, such as cell allocation or exclusion from activities, are used not only to maintain control, but as an informal punishment?
7. Is any use of CCTV proportionate to the benefit which might be derived?
8. Do applications or other correspondence go astray?
9. Do prisoners know the details of the Incentives & Earned Privileges (IEP) scheme and how it operates?
10. How does the prison reach the decision to change a prisoner's IEP status? Can the prisoner make representations?
11. Are records sufficiently thorough for a Board member to explore the reasons for a change in a prisoner's IEP status?
12. How long is a prisoner held on Basic regime before a review is held?
13. Are prisoners seeking to improve their IEP status offered support of staff?
14. Do prisoners transferring into the establishment retain their IEP status on arrival?
15. Is the Board kept aware of the numbers currently on the three IEP regimes?

### Security

*See also: Closed visits; Letters; Substance abuse; Women prisoners*

1. Do staff have the knowledge, training, resources and confidence to handle the types of prisoners for whom they are responsible?

2. Are security information reports assessed promptly and by experienced staff?
3. If the prison makes initial categorisation allocations, who is responsible for checking them?
4. Does the censoring of correspondence result in undue delays?
5. If only a sample of correspondence is censored, how is this decided?
6. Are staff, visitors and Board members searched with appropriate rigour and courtesy?
7. Are prisoners searched in a manner that is effective yet consistent with dignity and decency?
8. Are squat searches carried out only when they can reasonably be justified?
9. Are all cell searches recorded and the searching staff named?
10. Is a prisoner present when his cell is searched?
11. Does the prisoner countersign any report of damage or endorse a NIL return?
12. Is due respect shown to any religious artifact known to be in the cell?
13. Does the Board know of complaints about the transport between establishments of prisoners in categories B, C and D?
14. Is the Board aware of the Lay Observers who monitor the work of the various contractors engaged by the Prisoner Court and Custody Services?
15. Does the Board monitor the condition and use of the Prison Service vehicles used for transporting category "A" prisoners?
16. Is the Board aware when a prisoner is being held in an outside hospital?
17. Does the Board monitor the security procedures during a bedwatch for their appropriateness and sensitivity?
18. Does the prison periodically review any prisoner who is on its Escape List?

### **Control and restraint**

*See also: Women prisoners*

1. Is the Board routinely informed of planned deployments of a C&R team?
2. Does a representative attend whenever possible?
3. Does the briefing of the team include consideration of any relevant medical conditions?
4. Are all members of the team up to date in their training?
5. Is the team appropriately confident of its ability?

6. Does the C&R team only employ force when other possibilities have been exhausted or in response to aggression?
7. Is the operation videotaped?
8. Does the Board have enough knowledge of C&R techniques to enable members to monitor their use effectively?
9. Once force has been employed, does the Officer in charge take every opportunity to de-escalate the situation?
10. Is a prisoner able to report to Health Care injuries he believes to have been sustained in the C&R process? How and how quickly after use of C&R can this report be made?
11. Does the Board routinely receive copies of the Use of Force form (currently F 52326)?
12. Does the Board monitor these and make comparisons over time and with other similar establishments?
13. How does the Board satisfy itself that C&R is not used disproportionately against prisoners of any particular ethnicity?

### **Special accommodation and mechanical restraints**

*See also: Suicide prevention*

1. Is the Board informed immediately when special accommodation or mechanical restraints are used? How rapidly does the Board aim to respond?
2. Is the Board satisfied that neither special accommodation nor mechanical restraints are used as a punishment? Are prisoners relocated as soon as they cease to be violent or unmanageable?
3. Are Board members aware that prisoners may not be kept in special accommodation or under restraint for more than 24 hours unless a member has provided authorization in writing, giving reasons for the confinement/restraint and indicating time (not exceeding 24 hours) during which it may continue?
4. Are members aware that the prisoner must be seen before each authorisation?
5. Is every use of special accommodation or mechanical restraints recorded on the Register of use of Special Accommodation/Mechanical Restraints (currently form F 22323)?
6. Is special accommodation ever used solely to prevent self harm?
7. Does the Board routinely receive a copy of the F 22323?

8. Is the information on the F22323 monitored and assessed by the prison and the Board?
9. Does the Board particularly check the times of location, and of the governor's authority and of the medical officer's signature?
10. Are prisoners in the special cell provided with water, a blanket, and a receptacle in which to relieve themselves?
11. Does the Board monitor secure units within the Healthcare Centre?
12. Does the Board see all prisoners held there?

### **Serious incidents**

*See also: Fire and emergency evacuation*

1. Who is responsible for maintaining and updating the prison's contingency plans?
2. Do these plans include early notification of the Board?
3. Does the Board play a part in any planned exercises or tests of procedure?
4. Are all Board members prepared for the various roles they may be called upon to play in the course of an incident?
5. Is the entire Board agreed as to who should respond to queries from the media?
6. Is an incident bag available in the gatehouse?
7. Is the equipment and information inside it checked and kept up to date?
8. Does the prison make a videotaped record of incidents?
9. Is there an effective staff care team?

### **Adjudications**

*See also: Foreign national prisoners*

1. Is the Prison Discipline Manual available to prisoners? Are adjudications held in accordance with it?
2. Are prisoners initially segregated under Rule 53/YOI Rule 58? Is this reasonable?
3. Is the room in which adjudications are held suitable for the purpose? Is the furniture satisfactory?
4. Does each adjudication begin with a check that the prisoner has received the Notice of Report (F1127) and Explanation of Procedure (F1145) in sufficient time to prepare a response?

5. Does the adjudicating governor address the prisoner courteously? Does the adjudicating governor address the prisoner with impartiality, however well known the prisoner might be?
6. Are punishments adequately explained to prisoners? Are they informed of them in writing?
7. What steps are taken to ensure that prisoners with English as their second language understand the proceedings and any punishment imposed?
8. Is the difference between punishments and any administrative decisions adequately explained to prisoners?
9. Can prisoners obtain a record of their adjudication without charge?
10. Are punishments fair and consistent?
11. Do charges frequently fail because of procedural shortcomings?
12. How often are adjudications overturned on appeal? Is there any pattern to such cases?
13. Does the Board frequently sample the way in which adjudications are carried out?
14. Does the adjudicating governor identify an attending Board member and ask the prisoner whether he/she objects to his/her presence?
15. Does the Board have a policy of refusing to attend an adjudication when the prisoner involved has specifically requested Board attendance?
16. Is the Board routinely given a summary of adjudications heard and their outcomes?
17. Is it alert to any trends in these returns?
18. Since added days may only be awarded by an independent adjudicator, are governors tending to impose alternative punishments at the maximum possible level? Are these punishments disproportionate to the offence?
19. Does a doctor complete the safety algorithm before certifying a prisoner as fit for cellular confinement under Rule 58/YOI Rule 61?
20. Are prisoners on cellular confinement visited daily by a governor, doctor and chaplain? Is the Board satisfied that these visits are effective in achieving their purpose?
21. Are they offered exercise daily?
22. Are both staff and the prisoner clear as to the restrictions which cellular confinement is imposing in each individual case?

## **Minor reports**

*See also: Juveniles*

1. Are the hearings conducted by a Governor or a Principal Officer?
2. Are the hearings conducted in accordance with the requirements of the Prison Discipline Manual?
3. Is the accommodation where minor reports hearings are conducted suitable? Does the process have impact?
4. What is the pattern of charges, findings and punishments dealt with under this system?
5. Does each residential unit conduct its own minor reports hearings? If so, what steps does the prison take to ensure a consistent approach?
6. What influence does a minor report have on the prisoner's regime standard? Is it a punishment or an administrative decision?
7. Is the minor report book examined and kept up to date? By whom?

## **Segregation unit**

*See also: Telephone; Food and food hygiene; Suicide prevention*

1. Are the premises clean and well maintained?
2. Is there an accurate and visible list of all the prisoners currently held?
3. Is there a record of visitors to the unit?
4. Do staff always appear to be securely in control of the unit and able to deliver its regime?
5. Are prisoners made aware of the regime when they arrive and how?
6. What is the social atmosphere of the unit?
7. Does a Board member visit every prisoner in the unit at least once a week and record this by signing the Daily Occurrence Book?
8. Does the Board have a system for responding to applications made by prisoners in the unit?
9. What arrangements are made when a segregated prisoner asks to see a Board member in private?
10. What steps are taken to minimize the impact of a dirty protest on the people who live and work in the unit?
11. How are the cells and showers cleaned after a dirty protest?
12. Is a prisoner on dirty protest offered a shower each day? How and where is this offer recorded?

13. Is a log kept of each dirty protest, including attempts at intervention?
14. Does the unit have arrangements allowing prisoners held under different classes of rules to be managed appropriately?

### **Segregation under Rule 45/YOI Rule 49**

*See also: Library; Health care; Mentally ill prisoners; Religion; Education*

1. Is the Board notified of a new segregation within 24 hours?
2. Are the authorities for segregation and the individual segregation history sheets available for inspection?
3. Is the safety algorithm being completed by a health care professional on initial segregation?
4. Is authority correctly given when a prisoner is segregated during the night?
5. Was the initial review board properly constituted? Are its papers available to the Board?
6. Do subsequent review boards meet at least fortnightly? Do they include representatives from healthcare and other relevant specialisms?
7. Is a record made of review board proceedings?
8. Are segregated prisoners invited to attend the review board each time one is held?
9. Is an appropriate regime agreed and are the behavioural targets suitable?
10. Is the prisoner clear what he has to do before he can return to normal location?
11. Does the prisoner receive written notice of the review board's decisions? Is it legible and comprehensible?
12. What steps are taken to prepare a segregated prisoner for his return to normal location?
13. What steps are taken to resolve the situation when a prisoner on Rule 45/YOI Rule 49 GOOD is repeatedly deemed unsuitable for normal location?
14. Is a segregated prisoner only transferred directly to another segregation unit in exceptional circumstances? Does the Board take a particular interest when such prisoners are segregated upon arrival?
15. How does the prison deal with prisoners who refuse to return to normal location?
16. Are any prisoners segregated pending Police investigation? Has their

segregation been unreasonably long? Has the Board taken up the issue of speed of investigation with the Police Liaison Officer?

17. When a prisoner seeks protection is he offered any alternatives to segregation? (These might include moving to a different wing or another establishment.)
18. Are all members of the Board prepared for the steps they would need to take if the member sitting with the review board was not satisfied with its findings?
19. What measures are taken when a prisoner in segregation is on an open F 2052SH or ACCT Plan?
20. Does the Board have a system whereby a member who has been responsible for monitoring the unit briefs the succeeding member about any current concerns?
21. Does the Board hear a report on segregation at its monthly meetings?
22. Are any Close Supervision Centre prisoners held under Rule 46 routinely seen by a Board member?

### **Transfers out of the prison**

1. Are prisoners fitted by a doctor before departure?
2. Does the property to which a prisoner is entitled accompany him/her on transfer?
3. Does the Board know of cases where the prison has misrepresented the circumstances of a prisoner who is to be transferred?
4. Does the Board inform the IMB at the receiving prison if a transfer involves any particularly complex or unusual background?

## RESETTLEMENT

### Sentence planning and management

*See also: Suicide prevention*

1. Are prisoners covered by OASys (the IT based Offender Assessment System) given information about it as part of their induction?
2. How do relevant staff and departments make their contributions to an individual's assessment?
3. Is the OASys Clerk able to gather contributions from all relevant staff and departments without difficulty?
4. How does the prison encourage prisoners to engage actively in the process?
5. Does the prison provide suitable facilities (including privacy) for the OASys interview with the prisoner?
6. What account does the prison take of a prisoner's reasons for declining to take part in the OASys interview?
7. Does the officer introducing the Self Assessment Questionnaire take care to confirm that the prisoner understands its purpose and is able to complete it? What help is given when this is not the case?
8. How soon after reception into the prison from court do the following two groups typically receive their OASys assessment – prisoners sentenced to 12 months or more but less than 4 years; prisoners sentenced to 4 years or more?
9. At what intervals is the OASys assessment of prisoners in each of the same groups typically reviewed?
10. Does the prison consistently review the OASys assessment of prisoners sentenced to 4 or more years within the first 3 months of their transfer from another prison?
11. If a prisoner is the subject of a pre-sentence report by Probation does it accompany him/her into the prison?
12. If a prisoner is the subject of an external OASys assessment is it available to the prison?
13. Is a Sentence Planning Board invariably convened in the case of prisoners sentenced to 4 years or more?
14. Is it an integrated board involving staff and departments representative of all aspects of the prison's regime? Who chairs the Board? Do all members attend? Are they well briefed?

15. Is the prisoner able to attend at least part of the Board?
16. Are targets set by a prisoner's sentence plan actually achievable in the prison?
17. Are they achieved in time to influence the prisoner's parole or tariff review?
18. Are waiting lists for programmes managed so as to give priority to prisoners approaching their parole or tariff review?
19. Do prisoners know they can obtain a full copy of their OASys document save for any material in the section which is properly withheld?
20. Do prisoners receive a written summary of their sentence plan objectives?
21. Are prisoners able to contribute to their OASys document in writing?
22. Is the computer system in the local probation office linked to the system in the prison?
23. Who is responsible for managing the OASys process in the prison?
24. Are concerns about an individual prisoner which emerge from the sentence planning process - including risk of self-harm or drug dependency - routinely shared with the relevant staff and departments?
25. Do staff working in departments other than sentence planning (such as Education and PE) have convenient access to relevant parts of the OASys document? What use do they make of it?

### **Categorisation and allocation**

*See also: Social visits; Life sentenced prisoners; Foreign national prisoners*

1. Do decisions about categorisation rest solely on the likelihood of an attempt to escape and the risk to the public of a successful attempt?
2. Are decisions about categorisation founded upon accurate information and up to date assessments?
3. Is the categorisation of prisoners serving less than 4 years reviewed every six months? Is that of long term prisoners reviewed annually?
4. Are prisoners who require a lower level of security after recategorisation moved promptly to a suitable prison?
5. Does the prison hold anyone whose family is not within reasonable travelling distance? If so, what steps are being taken to improve the prisoner's allocation?
6. How does a prisoner make a case to be allocated to a different prison?
7. Are agreed transfers implemented quickly? If not, what are the reasons?

## **Work and vocational training**

*See also: General health and safety; Disabled prisoners*

1. How do prisoners find out about the available work or training? How do they apply for it?
2. Is sufficient work available for sentenced prisoners?
3. How does the prison allocate opportunities for work or vocational training if they are over-subscribed?
4. How does the prison ensure that the most attractive opportunities are allocated fairly?
5. Are vulnerable prisoners offered an appropriate range of work or vocational training?
6. Is there suitable work or vocational training for the range of prisoners held?
7. Can all the time spent at work or on vocational training be described as purposeful?
8. Are the vocational training courses offered focused on skills demanded in the outside job market?
9. Do sentenced prisoners have individual work programmes which are consistent with any relevant requirements of their sentence plan?
10. Does the work done by prisoners help to prepare them for their release?
11. Are workshops suitable for their purpose? Are they well-maintained? Are they suitably lit, heated and ventilated?
12. Are the relevant Health and Safety procedures explained and adhered to?
13. Are prisoners able to shower after work?
14. How many hours are there in the working week?
15. What are the work schedules? Do they conflict with other regime activities such as worship or visits?
16. Do prisoners consistently arrive for work on time? If not, why not?
17. How often are work sessions cancelled? What efforts are made to adhere to the published timetable in face of short term difficulties.
18. Is there any overtime? How is it allocated?
19. Does all work or vocational training attract the same rates of pay? If not how are the more attractive opportunities allocated?
20. What payment is made to an employed prisoner when work or training is cancelled or when the prisoner is unable to work?

21. What payment is made to a prisoner who is unemployed simply because there are insufficient work or training opportunities?
22. What steps are taken to warn a prisoner whose record at work is unsatisfactory? May he/she appeal against dismissal from work?
23. Are prisoners given the opportunity to obtain outside work where their categorisation and risk assessment allow? Are there avoidable delays in offering these opportunities?
24. Do IMB members visit outside working parties?

## Education

*See also: Reception; Induction; Segregation under Rule 45/YOI Rule 49*

1. What proportion of sentenced prisoners attends Education?
2. Are all prisoners offered the Basic Skills Agency screening test within 2 weeks of reception? How many refuse to be assessed?
3. Is the range of educational provision based on a needs analysis of the population?
4. Are there sufficient places for those who want them? If not, how are places allocated? Is the allocation system fair?
5. What education provision is made for vulnerable prisoners? Do they have the same range of classes as other prisoners?
6. What arrangements are there to provide education to prisoners in the Health Care Centre or the Segregation Unit?
7. How quickly are the educational needs and interests of incoming prisoners assessed?
8. Does the assessment take into account the needs of the sentence plan?
9. How quickly are incoming prisoners' educational records received from their previous establishment and how quickly are they communicated to the next establishment on transfer?
10. Is the core curriculum followed?
11. Is the accommodation in the education department suitable for its purpose? Is it well maintained?
12. How many weeks of education are offered in a year? Is the provision restricted to a conventional academic year? If so, why?
13. Does the education contract provide for prisoners to take public examinations and to participate in distance learning courses? Do prisoners engaged in distance learning have adequate facilities and support?

14. Are prisoners able to take City and Guilds courses or National Vocational qualifications? Does the Education department work with other departments to enable this training to take place?
15. What efforts are made to ensure that prisoners leaving the prison part way through a course may complete it?
16. How often is the educational programme reviewed? Are prisoners consulted? Is there a consultative committee?
17. Do prisoners consistently arrive for class on time? If not, why not?
18. Do classes start and finish at the published times?
19. How often are classes cancelled? What efforts are made to adhere to the daily timetable in face of short term difficulties?
20. Is the group of prisoners in each class of a size and composition to allow effective teaching?
21. What steps are taken to warn a prisoner whose attendance or behaviour in education is unsatisfactory? May he/she appeal against dismissal?
22. Is there provision for prisoners to attend educational courses outside the prison where their categorisation and risk assessment would allow this?

### **Probation**

1. Who is the Senior Probation Officer's line manager within the prison?
2. What responsibilities are assigned to Probation under its contract with the prison?
3. Are probation staff involved in any non-accredited groups such as victim empathy, alcohol awareness, lifer groups?
4. Do the probation staff consider they had sufficient local training on joining the prison?
5. Are there enough probation staff to fulfill Probation's contractual responsibilities? Is there sufficient continuity among the probation staff?
6. Are there probation support officers? What work are they given to do?
7. Is there a good flow of information between discipline and probation staff?
8. Do discipline officers provide effective practical support to probation officers when they are on the wing?
9. Do probation officers have suitable surroundings for their interviews?
10. How does a prisoner arrange to meet a probation officer? How long does it normally take for a meeting to be arranged?
11. Is there any joint working between probation officers and other staff?

## **Release on Temporary Licence (ROTL)**

*See also: Final preparation for release*

1. How does a prisoner apply for ROTL? Is the process efficient and reliable?
2. Is the prisoner able to attend at least part of the Board considering an application for a temporary licence?
3. Does the Board reach fair and well judged decisions?
4. Does the purpose and timing of a period of ROTL reflect the individual needs of the prisoner concerned? Does it help his/her resettlement?
5. When an application for ROTL is refused, does the prisoner receive the reasons in writing? If any justification is withheld, is this on grounds which may be clearly identified and defended?
6. Are the conditions of a temporary licence explained thoroughly to each prisoner? Is he/she made aware of the consequences of any breach of these conditions?
7. Are the reasons for any ROTL failures systematically analysed? What lessons are learned from them which may benefit subsequent applicants?

## **Early Release on Compassionate Grounds (ERCG)**

*See also: Health care; Elderly prisoners*

1. If a prisoner is known to be within a few months of the end of his/her life, is consideration given to ERCG?
2. If a prisoner chooses not to be considered for ERCG, what arrangements does the prison make for his/her continuing health care and other needs?

## **Home Detention Curfew (HDC)**

1. When are prisoners notified of their eligibility for HDC?
2. What is the composition of the HDC Board?
3. Does the Board reach fair and well judged decisions?
4. How soon after a Board is the prisoner notified of the decision?
5. If HDC is refused, does the prisoner receive the reasons in writing? If the governor has opted not to disclose the reasons, is this fact notified to the prisoner in writing?
6. Are prisoners' transfers detrimental to the HDC process?

## **Parole**

1. Does the prison routinely submit dossiers to the Parole Board at least nine weeks before its prisoners become eligible for parole?
2. If a prisoner is to be considered for Discretionary Conditional Release, does the prison submit his/her dossier at least 17 weeks before the Parole Eligibility Date?
3. Does the Parole Board have to return any of the prison's dossiers because they are incomplete?
4. Does the Parole Clerk have sufficient standing in the prison to gather contributions to the dossier without difficulty?
5. Is a copy of the complete dossier handed to the prisoner in time for him/her to prepare properly for the parole interview?
6. Where part of the dossier is withheld from the prisoner, is he/she notified in writing?
7. If parole is refused, are the reasons explained clearly to the prisoner?

## **Final preparation for release**

*See also: Prisoners' property; ROTL*

1. Does the prison have close and effective links with NACRO?
2. Is up to date and authoritative advice about benefits available? What steps does the prison take to assist prisoners with reading or writing difficulties to understand the information?
3. Are prisoners able to speak to a suitable range of voluntary agencies such as Shelter, Housing Aid and the CAB?
4. Does the prison have a good stock of written information helpful to prisoners preparing for release? Is it readily available?
5. Does the pre-release plan for each prisoner reflect his/her particular needs?
6. How is the prisoner's family involved in the final preparations for release?
7. Is ROTL used where appropriate in helping a prisoner secure work, attend courses or make other arrangements in preparation for release?
8. Do Town Visits, where relevant, play a part in a prisoner's pre-release plan?
9. Do eligible prisoners know how to apply for a place on the Pre-Release Employment Scheme (PRES)?
10. What support does a prisoner get to prepare his/her case to a PRES Board?

11. Does each prisoner have an interview with a representative of the local job centre before his/her release?
12. Are prisoners able to work closely with outside agencies in making arrangements for accommodation after their release?
13. Are prisoners able to check their clothing and arrange for cleaning or repairs in good time for their release?
14. Is each prisoner able to make a careful check of his/her property before being released?
15. Does the IMB have a clear summary of the stages at which prisoners become eligible for release under the various schemes which might apply?

## **Discharge**

*See also: Prisoners' property*

1. Are prisoners given the opportunity to shower, and put on clean clothes before court appearances or final release?
2. Are prisoners eligible for a discharge grant told in advance what it will be?
3. Is any property which has been held in long-term storage returned in good time for the prisoner's release?
4. Does the prison supply a bag or container in which prisoners can carry their property on final release? Is it badged HM Prison Service?
5. Is the IMB satisfied that the prison responds promptly to a released prisoner's complaint about missing property, whether the complaint is made before or after release?

## MANAGEMENT

### General

1. Is the prison staffed up to its establishment figure? How does any shortfall affect the regime?
2. What is the prison's target for maximum long term absence among staff?
3. How many staff are on long term sick leave?
4. What impact does their absence have on the regime?
5. Does the prison meet its targets for time out of cell and for purposeful activity? Which activities are defined as purposeful in making this assessment?

### Freedom of Information Act 2000

1. Are prisoners aware of how they should apply if they wish to have their records disclosed under the Freedom of Information Act?
2. Are such requests met within 20 working days? What fee is charged? Are any exemptions justified?

### Contracted out prisons

*See also Prisoners' money*

1. Are the roles of the Director and Controller fully understood by the Board?
2. Do the Director and Controller both attend monthly Board meetings?
3. Does the Board keep the Controller in touch with the Board's concerns?
4. Does the Controller keep the Board in touch with his/her concerns?
5. How and how often are the contract and target expectations communicated to the Board? What account does the Board take of this information?
6. Does the Board meet members of the Prison Service team responsible for contracted out Prisons?

## INDEPENDENT MONITORING BOARD

*There are references to IMBs throughout this Guide*

### Concerns

1. Does the Board office have adequate space, privacy, its own identity, a telephone, a Quantum terminal, use of a printer, use of a photocopier, adequate filing space and adequate display space?
2. Does the Board library include the current HMCIP report on the prison, relevant HMCIP thematic reports, the IMB handbook, the AMIMB Practical Guide to Monitoring Prisons, an up to date set of the Prison Rules, an indexed set of DC letters, PPO's reports, a range of other materials for members wishing to keep up to date?
3. Are the Board's various tasks and opportunities distributed appropriately between Board members?
4. Are members encouraged to attend training locally and nationally?
5. Are all members given opportunity to air any concerns about the prison and its treatment of prisoners?
6. Do the Board's judgments command respect?
7. Is the Board visible in the prison?
8. Do prisoners have confidence in the Board? Do they have unrestricted access to you?
9. Do staff know you and approach you about issues concerning prisoners?
10. Is there a Board checklist to ensure that all departments and areas are visited at appropriate intervals?
11. Are all areas of the prison open to you without prior notice?
12. Do you have ready access to prisoners' records (except medical)?
13. Does the Board participate in planned exercises testing the prison's responses to its serious incident contingency plans?
14. Does the Board conduct an annual review of its own performance?

### What arrangements are there for:

1. Dealing with applications to the Board?
2. Carrying out Rota visits, arranging other Board duties including allocating areas of special interest, attending establishment meetings/committees and reporting back to the Board?

3. The Board's response to serious incidents? Does the Board have a contingency plan which is reviewed regularly? Does the Board have access to incident Investigation Reports?
4. Responding to prisoners who apply for access to relevant IMB records under the Freedom of Information Act?

**How does the Board monitor:**

1. Complaints?
2. Opening and closing of a F2052SH or an ACCT Plan?
3. Inquests?
4. IEP scheme?
5. Incidents referred to the police?
6. Closed visits?
7. Race relations?
8. Adjudications?
9. Visits?
10. Use of force?
11. The regime?
12. Continued segregation?
13. Use of special cells?
14. Use of restraints?
15. HDC/ROTL?
16. ERS?
17. Numbers of deportees held after serving their custodial sentence?