

# 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

AMIMB

---

## **PRACTICAL GUIDE TO MONITORING PRISONS**

© Association of Members of Independent Monitoring Boards, October 2010

ISBN 0907637299

Fourth edition published by AMIMB

Syms Yard

Chippenham

Wiltshire SN14 6LH

[www.amimb.org.uk](http://www.amimb.org.uk)

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

**Patron** Lord Phillips, Supreme Court President

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 detainees
- information on relevant developments in penal affairs
- support for members in times of difficulty.

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



# FOREWORD

As it celebrates its 30th anniversary it is entirely appropriate that AMIMB should be producing the fourth edition of its practical monitoring guide. Monitoring prisons is skilled work with many complexities. It requires vigilance, understanding and good judgement. IMB members will no doubt find the AMIMB Guide an indispensable aid to navigating these complexities and structuring their monitoring work.

Much has changed since AMIMB produced its first guide in 1997. Prisons are now subject to the law in a range of different ways. The courts have a bigger involvement. Legislation on race and gender equality and disability must be observed by the Prison Service. Decisions of the European Court on Human Rights have taken prison law forward in significant ways. There is a strict requirement that all deaths in custody must be independently investigated. And there are other changes too, such as developments in technology bringing improvements but also risks of improper treatment. The body orifice security scanner chair is but one example of such a development.

So monitoring prisons to ensure the 'humane and just treatment of those held in custody' and 'the adequacy of the programmes preparing them for release' is no easy task. It is indeed complex. Yet the excellent work of monitoring the day-to-day work in prisons, the interactions between staff and prisoners and the way each individual is treated is carried out, not by paid professionals, but by volunteers, people who care about their fellow citizens' treatment, whatever they might have done, and care about the way society treats those who have lost their liberty.

That this work is done by volunteers is part of its significance. It is public service on behalf of the community and it makes clear that those locked up behind prison walls are still seen as part of the community. Yet it still needs to be done to the highest standards of professionalism. This Guide should ensure that.

**Baroness Vivien Stern CBE**

President, Association of Members of Independent Monitoring Boards

# INTRODUCTION

This Guide is in its fourth edition – a new one has been published every four years or so since the first, in 1997. Each edition, including this one, reflects the many changes in prison life and law that affect the work of Boards. This 2010 edition of the Guide poses well over 1,000 questions (100 or so more than the 2005 edition).

The 2005 edition was almost entirely re-written. This one has been re-worked, by those same authors – Lou Lockhart-Mummery of the Heathrow Board and David Waters of Long Lartin. The AMIMB executive committee is in their debt for such meticulous work.

AMIMB intends to publish a companion Guide to cover young offenders early in 2011. There will also be an AMIMB Guide for independent monitors in immigration removal centres and short-term holding facilities in 2011.

## **Helen Boothman**

Chair, Association of Members of Independent Monitoring Boards

# CONTENTS

## Using the Guide 6

### Reception and Induction 7

- Reception 7
- Induction 9
- Access to Legal Advice 10
- Video links 11
- Prisoners' Property 12
- Incentives and Earned Privileges 13

### Regime 14

- Social Visits 14
- Closed Visits 15
- Letters 15
- Telephone 16
- Prison Shop/Canteen 17
- Prisoners' Money 17
- Association, Exercise & PE 18
- Library 19

### Food and the Prison Environment 19

- Food & Food Hygiene 19
- Physical Welfare 21
- Environmental Health 21
- General Health & Safety 22
- First Aid 22
- Fire and Emergency Evacuation 23
- Works 23

### Health 24

- Health Care 24
- Substance Abuse 25
- Mentally Ill Prisoners 26

### Safer Custody 27

- Violence Reduction 27
- Suicide Prevention and Self-harm Management 28
- Death in Custody 30
- Faith and Worship 31
- Race Equality 32

### Applications and Complaints 33

- The Process 33
- Complaints against Staff 34
- Complaints pursued outside the Prison 34
- Applications to the IMB 34

### Special Categories 35

- Remand Prisoners 35
- Indeterminate Sentenced Prisoners 35
- Women Prisoners 36
- Mother and Baby Units 38
- Prisoners with disabilities or impairments 38
- Foreign National Prisoners 39

### Security, Order and Control 41

- General 41
- Security 42
- Use of Force 42
- Special Accommodation and Mechanical Restraints 43
- Serious Incidents 44
- Adjudications 44
- The Segregation Unit 45
- Segregation under Rule 45 46

### Resettlement 47

- General 47
- Categorisation and Allocation 48
- Sentence Planning & Management 48
- Work and Vocational Training 50
- Education and skills 51
- Probation 52
- Release on Temporary Licence 53
- Transfers out of the prison 54
- Early Release on Compassionate Grounds 54
- Home Detention Curfew 54
- Parole 55
- Final Preparation for Release 55
- Discharge 56

### Management 57

- General 57
- Freedom of Information Act 57
- Contracted out prisons 57

### Independent Monitoring Board 58

## USING THE GUIDE

Much of the business of prison monitors is to do with asking questions. There are well over 1,000 in this Guide, all designed to increase the effectiveness of AMIMB members. The Guide presents a bank on which a Board can draw according to the needs of its particular establishment.

Many of the questions point clearly towards the answer which would be thought 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.

The sections and questions that follow arise from the orders, instructions and other policies that regulated prisons in England and Wales in August 2010. They are not intended, however, to be another exercise in auditing a prison's performance. Their purpose is to steer monitors towards the experience of a prisoner, towards the consequences of what a prison does or does not do.

References in the Guide to Governor should be taken to include Director unless a distinction is made in the text. And references to prisoners can usefully be applied to young offenders, who are in any case sometimes held alongside adults.

# RECEPTION AND INDUCTION

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

## RECEPTION

*see also: Access to Legal Advice; Property; IEP; Telephone; Prison Shop/Canteen; Substance Abuse; Suicide Prevention; Women Prisoners; Prisoners with Disabilities or impairments; Foreign National Prisoners; Education and Skills*

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. Is there an effective system for checking the Prisoner Escort Records (PER)?
4. Is there an effective system for identifying prisoners who are assessed as presenting a risk of harm to children, subject to the provisions of the Sexual Offences Act 2003, subject to the Harassment Procedures?
5. How do staff communicate with newly received prisoners who have very poor written or spoken English?
6. Are prisoners dealt with sensitively, with respect and put at ease by Reception staff?
7. Do staff make efforts to assure prisoners that their needs will be met and that they will be kept safe?
8. Is the searching process fully explained in advance? Are illustrated posters displayed in Reception which make clear what will happen during a full search? Is this information conveyed effectively to those with little English or a low level of literacy?
9. Is there privacy for showering and undressing?
10. If a body orifice security scanner chair is used in Reception is the purpose and the process explained to the prisoner in advance? Are the possible consequences of a refusal to co-operate also fully explained in advance?
11. Are prisoners allowed to check their property? Are prisoners able to watch their property being recorded?
12. How does the IMB satisfy itself that all property is accurately identified and recorded on property cards?
13. Is the local facilities list prominently displayed in the Reception area?
14. Is the Reception area kept clean, tidy and well lit?
15. Are the holding rooms safe and decent? Is there access to lavatories?
16. What diversionary materials are provided to help prisoners to occupy themselves whilst waiting? Is reading material provided in a variety of languages? Do prisoners have access to interpreting services in Reception?
17. Are there any particular bottlenecks during the reception process?

18. How long does the reception process typically take? If the prison has a target time is it routinely met?
19. Is the cell sharing risk assessment (CSRA) completed for all prisoners new to custody before first night lock-up? Is a CSRA completed for all prisoners who arrive without an up to date CSRA in their records?
20. Are reception staff alert to the possibility of reviewing a CSRA in the light of a prisoner's experience at court or on transfer? Is this review, when needed, completed before the prisoner is located within the prison?
21. Is the status of a prisoner as a smoker or non-smoker established as part of the reception process and reflected in the allocation of accommodation?
22. Are vulnerable or suicidal prisoners identified, assessed and protected as part of the reception process? Is an ACCT plan opened before first night lock-up?
23. Does any previous or current ACCT Plan arrive with the prisoner?
24. What efforts does the prison make to identify whom a prisoner regards as next of kin?
25. Are prisoners encouraged to bring forward any difficulties they expect to face in maintaining contact with their families?
26. Are there telephones in the reception area from which prisoners can make outside calls? If there are not, will staff make calls on behalf of the prisoner, where appropriate and practicable? Is the prisoner allowed to be present?
27. Are all prisoners informed about the Samaritans, Listeners and other forms of personal support?
28. Do Listeners and/or Insiders routinely work in reception?
29. Has all the information displayed been written with the immediate needs of new prisoners in mind?
30. Are prisoners provided with essential information about the prison? In what format(s) is it provided? Does it include information about lock/unlock times, visits, the prison shop/canteen, Chaplaincy support?
31. Do prisoners commonly arrive after reception is closed?
32. What happens when a prisoner arrives late? Does he/she still have an opportunity to interact with staff?
33. Do prisoners receive a free "reception letter"?
34. Are prisoners offered a meal and drink?
35. Are prisoners provided with adequate bedding and clothing which fits?
36. Are prisoners offered a reception pack?
37. Are all new receptions seen by appropriately trained members of the healthcare team?
38. What steps does the prison take on reception to assess and respond to a prisoner's

dependency/addiction to alcohol or drugs?

39. Is the IMB satisfied there is an effective system for ensuring that all risk and care planning information is shared with those taking over responsibility for the prisoner from reception staff?

40. Do prisoners leave reception confident they will be safe in the prisons?

## INDUCTION

*see also: Access to Legal Advice; Remand Prisoners; Prisoners with Indeterminate Sentences; Sentence Management and Planning*

1. To what categories of prisoner is induction offered?

2. Is there good liaison about prisoners between staff in Reception and in Induction?

3. Are any urgent needs of the prisoner identified and dealt with during induction, including any outstanding since Reception?

4. Is the CSRA reviewed and confirmed within one week of its completion in reception? Does the review take account of any new information and reconcile any variations in assessment? Are any risk management plans activated?

5. What information is given in the prison's induction programme? Is the programme delivered in a form which is easy to understand? Is the programme consistently fully implemented?

6. Is the Induction programme appropriate to the individual needs of prisoners?

7. Is a record maintained of the Induction planned and provided for each prisoner?

8. Is the programme responsive to the needs of the following: unconvicted prisoners; prisoners with disabilities or impairments; late arrivals; prisoners experiencing substance withdrawal; prisoners in segregation or in Health Care or in a detox unit or in a vulnerable prisoner unit; women prisoners; foreign national prisoners?

9. Does the programme allow prisoners to talk about their concerns? Do staff respond sympathetically?

10. Are prisoners' communications needs promptly identified – for example, language barriers, any mental or sensory impairment? How are these needs addressed?

11. At what stage in the induction process is an individual prisoner's custody compact discussed with him/her?

12. What steps does the prison take to ensure a prisoner understands the compact expectations at this point?

13. What account does the prison take of a prisoner's refusal to sign the compact? Is refusal and any known reason recorded?

14. Who takes responsibility for the effectiveness of the programme?

15. Does an appropriate range of staff participate in the programme? Are they specially trained in/for this work?

16. Is Induction a multi-disciplinary process? Are there effective arrangements to co-ordinate the full range of required assessments, including OASys/sentence planning procedures?
17. Is there prisoner peer group involvement in the induction programme?
18. Are prisoners given a timetable for the induction process? What steps are taken to ensure they are fully occupied?
19. How long do prisoners typically spend in the prison's induction unit, where it exists?
20. Are remand prisoners seen by a Legal Services officer and those eligible for bail seen by the Bail Information Officer promptly?
21. Are prisoners new to custody told what action to take in relation to benefit claims, council tax, rent/mortgage, water rates and services, national insurance contributions, income tax? What support are they offered in taking any necessary action?
22. Are prisoners new to custody given information on how to make a formal complaint including their right of confidential access to the Governor/Director?
23. Is the Prisons and Probation Ombudsman's video/audio played to the prisoners?
24. Are all prisoners offered a private interview with a member of the Chaplaincy team within the first few days following their reception?
25. Are the Prisoners' Information Books available to prisoners and in languages other than English?
26. How do they get a copy?
27. Are all prisoners told about emergency evacuation procedures?
28. Are newly 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 the eligibility of Home Detention Curfew within 48 hours of arrival at the prison?
29. Are prisoners informed of the role of the Independent Monitoring Board?
30. Does the IMB take part in the induction programme?
31. Are the rooms used for induction well maintained, tidy and kept clean tidy and well lit? Is the temperature conducive to learning and the furniture fit for purpose and kept in good repair?

## **ACCESS TO LEGAL ADVICE FOR PRISONERS**

*see also: Reception; Induction; Video Links; Remand Prisoners*

1. Are prisoners made aware of the existence of Legal Services Officers (LSOs) and when they are entitled to see them?
2. Does a LSO see all prisoners new to custody on the morning after their reception?
3. Are all new arrivals on remand promptly made aware of bail advice facilities?
4. How many cases do the LSOs deal with per month/year? Are there sufficient staff to do the work? Do they have opportunities to keep up to date?

5. What difficulties do the LSOs face e.g. delays, lack of solicitors? Is there a duty solicitor scheme?
6. Is there an up-to-date list of local solicitors available, or a current national directory?
7. Are prisoners aware of the protection which the prison should give to correspondence between them and their legal representatives? Does the prison consistently provide this protection?
8. Is there a dedicated legal visits booking line?
9. What alternative methods for booking legal visits exist?
10. Are there enough private rooms allocated for legal visits?
11. Are arrangements for legal visits satisfactory in other respects? What restrictions are there on the length and time of visits?
12. Are visiting legal representatives kept waiting unnecessarily?
13. Are the facilities in the legal visits rooms adequate: table space, lighting, privacy?
14. Do prisoners know that consultations with their legal representatives can take place over the video link if their representatives book that facility?
15. Does the prison ensure that such consultations take place out of the hearing of prison staff?
16. How do prisoners who believe they need a computer to support their legal work make applications to the Governor/Director?
17. On what grounds have such applications been rejected?
18. Where permission is granted, what conditions are imposed?
19. Is there an unreasonable delay between the granting of permission and the delivery of the equipment?

## **VIDEO LINKS**

*see also Access to Legal Advice.*

1. Are prisoners involved in a video-link court hearing for the first time offered an opportunity to see the training video beforehand?
2. What other form of instruction does the prison offer to first time video-link users? Is it in an appropriate variety of formats and languages?
3. Are prisoners routinely escorted to the video room in good time for the allocated hearing?
4. Does the prison consider the possibility of using the video link when an inter-prison visit presents difficulties?
5. Is the video room suitable for its purpose?

## PRISONERS' PROPERTY

*see also: Reception; IEP; Prison shop/canteen; Foreign National Prisoners; Transfers; Final preparations for release; Discharge.*

1. Are property record cards opened and updated for each prisoner on reception?
2. Are prisoners given an opportunity to agree and sign their property cards? Do prisoners sign for any changes as necessary?
3. Are satisfactory arrangements made for the safe keeping of valuable property?
4. Is volumetric control consistently applied?
5. Is there an up-to-date facilities list recording property that prisoners are allowed to have in possession?
6. Is it displayed in residential areas?
7. How is it communicated to prisoners with reading impairment?
8. Is the facilities list consistent for the type of establishment, for example, local with local?
9. Is the facilities list consistently applied within the establishment?
10. Are prisoners able to keep their property securely whilst it is in their possession?
11. Are the Governor's reasons for confiscating property, or for withdrawing a prisoner's newspaper, magazine or book, clearly recorded? Is the prisoner informed of the reasons?
12. Do prisoners know how to hand property out?
13. Are two officers invariably present at a cell clearance?
14. Is property removed during a cell clearance recorded and secured immediately?
15. Do staff routinely verify that property removed during a cell clearance belongs to the prisoner concerned? Is it checked against the prisoner's property card and recorded in the local cell clearance list?
16. Where the cell was shared, is the absent prisoner's cellmate able to identify his/her property during the cell clearance process?
17. Does a prisoner's property arrive with the prisoner on transfer?
18. How much does the prison pay each year in compensation for lost or damaged property?
19. Is the IMB satisfied that the prison attaches importance to creating and maintaining accurate records of prisoners' property?
20. Do the prison's property records enable questions (for example, by the IMB) to be answered accurately and efficiently?
21. Do prisoners know that property will be disposed of if unclaimed for a period of more than 12 months after release or death or after escape/abscond?

## INCENTIVES AND EARNED PRIVILEGES

*see also: Sentence Planning and Management; Prisoners' Money; ROTL*

1. Is the local scheme for earning and losing privileges published?
2. Is provision made for those who have difficulty in reading or understanding English by, for example, publication in an appropriate variety of languages and formats?
3. When are new receptions made aware of the scheme?
4. How does the prison ensure that decisions as to the appropriate level of IEP for an individual prisoner are open, fair and consistent?
5. Are views sought from a range of staff who know the prisoner?
6. Are prisoners able to make prior representations? How are their views sought?
7. Are prisoners given written notice of the reasons for a decision?
8. Do they know how to appeal against it?
9. Is there a system in place to ensure that a prisoner is given a written warning if his/her behaviour is causing concern and does not meet the set criteria?
10. Are prisoners who are placed on basic level reviewed initially within 7 days? Are they informed of the steps they need to take to return to standard level? Is their basic level status then reviewed at least monthly?
11. Do prisoners on standard level know they may be reviewed for enhanced level after 3 months and at 3 monthly intervals thereafter? Do they know how to apply?
12. How does the IMB satisfy itself that IEP assessments are informed by a prisoner's compliance with his/her custody compact and progress in achieving sentence planning objectives?
13. Does the local scheme allow prisoners transferred in on a progressive move to retain their pre-existing privilege level? Is the IMB satisfied that this happens in practice?
14. Do all prisoners know that their Spends Account may be supplemented from their Private Cash Account subject to a weekly limit determined by their IEP status?
15. If a particular privilege is forfeited for a defined period on adjudication, does this typically result in loss of the pre-existing IEP status?
16. Who chairs the local IEP Review board?
17. How often does the prison carry out sample checks to ensure that reviews are fair and consistent? What is the size of the typical sample?
18. By whom are sample checks carried out?
19. How does the prison monitor its implementation of the IEP scheme? Are figures and other relevant data produced? Are they available to the IMB?

# REGIME

## SOCIAL VISITS

*see also: Video links; Substance Abuse; 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. Is information available to visitors in a range of relevant languages?
10. Are such searches carried out sensitively and by appropriate staff?
11. For how long do visitors who arrive at the prison on time typically have to wait before meeting the prisoner?
12. Do all prisoners, including those under segregation and in Vulnerable Prisoner units, receive their statutory visits entitlement?
13. How does the prison ensure the safety of vulnerable prisoners during visits?
14. Is the prisoners' holding room adequately heated and ventilated?
15. Are the lavatories for prisoners' use clean?
16. What are the visiting hours each day?
17. For how long, on average, do visits actually last for remand and sentenced prisoners?
18. Are prisoners and their visitors able to be together for the whole of their entitled visit time?
19. Is the visits area consistently opened on time?
20. Are the facilities in the visits area adequate as to space, seating, temperature, state of repair and refreshments? Is a range of suitable refreshments available?

21. Are staff who work in the visits area trained in child protection issues?
22. Is there a crèche/play area in the visits area? Are toys available? Is the space adequate for the needs of the children?
23. Is it available for use throughout every visits session? Is its use supervised? What is the quality of the supervision?
24. Does the prison offer Family Days?
25. 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?
26. Is information about the Assisted Prison Visits Unit clearly displayed? Are leaflets available?
27. Are leaflets introducing the Prisoners' Families Helpline readily available in the waiting area/visitors' centre?
28. Is information about advice agencies available in the waiting area / visitors' centre?
29. Are visitors encouraged to talk to staff and vice versa? Is there a Family Liaison Officer?
30. Are the visiting arrangements appropriately sensitive to those with a disability or impairment?

## **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?
7. If an additional period of closed visits becomes justified before the first has expired, is it imposed to run concurrently rather than consecutively?

## **LETTERS**

*see also: Prison Shop/Canteen; Prisoners' Money; Remand Prisoners; Foreign National Prisoners; Security*

1. Do convicted prisoners receive their statutory allowance of one free letter on reception and one per week thereafter?
2. Do unconvicted prisoners receive their statutory allowance of one free letter on reception and two per week thereafter?

3. How many special letters are allowed each month by the governor? In what circumstances are they disallowed?
4. Are notepaper and envelopes sold in the shop/canteen?
5. Can prisoners rely on their mail being delivered at a particular time?
6. If the prison is in the high security estate is the correspondence of all prisoners routinely monitored?
7. If the prison is not in the high security estate does it annually review the sample size of correspondence it routinely monitors?
8. Is the monitoring of correspondence done without delay?
9. Are the provisions of Prison Rule 39 (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 (i.e. with the Prisons and Probation Ombudsman and the other organisations listed in PSO 4411) handled correctly?
10. How many letters are stopped each month? For what reasons? Are the decisions reasonable?
11. What happens to stopped letters?
12. Are there instances where the governor has chosen to limit the number of privilege letters allowed per week?
13. Are there cases where the governor limits the length of letters? Are these justifiable?
14. What proportion of incoming and outgoing letters in a foreign language is translated? Is it necessary? How long does the process typically take?
15. Are matters relating to correspondence a source of frequent complaint?
16. What help is given to prisoners unable to read or write their letters?
17. How does the prison deal with cash and postal orders posted in?
18. Is there an accurate and accessible record of all correspondence sent out or received as registered or recorded delivery?

## TELEPHONE

*see also: Reception; Suicide Prevention; Foreign National Prisoners; Segregation Unit.*

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 such calls paid for by the prison?
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?
9. If the governor has, for operational reasons, moved the prison from call-barring to call-enabling, is the decision reviewed at least annually?

### **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 IMB 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 order forms?
6. Is there a reliable system for delivering correct orders to the correct prisoners?
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 three times 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. Are prisoners provided with perishable goods which are past their sell by dates?
12. Is the range of products appropriate to the cultural and religious background of the prisoners?
13. Do prisoners have access to a reasonable range of mail order catalogues?
14. With which catalogues does the prison deal? Do they provide a sufficient range of choice?
15. What is the process for returning goods found to be faulty?
16. Are there undue delays before a replacement or reimbursement is provided?
17. Does the prison's ordering system allow for any delays to be investigated?

### **PRISONERS' MONEY**

*see also: Reception; Letters*

1. Does the prisoners' money arrive and leave with him/her? 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 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. Are any prisoners unreasonably denied time in the open air each day? 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. Is there a comprehensive induction programme available to all prisoners who use PE facilities?
12. What range of activities is offered in the PE department? How are they promoted?
13. Does the PE department promote the value of a healthy life style?
14. Are there facilities, such as fitness suites, which enable prisoners to take exercise away from the PE department?
15. Do all groups of prisoners (vulnerable, minority ethnic, physical or sensory impairment) have fair access to PE facilities?
16. Is there an accurate record of attendance at PE activities?
17. Are activities in the gym run with appropriate regard for safety?
18. Does the IMB see the reports of the Area PE Adviser?
19. Do any PE activities lead to recognised qualifications?
20. Are showering facilities adequate?
21. Do the PE staff play a part in offending behaviour programmes and substance misuse programmes?

20. Are the PE facilities used by local community organisations?

## **LIBRARY**

*see also Segregation under Rule 45*

1. Do prisoners have weekly access to the library and for at least thirty minutes? 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. Is the stock suitable to the reading needs and abilities of the prison's population?
6. Are talking books and/or tapes available? Are books available in large print?
7. Are the reference books up to date?
8. Which books are excluded? Are such decisions reasonable?
9. 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 as well as the other publications listed in the Prison Library Specification?
10. Is a copy of the current HMCIP and Ofsted report on the prison available?
11. Are leaflets on housing, benefits and community or state services readily available as reference material?
12. Does the library hold a copy of the Directory of Help Agencies?
13. Does the library provide information on human rights, disability rights and race relations?
14. Do segregated prisoners have access to library stock, including the reference section?
15. Can the prison library obtain books on inter-library loan?
16. Who staffs the library? Is the library staffed up to the level defined in the Prison Library Specification?
17. Does the library display posters (including for the IMB) and other relevant notices?

## **FOOD AND THE PRISON ENVIRONMENT**

### **FOOD and FOOD HYGIENE**

*see also Race Equality*

1. For how long are food samples retained? What are the contingency plans in the event of an outbreak of food poisoning? 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 in working order?
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 instructions stressing the high standards of personal hygiene required by food handlers displayed and brought to the attention of staff?
8. 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 before and after their work?
9. Do the prisoner kitchen workers have confidence in the food they prepare?
10. Is there adequate clean white clothing available for all kitchen staff, hot plate/servery workers and visitors? Is suitable footwear available? Are hats provided?
11. Are first aid kits available and clearly visible? Are outer dressings waterproof?
12. Are pest control measures satisfactory? Do they include identification and eradication followed by preventive measures?
13. Is food served at reasonable times?
14. When do prisoners receive their last meal of the day?
15. Do Board members inspect food at the hotplate/servery as well as in the kitchen?
16. Are food probes routinely used and are the temperatures recorded? Is the food still hot when it is served?
17. Do IMB members see the food comments book and ask prisoners about food?
18. How does the catering manager inform him/herself about prisoners' responses to the work of the kitchen?
19. What inspection procedures are followed by the duty governor?
20. Are those at the back of the hotplate/servery queue disadvantaged?
21. How varied are the menus? When was the last consumer survey conducted?
22. Are portions allocated fairly?
23. Is fresh fruit available to everyone?
24. Is there uniformity of food provision in the Health Care Centre, in the Segregation Unit, in each other residential area and in Reception?
25. Are there anti-contamination procedures to protect food for prisoners segregated in their own interest and other vulnerable groups?
26. Does the prison offer a system of pre-select menus?
27. At what intervals is the menu cycle repeated?
28. 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 need?

29. Where are meals eaten?

30. Are prisoners given sufficient time in which to eat their meals?

31. Do all prisoners have access to drinking water? Are prisoners able to prepare their own hot drinks?

32. Does the IMB see the Area Catering Manager's report?

## **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 an adequate supply of 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. Are pillows and mattresses clean? Do they 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. What does the prison do to promote personal hygiene among prisoners?

13. What is the state of hygiene of communal lavatory areas? Is there a programme for deep clean? Is it implemented?

## **ENVIRONMENTAL HEALTH**

1. Is adequate cell space provided for each prisoner?

2. Have all cells been certified for use by the Area Manager? Does the prison frequently run above Certified Normal Accommodation (CNA)?

3. What degree of choice is there in allocation of cell-mates e.g. smokers/non-smokers, radio/non-radio?

4. Is smoking confined to single cells or cells shared with another smoker?

5. Is there adequate cell furniture for each prisoner e.g. bed, cupboard, shelf, chair, shared table/desk?

6. Is there adequate control of noise levels?

7. How are temperatures in areas used by prisoners monitored and recorded? Are the

results satisfactory?

8. Is there adequate ventilation in any communal lavatory areas?
9. Are all cells free of damp and well lit?
10. Can prisoners turn out their own lights? Do they have in-cell electricity?
11. Are the communal areas kept clean?
12. Is there a programme for redecoration of all parts of the prison? Is it implemented?
13. Are vermin and pests under control?
14. Are toilets in multi-occupied cells sufficiently screened to allow for privacy of use?
15. Are shower rooms adequately equipped and clean?

## **GENERAL HEALTH & SAFETY MATTERS**

*see also: Work & Vocational Training*

1. Does the IMB receive the Health & Safety Officer's reports?
2. Is the IMB satisfied with the establishment's policy statement on health and safety? Is it on display throughout the prison?
3. Does the Health & Safety Committee meet at least quarterly? Are its minutes circulated to all interested parties?
4. 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?
5. Are prisoners alerted to risks associated with equipment?
6. 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?
7. Who carries out Health & Safety inspections of the prison? Does the Board routinely see the reports? Are the recommendations implemented?
8. Have any incidents been reported to the Health and Safety Executive within the last 12 months?
9. Are accidents reported immediately? Is the record keeping system satisfactory? Do Board members know when and how to report a health and safety issue?
10. 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: Prisoners with disabilities or impairments; 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. What procedure is there for the evacuation of prisoners' residential accommodation?
9. What special arrangements have been made to evacuate high security prisoners, prisoners confined in special cells, vulnerable prisoners, prisoners with disabilities or impairments and hospital inpatients?
10. Are notices outlining emergency procedures prominently displayed? Are all visitors arriving at the prison made aware of evacuation procedures?
11. 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?
12. Is the Fire Officer fully trained? Is this officer allotted adequate time to discharge all the duties of the role?
13. 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?
14. Have contingency plans been prepared for use in case of a major disaster? How are these plans rehearsed?
15. Is cell snatch rescue equipment available in all residential areas? Are sufficient staff trained 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? Does it have implications for the regime?
4. What steps does the prison take to minimise the impact of its activities on the environment?

# HEALTH

## HEALTH CARE

*see also: Substance Abuse; Reception; Women Prisoners; Prisoners with disabilities or impairments; Segregation; Early Release on Compassionate Grounds; Transfers*

1. Does a member of the IMB attend meetings of the Prison Health Partnership Board as an observer?
2. On reception are efforts made to retrieve relevant information from a prisoner's GP or other appropriate service?
3. Are all prisoners offered a general health care assessment during their first week after reception?
4. Does the prison have health care policies apt to the discrete needs of all its population, i.e. women, prisoners with disabilities or impairments 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 elsewhere in the local Primary Care Trust (PCT)?
6. Are IMB members aware of the local process whereby prisoners' complaints about their health care may be resolved?
7. Is the process for making a complaint about health care both accessible and readily comprehensible?
8. Do prisoners receive a timely response to their complaints about health care?
9. Are referrals to outside medical specialists dependent on the budget? Are outside medical appointments cancelled for escorting reasons?
10. Is there any cause for concern that prescribed medication is either excessive or inadequate?
11. Are equipment and facilities of a standard which would be acceptable in the community outside?
12. How do prisoners obtain pain relief during the night? Is the system effective?
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? What steps does Health Care take to promote the benefits of a healthy lifestyle?

18. What is the prison's policy on medications 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. Does Health Care offer support to prisoners who self-harm? Is it available to all who want it?

20. What information about AIDS, HIV or sexually transmitted diseases is available for staff and prisoners? Is it accessible to prisoners with reading difficulties?

21. What counselling is provided for those who ask to have an AIDS test or for HIV positive prisoners?

22. What arrangements exist for dealing with sexually transmitted diseases? Does Health Care run a clinic?

## **SUBSTANCE ABUSE**

*see also: Reception; Social Visits; Closed Visits; Health Care; Race Equality; 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. How does the prison attempt to disrupt the drugs economy within its walls?

9. Are there monthly returns of positive Mandatory Drug Testing (MDT) results? What trends do they show?

10. Is the prison meeting its targets for reducing positive MDT results?

11. Is the sample of prisoners randomly tested each month at least as large as the number stipulated for the establishment?

12. Does MDT take place at the weekend?

13. Are staff confident that the MDT figures reflect the general level of drug use within the prison?

14. How do prisoners become part of the Compact Based Drug Testing (CBDT) programme?

15. How many prisoners have joined the CBDT programme?

16. Is the IMB familiar with the CBDT compacts?
17. Are they clearly expressed?
18. Are prisoners who have joined the CBDT programme held on a separate wing or landing?
19. What use does the prison make of CBDT results?
20. What happens to prisoners who fail to provide a sample for CBDT?
21. Do the arrangements for MDT and CBDT strike an appropriate balance between rigour and decency?
22. Is there effective liaison between the CARATS team (Counselling, Assessment, Referral, Advice & Throughcare), health care and residential staff?
23. Does the CARATS team have sufficient staff and premises to respond to all the prisoners concerned? Does its staff have the range of skills which its target population demands?
24. Is there a programme of support for prisoners wishing to reduce or end their dependence on drugs? Who is responsible for its effectiveness?
25. Is there support for prisoners wishing to deal with their own abuse of alcohol? Does it involve outside agencies such as Alcoholics Anonymous?
26. 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

## VIOLENCE REDUCTION

See also: Reception; Induction; IEP; Social Visits; Race Equality; Sentence Planning and Management; Segregation under Rule 45; women prisoners;

1. Do prisoners feel safe?
2. Specifically, do they feel free from violence or threatening behaviour or intimidation or bullying?
3. How does the IMB monitor this?
4. Is there a local Violence Reduction Strategy?
5. Is there a local policy statement? Is it readily available to staff, visitors and prisoners? Is it in languages and format appropriate to the population of the prison?
6. How does the prison publicise its commitment to challenge all forms of victimisation? Is this information available to prisoners in a variety of languages and formats?
7. Does the prison promote a safe environment through its local publicity? Are posters or similar images used? Where are they displayed?
8. How often is the local strategy reviewed?
9. Is the review informed by well-briefed staff, drawing on a multi-disciplinary approach?
10. How and how often are prisoners invited to participate in the development and implementation of the strategy?
11. What evidence is there that their views are explicitly taken into account?
12. Is the local Violence Reduction Co-coordinator allocated adequate time to fulfill the role?
13. How often does the Violence Reduction team meet? Is its membership multi-disciplinary? Is each component discipline routinely represented at each meeting?
14. Does a member of the IMB attend as an observer?
15. Does the Violence Reduction team analyse the circumstances of all violent and bullying incidents at each meeting?
16. What use does the prison make of this data?
17. Does the prison consistently challenge prisoners involved in unacceptable behaviour to others?
18. What means are used (a) to challenge such prisoners and (b) then to support them in improving their behaviour?
19. Does information about suspected bullies and victims follow prisoners to their places of work or other activities?
20. Does unacceptable behaviour have an impact on a prisoner's sentence plan or his/her IEP status? Are consequences of this sort applied fairly and consistently?

21. How does the prison seek to meet the needs of prisoners victimized by other prisoners?
22. Is the perpetrator and the victim's Cell Sharing Assessment reviewed?
23. Is transfer a tool in addressing unacceptable behaviour? Is it an act of last resort?

### **SUICIDE PREVENTION and SELF-HARM MANAGEMENT**

*see also: Reception; Induction; Telephone; Death in custody; Women Prisoners; Special Accommodation; The Segregation Unit; Sentence Planning & Management*

1. Is there a local suicide prevention and self-harm management strategy? Does it comply with national policy?
2. Is there a local policy statement? Is it readily available to prisoners, volunteers and visitors? Is in languages and format appropriate to the population of the prison?
3. Is the local policy statement reviewed annually?
4. Are safer custody roles filled by suitably trained staff?
5. Is there training to help staff identify and manage prisoners at risk of suicide or self-harm and to raise awareness of the local strategy? Is take up monitored?
6. How many Assessment, Care in Custody and Teamwork (ACCT) trainers are there?
7. Who leads the Safer Custody Team (SCT)? How often does it meet? Are its meetings minuted?
8. Does the SCT include representatives from key areas of the prison and from a range of disciplines? Does a member of the IMB attend its meetings as an observer?
9. Is a trained volunteer ACCT Assessor available 7 days a week?
10. How does the IMB monitor the effectiveness of the local strategy?
11. Are prisoners who are Recalls, or Transfers, or who have had a court appeal rejected, or a change in immigration status, or a change in status (including as a result of a court video link) assessed for suicide or self-harm risk by a member of the Health Care team?
12. When does the assessment typically take place?
13. How does the IMB gauge whether staff know which prisoners in their care are on an open ACCT Plan and what the key requirements of the plan are?
14. Are all events relevant to the care of a prisoner at-risk recorded in the ACCT Plan?
15. What evidence is there of appropriate briefing at shift change?
16. What is the quality of staff interaction with at-risk prisoners?
17. Does the IMB check the frequency of entries in an ACCT plan? Does their quality and relevance demonstrate real engagement with the needs of an at-risk prisoner?
18. Do assessment interviews take place no later than 24 hours after ACCT plans are opened? Do initial case reviews also take place within the first 24 hours?
19. Do subsequent reviews take place at the intervals stipulated in the ACCT plan?
20. When does an ACCT plan case review take place after a prisoner is placed on

constant supervision?

21. Does an ACCT plan case review take place shortly before an at-risk prisoner is discharged?
22. Who typically participates in ACCT case reviews? Does the IMB monitor the implementation of case review decisions?
23. What evidence is there that a prisoner's Cell Sharing Risk Assessment is a live document?
24. What consideration is given to moving an at-risk prisoner to a safer cell or other supportive location (e.g. Listener Support Suite)? Is this evidenced in the ACCT plan?
25. Do ACCT plans accompany at-risk prisoners when they move to participate in activities? Is this done discreetly? Does the receiving member(s) of staff contribute to the ACCT plan on-going record?
26. What in cell activity is provided when out of cell activity for an at-risk prisoner is cancelled or reduced? If no provision is made, is the reason recorded?
27. Do ACCT plans make clear what provision must be made for an at-risk prisoner in shared accommodation when he/she is in it alone?
28. What consideration does the ACCT plan give to the needs of an at-risk prisoner allocated a single cell?
29. Where are the Emergency Response kits kept?
30. Do staff know how to use this equipment?
31. Where is specialised resuscitation equipment kept?
32. Are there procedures for summoning emergency medical help? Are staff familiar with them?
33. Is the relevant faith chaplain or visiting minister informed of a serious incident of self-harm?
34. How many safer custody cells does the prison have? Where are they?
35. What support does the prison offer to prisoners identified as regularly harming themselves?
36. Are prisoners given ready access to Samaritan and other help lines? How? Can prisoners contact Samaritans by telephone 24 hours a day?
37. Is there an effective Listeners scheme? Are prisoners confident that the scheme is truly confidential?
38. Are all Listeners able to attend support group meetings together? Are these meetings led by the Samaritans?
39. Do Listeners attend at least part of the SCT meetings?
40. Does the prison have a Listener Support Suite? Where is it?
41. Is a prisoner once trained as a Listener kept off the transfer list for at least 6 months?
42. Are staff who assess and support at-risk prisoners themselves provided with

support to cope with the possible effects of this work? What form does it take? How frequently is it typically offered?

43. What support is given to staff or prisoners who have been involved in or have had to deal with suicides or attempted suicides?

44. Do families which have concerns about a prisoner know how to contact a relevant person in the prison? Where and how is this information communicated to them?

45. In what circumstance is an ACCT plan closed? Does a prisoner whose plan is closed know whom to contact and how if he/she needs support in the future?

## **DEATH in CUSTODY**

1. Does the prison have a contingency plan setting out the actions which need to be taken following a death in custody and by whom?

2. How often is the plan reviewed, and in what circumstances?

3. Is it informed by the Prisons and Probation Ombudsman's reports?

4. Is the relevant faith chaplain or visiting minister informed immediately?

5. Is the IMB informed promptly?

6. Is the relevant faith chaplain invited to administer official rites at the scene of death so far as consonant with the need to preserve evidence?

7. Are all prisoners on an open ACCT plan reviewed within 24 hours of the death? Is this review documented?

8. What support is provided for prisoners who are especially affected by a suicide (whether or not they are themselves on an open ACCT plan)?

9. Is there a local protocol which sets out what forms of support the prison can offer to a bereaved family?

10. Which staff are required to be aware of it?

11. Does the prison have at least one Family Liaison Officer (FLO)? How recently has he/she received appropriate training?

12. Is there a thoughtful and sensitive scheme for dealing with next of kin?

13. If the prison has no FLOs, does the bereaved family have a named member of staff as its particular point of contact with the prison?

14. Where the police so authorise, are the deceased prisoner's possessions handed over to the appropriate person and in a suitable manner?

15. Are bereaved families informed of follow-up action? Are they invited to be involved where appropriate?

16. Do staff have both immediate and continuing access to the care team?

17. Are the prison records made freely available to the Coroner's Court?

18. Does a member of the IMB attend the inquest?

19. Does the IMB monitor the implementation of any recommendations made in the

report of the investigation?

## **FAITH and WORSHIP**

*see also: Foreign National Prisoners; Segregation*

1. Which faiths are represented in the prison?
2. Is the chosen faith of a prisoner registered on reception? How is it accurately identified in the case of a prisoner who cannot read or speak English?
3. Is the Chaplaincy informed of all new receptions? How?
4. Is information about faith provision in the prison offered to new receptions? How?
5. Are there chaplains and visiting ministers for all faiths represented in the prison? Do they visit regularly? If not, why not?
6. Do they have free access to all prisoners?
7. How does a prisoner register a change in his/her faith?
8. Does the prison provide places for corporate worship and meditation for all faiths?
9. Does this accommodation, whether faith specific or shared, satisfy the religious, cultural and symbolic requirements of each faith tradition using it?
10. Does the prison's facilities list specify the artifacts and religious texts a prisoner may have in possession?
11. Does the prison respect and facilitate prisoners' faith requirements regarding dress and diet?
12. Are prisoners who wish to attend corporate worship/prayer able to do so?
13. If statutory regime activities (e.g. exercise, kit change, visits) coincide with corporate worship/prayer or key fasts and festivals, does the prison make alternate provision for these activities?
14. Are prisoners whose principal day of corporate worship/prayer is a weekday allowed to observe it without penalty e.g. without loss of pay?
15. How does the prison facilitate ritual washing prior to corporate worship/prayer where this is a faith requirement?
16. What provision is made for faith education for those prisoners wanting it?
17. What provision is made for pastoral care of everyone in the prison?
18. Do members of the chaplaincy team undertake pastoral work with all faith groups or only with prisoners from their own faith community?
19. 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?
20. Are chaplains able freely to carry out their statutory duties? Are they well informed about the needs of individual prisoners?
21. Is the chaplaincy normally represented on the Rule 45/YOI Rule 49 review board?

22. Are festivals of all faiths officially recognised by the Prison Service catered for, including periods of fasting, abstinence and celebration?
23. Are prisoners routinely escorted to the place of worship/prayer in time for the scheduled start of the principal corporate weekly worship and to other chaplaincy activities?

## **RACE EQUALITY**

*see also: Food & Food Hygiene; Prison Shop/canteen; Violence Reduction; Women Prisoners; Foreign National Prisoners.*

1. Is the Race Equality Manual easily available?
2. Is the national race equality 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 Equality Officer (REO) and members of the Race Equality Action Team (REAT) widely publicised to staff and prisoners? Are their photographs displayed?
4. Are there prisoner representatives on the REAT?
5. Are meetings of the REAT invariably chaired by the Governor or the Deputy Governor?
6. Does a member of the IMB consistently attend meetings of the REAT as an observer?
7. How often has the REAT met in the last 12 months?
8. Have all REAT members attended the REAT course?
9. Has the IMB's representative been invited to participate in race equality training and refreshers given to the REAT?
10. Has the REO attended the Training Services REO course in the last 5 years?
11. How much time is allocated to the REO to enable him/her to carry out the duties? In the opinion of the IMB, is it sufficient? Is the allocated time ring-fenced?
12. Is the local race equality 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, use of control and restraint, self harm?
16. Are any anomalies explored?
17. Are any other areas monitored locally?
18. Are the results of ethnic monitoring scrutinised regularly by both the REAT and the IMB for indications of potential discrimination?
19. Has the catering manager attended an ethnic minority catering course?
20. Is library stock monitored to avoid racist material? By whom?

21. Are all racist incidents and complaints of racial discrimination reported to and recorded by the REO? What action was taken?
22. How many racist incidents have been recorded over the past 12 months – prisoner on prisoner and prisoner on staff?
23. Does the IMB examine a sample of the completed RIRFs?

## **APPLICATIONS and COMPLAINTS**

### **THE PROCESS**

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. Is the explanatory leaflet for prisoners available in the library, reception, visits and on the wings/landings?
3. Are notices publicising the formal procedure prominently displayed?
4. Are all staff aware of the advice they should give to prisoners who wish to make a complaint?
5. Are complaint forms freely available to prisoners on the wings?
6. 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?
7. Who is the designated officer who has sole access to these boxes?
8. Does the designated officer empty the boxes daily (excluding weekends and public holidays)?
9. How does the prison help prisoners with a reading or writing difficulty or a poor command of English to make a complaint?
10. What importance does the prison attach to resolving complaints within the prescribed time limits? Are delays regarded as exceptional?
11. How effectively does the prison deal with complaints? Are they fully and objectively investigated? What is the quality of the replies?
12. Do prisoners know that they may ask the IMB to look at any replies to complaints and to review decisions and replies?
13. Are prisoners aware that they may write direct to the governor, the Area Manager and the Chair of the IMB using a sealed envelope by confidential access?
14. Does the prison refer complaints to appropriate staff?
15. How many complaints forms are issued each month? How many are completed and returned to the complaints clerk?
16. Does the prison monitor the number of complaints monthly, and trends in subject

matter? Is this information made available to the IMB? What other use does the prison make of the information?

17. Is there a pattern to the requests/complaints indicating issues which might be pursued by the IMB?

18. How does the prison respond to those deemed to be serial complainants? Are its responses proportionate and subject to review?

19. Does the Board monitor the number of confidential access complaints to the Board's Chair and their broad subject matter?

## **COMPLAINTS AGAINST STAFF**

*see also Health Care*

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**

*see also Health Care*

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 Equality and Human Rights Commission)? 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. Is information about the role of the IMB widely displayed?

2. How do applications reach the IMB? Does the prison provide a box in which applications to the IMB can be posted by prisoners? Is the box opened by IMB members or the Clerk?

3. Are applications to the IMB made on the nationally standard form?

4. How do IMB members respond when prisoners raise complaints with them which have not previously been discussed with staff?

5. Are the IMB's replies to applications always clear, accurate and timely?
6. Does the IMB keep a record of all applications it receives, whether written or on the hoof? Does it track any trends?
7. Does the IMB monitor the number of confidential access complaints made to the IMB's Chair and their broad subject matter?
8. If an application is made under confidential access and is rejected because it does not require confidentiality, does the IMB treat it as a normal application?

## **SPECIAL CATEGORIES**

### **REMAND PRISONERS**

*see also: Reception; Induction; Access to Legal Advice; Video links; Property; Suicide Prevention; Work and Training; Education and skills; Discharge*

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 legitimate 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?

### **INDETERMINATE SENTENCED PRISONERS**

*see also Categorisation & Allocation*

1. How many Indeterminate Sentenced Prisoners (ISPs) does the prison hold? How many of them are subject to Indeterminate Public Protection (IPP) sentences?
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? Does he/she receive a copy of the relevant Prisoners' Information Booklet?
5. What other support is given to newly sentenced lifers?
6. Is a newly sentenced lifer allocated to a landing where there are other long term

prisoners?

7. What efforts are made to explain the life sentence system to family members?
8. Do all lifers held in local prisons have ready access to a wing lifer officer?
9. Is a multi disciplinary team involved in the managements of ISPs?
10. Is the Multi-Agency Lifer Risk Assessment (MALRAP) done before the newly sentenced lifer moves on to his/her first stage centre?
11. Is the Confidential Summary Dossier for a newly sentenced lifer completed promptly and with the involvement of all the agencies concerned with the case?
12. Does the prison ensure the timely production of the LSP3 reports, which are incorporated into the lifer's first review?
13. Are short term ISPs given opportunities to move through the system sufficiently quickly for release on tariff to be a realistic possibility? Do their applications for offending behaviour programmes receive priority?
14. Are lifers in the first and second stages of their sentences able to move without undue delay to prisons offering relevant offending behaviour work?
15. Is every transfer of a lifer arranged through the Lifer Unit (or, in the case of High Security prisons, through the Directorate of High Security)?
16. Does overcrowding or any other factor create pressure for lifers to move into open conditions before their particular circumstances warrant?
17. How does the prison support lifers who, at a late stage of their sentences, find themselves among prisoners whose age, motivation and outlook is very different?
18. Is particular thought given to the needs of long term prisoners who have been transferred to the prison from a therapeutic community?
19. Does the prison provide suitable premises for an oral hearing? Do arrangements for the hearing work smoothly?
20. 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. Is there an appropriate ratio of female to male staff in the prison?
2. Are all staff trained in gender specific issues?
3. How does the prison ensure it identifies whether a woman is pregnant or has any young children in the community during the reception/induction process?
4. Are the appropriate authorities informed immediately?
5. Is the handbook "All about Mother and Baby Units" readily available in the reception area, on the residential wings/units and in the prison Library?
6. How does the prison ensure that all women who are pregnant or have a child below the age of eighteen have an opportunity to apply for a place on a Mother and baby Unit?

7. Is there a named liaison officer to assist women with these applications?
8. If a woman is required, on security grounds, to submit to a strip search is it always conducted by two female officers? Is the search properly recorded?
9. Is the IMB satisfied that the procedures for searching a menstruating prisoner are routinely observed?
10. Are women able to wash and iron their own clothes?
11. Are women afforded privacy when showering?
12. Are appropriate hair and skin products for black and Asian women readily available?
13. What is the system for supplying sanitary towels? Do prisoners have to ask male officers?
14. Are sanitary bins emptied frequently?
15. Is a woman who asks to be seen by a female health care professional given this opportunity wherever possible?
16. Are women referred for routine mammograms and smears?
17. How does the prison attempt to address issues such as sexual and physical abuse experienced by women in their lives outside prison?
18. Does the prison carry out an annual needs analysis of the women affected by domestic violence? What use does it make of it? Is the data available to the IMB?
19. Does the prison carry out an annual needs analysis of the women affected by prostitution? What use does it make of it? Is the data available to the IMB?
20. Is there any evidence of harassment of women by other prisoners or officers? If there is, how does the prison deal with it?
21. How does the prison encourage mothers with dependent children to be involved with them? Are mothers held in open conditions enabled to visit the child's school, care or social worker?
22. Does the prison offer parenting classes? Are they available to all women who want them?
23. Is consideration given to allowing women with children routinely to make telephone calls outside the normal hours in order to maintain family links?
24. Is the standard of ante-natal care for women comparable to that elsewhere in the PCT?
25. Are transport arrangements for pregnant women appropriate?
26. Is the partner notified when a woman goes into labour? May the partner attend the birth?
27. What procedures are there for ensuring staff check whether or not a woman is pregnant before force or restraints are used?

## **MOTHER AND BABY UNITS**

*see also Women Prisoners*

1. Is the national statement of purpose prominently displayed in the Mother and Baby Unit (MBU)?
2. Does each child have a Child Care Plan? How often is it reviewed?
3. Does each mother have a Separation Plan? When are these plans typically agreed with the mother?
4. Is an appropriate range of specialists involved in drawing up Separation Plans?
5. Is there a dedicated family officer working in the MBU? Is he/she in regular contact with community health visitors and other appropriate outside agencies? Is there a coordinated approach?
6. What practical support and guidance is offered to mothers in caring for their babies?
7. How does the prison ensure that different cultural practices in infant care are respected and supported?
8. What kitchen facilities are provided in the MBU? Are mothers able to prepare their choice of food for their babies?
9. To what extent may mothers determine their own routines of feeding and caring for their babies?
10. What arrangements are made for the care of the child during the mother's absence from the MBU? Do mothers have confidence in these arrangements?
11. Is the play area bright and cheerful? Is it a stimulating environment for a baby?
12. Are toys in communal use kept clean?
13. Are searches of babies carried out sensitively in strict compliance with the procedures? Is each search and the reason for it recorded?
14. Is the IMB satisfied that each planned separation of the mother from her child is carefully considered in advance to try and ensure the best possible care arrangements for the child on leaving the MBU? Is there multi-agency consultation?
15. What forms of support does the prison offer a mother who has been separated from her child (after a period of joint living on the MBU)?
16. How does the prison support staff who are affected by the separation of a mother from her baby?

## **PRISONERS DISABILITIES AND IMPAIRMENTS**

*see also: Reception; Induction; Property; IEP; Social visits; Letters; Telephones; Fire and emergency evacuation; Work and vocational training; Education and skills; Health care; Applications and Complaints; Adjudications; Transfers; Discharge.*

1. Is there a local policy statement addressed to the needs of prisoners with any form of disability or impairment? Is it accessible to staff and prisoners? In which locations is it displayed? Is it published in a range of languages and an appropriate variety of formats?

2. Does the prison acknowledge the full range of disability and impairment in its policies?
3. How does the prison publicise its commitment to promoting equality of opportunity for all prisoners?
4. Is there a Disability Liaison Officer? Is he/she allowed sufficient time to carry out this work effectively?
5. Is there effective liaison between the prison, the courts and the escort contractors concerning prisoners with any form of physical disability?
6. Are all prisoners given an opportunity to declare any impairment, whether physical, sensory or mental, on reception?
7. What use does the prison then make of this information?
8. Does the prison maintain up to date and readily accessible information about the numbers of its prisoners with particular disabilities or impairments?
9. What regard does the prison have to a prisoner's particular form of disability or impairment when allocating a cell to him/her?
10. Are baths available as well as showers?
11. Is a prisoner allowed property in possession which enables him/her to cope with the disability or impairment (for example, walking stick, crutch, extra batteries for a hearing aid)? If the prison does not allow this, can the reasons be defended?
12. What steps does the prison take to enhance the quality of life of those unable to take part in constructive activities?
13. What regard does the prison have to a prisoner's particular disability or impairment when setting sentence plan targets?
14. Where an earned privilege is not realistically accessible to a prisoner with a disability or impairment, does the prison ensure that a comparable privilege is available?
15. What steps does the prison take to meet the needs of a prisoner whose disability or impairment is either discovered, or diagnosed, during the prisoner's stay in the prison?
16. Does the prison draw upon specialised agencies in supporting prisoners with a disability or impairment?

## **FOREIGN NATIONAL PRISONERS**

*See also: Reception; Induction; Access to legal advice; Video Links; Property; Letters; Food and food hygiene; Suicide prevention; Faith and Worship; Race Equality; Women prisoners; Adjudications; Categorisation and allocation; Release on temporary licence; Discharge*

1. Is there a local policy for managing the foreign national prisoners (FNPs)?
2. How often is it reviewed?
3. Does a member of the IMB attend FN Management Committee meetings as an observer?

4. Is there at least one designated Foreign National Co-ordinator (FNC)? Is the FNC allocated sufficient time to carry out the work effectively?
5. How are FNPs made aware of the existence of the FNC? Do FNPs have ready access to him/her?
6. Who in the prison takes responsibility for FNP issues, if there is no designated FNC? Do FNPs have ready access to this member of staff?
7. Are FNPs told on reception of their right to a free letter informing their consular office or High Commission of their imprisonment?
8. What efforts does the prison make to allocate a non-English speaking FNP on a residential unit close to at least one prisoner who speaks his/her language?
9. Does the prison routinely inform the UK Border Agency that it is holding an FNP within five days of his/her arrival in the prison?
10. Are FNPs allowed an unlimited amount of credit in their telephone accounts?
11. Is consideration given to allowing FNPs to make calls outside the normal hours where the country concerned is in a significantly different time zone?
12. Are FNPs who have not received a domestic visit in the previous month allowed to make a call home at the prison's expense?
13. 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?
14. How does the prison attempt to minimise the particular stresses which FNPs may experience through separation from their families?
15. How does the IMB gauge whether staff are alert to the cultural and other particular issues of the FNPs in their care?
16. What steps does the prison take to provide a resettlement programme appropriate to its foreign national population?
17. What steps does the prison take generally to support FNPs unable to speak English?
18. Is the ESOL course (English for speakers of other languages) available?
19. Is access to translating services available in Health Care?
20. Are the Prison Rules, notices in the prison and in the visits area, menus and information about the IMB available in an appropriate variety of formats and languages?
21. Are FNPs offered peer group support? What form does it take?
22. Is there a regular forum in which FNPs are able to air their particular problems? Is it effective?
23. What external organisations are accessible to FNPs in the prison for support with immigration issues? How are FNPs made aware of their existence? How can FNPs contact them?
24. Are FNPs who qualify for repatriation to serve their sentence in their own country

made aware of this possibility? When?

25. Are the Early Removal Eligibility Dates of all FNPs recorded on the prison's central data base?

26. Are all FNPs considered for early removal under the Early Removal Scheme (ERS) other than those exempted from it?

27. What impact does the potential for early removal have upon a FNP's sentence plan?

28. How much advance notice is a prisoner who is to be removed under the ERS given?

29. Do FNPs know how to contest an ERS decision?

30. How does the prison make FNPs aware of the Facilitated Returns Scheme?

31. Is the IMB satisfied it is fully explained to participating FNPs before they leave the prison?

32. How does the prison support FNPs whose sentence end date is not fixed?

33. Do any sentenced expired FNPs who are eligible for transfer to the Immigration Detention Estate continue to be detained in the prison? Is the IMB satisfied that they are kept informed of the progress of their immigration case? In what ways does the prison offer support during this period of uncertainty?

34. Does the prison notify FNPs who are to be deported directly from the prison of airline weight restrictions on both hand and hold baggage? Does the prison do so in time for the FNP to arrange for excess property to be handed over to the FNP's nominee?

## **SECURITY, ORDER and CONTROL**

### **GENERAL**

*see also Violence reduction*

1. Are local rules and expectations clearly presented to prisoners on reception?

2. How effective is the personal officer scheme?

3. Do prisoners have confidence that they will be held safely?

4. Do prisoners have confidence that they will be treated fairly?

5. Is Health Care 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. Is a prisoner allowed to have a photograph of his/her own child in possession? If not, is the reason explained in each individual case?

## SECURITY

*see also: Closed Visits; Letters; Property; Substance Abuse; Race Equality; 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 IMB 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 only carried out 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 IMB know of complaints about the transport between establishments of male prisoners in categories B, C and D?
14. Is the IMB aware of the Lay Observers who monitor the work of the various contractors engaged by the Prisoner Court and Custody Services?
15. Does the IMB monitor the condition and use of the Prison Service vehicles used for transporting category "A" prisoners?
16. Is the IMB aware when a prisoner is being held in an outside hospital?
17. Does the IMB 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?

## USE of FORCE

*see also Women Prisoners*

1. Is force only employed as a last resort?
2. Is any use of force proportionate to the situation concerned?
3. Is the IMB routinely informed of planned deployments of a C & R team?
4. Does an IMB representative attend whenever possible?
5. Does a member of health care attend all planned deployments of C & R?
6. Does the briefing of the team include consideration of any relevant medical conditions?

7. Are all members of the team up to date in their training?
8. Is the team appropriately confident of its ability to take control of the situation?
9. Does the C & R team only employ force when other possibilities have been exhausted or in response to aggression?
10. Is the operation videotaped?
11. Does the IMB have enough knowledge of C & R techniques to enable members to monitor their use effectively?
12. Once force has been employed, does the Officer in charge take every opportunity to de-escalate the situation?
13. 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?
14. Does the IMB routinely receive copies of the Use of Force form?
15. Does the IMB monitor these and make comparisons over time and with other similar establishments?
16. How does the prison routinely monitor and review its use of force?
17. How does the IMB satisfy itself that C & R is not used disproportionately against prisoners of any particular ethnicity?

#### **SPECIAL ACCOMMODATION and MECHANICAL RESTRAINTS**

*see also Safer Custody*

1. Is the IMB informed immediately when special accommodation or mechanical restraints are used? How does the IMB respond?
2. Does the IMB check that authority has been correctly given and recorded?
3. Is the IMB 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?
4. Is special accommodation ever used solely to prevent self harm?
5. Is every use of special accommodation or mechanical restraints recorded on the Register of use of Special Accommodation/Mechanical Restraints? Does the IMB routinely receive a copy?
6. How does the prison monitor and assess its use of special accommodation and mechanical restraints?
7. Is the IMB alert to any trends in the use of special accommodation or mechanical restraints?
8. Does the IMB particularly check the times of location, and of the governor's authority and of the medical officer's signature?
9. Is the IMB informed promptly when a prisoner is removed from special accommodation?

10. Are prisoners in the special cell provided with water, a blanket, and a receptacle in which to relieve themselves?

11. Is a prisoner who is restrained by ratchet handcuffs never left in a prone position? Is he always in the presence of staff?

## **SERIOUS INCIDENTS**

*see also Fire & Emergency Evacuation*

1. Who is responsible for maintaining and updating the prison's contingency plans?
2. Do these plans include early notification of the IMB?
3. Has the IMB agreed a protocol with the Governor concerning its access to the Command Suite during a serious incident?
4. Does the IMB play a part in any planned exercises or tests of procedure?
5. Are all IMB members prepared for the various roles they may be called upon to play in the course of an incident?
6. Is the entire Board agreed as to who should respond to queries from the media?
7. Is an incident bag available in the gatehouse?
8. Is the equipment and information inside it checked periodically and kept up to date?
9. Does the prison make a videotaped record of incidents?
10. 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. What arrangements does the prison make to ensure that the process of adjudication is made clear at each stage to a prisoner with a sensory or mental impairment?
6. Does the adjudicating governor address the prisoner courteously? Does the adjudicating governor address the prisoner with impartiality, however well known the prisoner might be?
7. Are punishments adequately explained to prisoners? Are they informed of them in writing?
8. What steps are taken to ensure that prisoners with English as their second language understand the proceedings and any punishment imposed?

9. Is the difference between punishments and any administrative decisions adequately explained to prisoners?
10. Are the expectations underlying the nationally standard custody compact reiterated once a charge has been proven?
11. Can prisoners obtain a record of their adjudication without charge?
12. Are punishments fair and consistent?
13. Do charges frequently fail because of procedural shortcomings?
14. How often are adjudications overturned on appeal? Is there any pattern to such cases?
15. Does the IMB frequently sample the way in which adjudications are carried out?
16. Does the adjudicating governor identify an attending IMB member and ask the prisoner whether he/she objects to his/her presence?
17. Does the IMB have a policy of refusing to attend an adjudication when the prisoner involved has specifically requested Board attendance?
18. Is the IMB routinely given a summary of adjudications heard and their outcomes?
19. Is it alert to any trends in these returns?
20. Since added days may only be awarded by an independent adjudicator, do governors tend to impose alternative punishments at the maximum possible level? Are these punishments disproportionate to the offence?
21. Does an adjudicating governor only impose cellular confinement after receiving advice from a health care professional?
22. Are prisoners on cellular confinement visited daily by a governor, doctor and chaplain? Is the IMB satisfied that these visits are effective in achieving their purpose?
23. Are they offered exercise daily?
24. Are both staff and the prisoner clear as to the restrictions which cellular confinement is imposing in each individual case?

### **THE SEGREGATION UNIT**

*see also: Telephone; Food & Food Hygiene; Library; 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. Are the segregation history sheets well maintained and readily available?
5. Do staff always appear to be securely in control of the unit and able to deliver its regime?
6. Are prisoners made aware of the regime when they arrive and how?
7. What is the social atmosphere of the unit?
8. What arrangements are there for visits to segregated prisoners?

9. Does the unit have arrangements allowing prisoners held under different classes of rules to be managed appropriately?
10. Does an IMB member visit every prisoner in the unit at least once a week and record this by signing the segregation history sheet?
11. Does the IMB have a system for responding to applications made by prisoners in the unit?
12. How is a segregated prisoner able to see a member of the IMB in private?
13. Are IMB members able to speak directly to prisoners on special unlock protocols?
14. Are such protocols periodically reviewed?
15. How may prisoners in the unit have access to Listeners?
16. What steps are taken to minimize the impact of a dirty protest on the people who live and/or work in the unit?
17. What are the arrangements for cleaning cells and showers after a dirty protest?
18. Is a prisoner on dirty protest offered a shower each day? How and where is this offer recorded?
19. Is a log kept of each dirty protest, including attempts at intervention?

#### **SEGREGATION UNDER RULE 45**

*see also: Library; Health Care; Mentally Ill Prisoners; Faith & Worship; Suicide prevention; Education and Skills*

1. Is the IMB routinely 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? Is its work scrutinised by the IMB? Board?
6. Do subsequent review boards meet at least fortnightly? Do they include representatives from healthcare and other relevant specialisms?
7. Are staff attending the review well briefed?
8. Are IMB members able to brief themselves before attending a review board?
9. Is a record made of review board proceedings?
10. Are segregated prisoners invited to attend the review board each time one is held?
11. Is an appropriate regime agreed and are the behavioural targets suitable?
12. Is the prisoner clear what he has to do before he can return to normal location?
13. Does the prisoner receive written notice of the review board's decisions? What arrangements are made for prisoners without an adequate command of written English?

14. What steps are taken to prepare a segregated prisoner for his return to normal location?
15. What steps are taken to resolve the situation when a prisoner on Rule 45 GOOD is repeatedly deemed unsuitable for normal location?
16. Is a segregated prisoner only transferred directly to another segregation unit in exceptional circumstances? Does the IMB take a particular interest when such prisoners are segregated upon arrival?
17. How does the prison deal with prisoners who refuse to return to normal location?
18. Are any prisoners segregated pending Police investigation? Has their segregation been unreasonably long? Has the IMB taken up the issue of speed of investigation with the Police Liaison Officer?
19. When a prisoner seeks protection is he offered any alternatives to segregation? (These might include moving to a different wing or another establishment.)
20. Are all members of the IMB prepared for the steps they would need to take if the member sitting with the review board did not find its conclusions to be reasonable?
21. Is a prisoner already on an open ACCT Plan only segregated in exceptional circumstances?
22. What measures are taken when a prisoner in segregation is on an open ACCT Plan?
23. Are the expectations underlying the nationally standard custody compact reiterated as part of the arrangements for returning a prisoner to normal location?
24. Does the IMB have a system whereby a member who has been responsible for monitoring the unit briefs the succeeding member about any current concerns?
25. Does the IMB hear a report on segregation at its monthly meetings?
26. Are all Close Supervision Centre prisoners held under Rule 46 routinely seen by an IMB member?
27. Is the Director of Offender Management routinely informed when a prisoner has been segregated for three months, or in the case of high security prisons, the Director after a period of six months?

## **RESETTLEMENT**

### **GENERAL**

*See also Sentence Planning and Management*

1. What functions/services are represented on the prison's Resettlement Policy Committee (RPC)?
2. Who chairs the RPC?
3. How often does it meet?
4. How does the RPC ensure that the needs of particular groups of prisoners are given equal consideration?

5. Is a personal or group officer scheme and/or shared working arrangements in operation? Does it ensure that all prisoners have ready access to advice and guidance, and help with personal problems?
6. With which outside agencies or bodies who can assist prisoners does the prison have partnership arrangements? Is the range sufficient to meet the resettlement needs of prisoners throughout custody?

## **CATEGORISATION AND ALLOCATION**

*see also: Social Visits; Indeterminate 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 a prisoner interviewed before the categorization decision is made? For what group of prisoners is this interview routinely dispensed with?
4. Is the categorization of prisoners serving less than 4 years reviewed every six months? Is that of long term prisoners reviewed annually?
5. Are prisoners sentenced to under 12 months routinely considered for allocation to open conditions as soon as possible after sentencing?
6. Does the prison have effective arrangements to conduct re-categorisation reviews for all prisoners in the last 30 months of their sentence?
7. Are prisoners who require a lower level of security after recategorisation moved promptly to a suitable prison?
8. Are all male IPP prisoners with a tariff of three years of less normally placed in Category C and allocated accordingly?
9. Do the allocation procedures include realistic consideration of each of the following: family ties and resettlement needs; opportunities to receive education and training; continuity of courses and programmes that are part of the prisoner's sentence or learning plan?
10. 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?
11. How does a prisoner make a case to be allocated to a different prison?
12. Are agreed transfers implemented without delay? If not, what are the reasons?
13. Do prisoners know how to appeal against their categorization decision?

## **SENTENCE PLANNING AND MANAGEMENT**

*see also: Induction; IEP; Suicide prevention; ROTL; Transfers; Parole*

1. Are prisoners covered by OASys (the Offender Assessment System) given information about it as part of their induction?
2. Does the initial assessment take place during induction, where practicable?

3. How do relevant staff and departments make their contributions to an individual's assessment?
4. Is the OASys Clerk able to gather contributions from all relevant staff and departments without difficulty?
5. How does the prison encourage prisoners to engage actively in the process?
6. Is the IMB satisfied that OASys interview with a prisoner routinely takes place in private and without interruption?
7. Does the prison otherwise provide suitable facilities for the OASys interview with the prisoner?
8. What account does the prison take of a prisoner's reasons for declining to take part in the OASys interview? Are they recorded?
9. 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?
10. How soon after reception into the prison from court do the following 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?
11. At what intervals is the OASys assessment of prisoners in each of the same groups typically reviewed?
12. Does the prisoner have an opportunity to be present for at least part of the review board? If the prisoner declines are his/her reasons recorded?
13. 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?
14. If a prisoner is the subject of a pre-sentence report by Probation does it accompany him/her into the prison?
15. If a prisoner is the subject of an external OASys assessment is it available to the prison?
16. Is a Sentence Planning Board invariably convened in the case of prisoners sentenced to 4 years or more?
17. 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?
18. Is the prisoner able to attend at least part of the Board?
19. Are targets set by a prisoner's sentence plan actually achievable in the prison?
20. Are they realistic enough to be capable of being achieved in time to influence the prisoner's parole or tariff review?
21. Are waiting lists for programmes managed so as to give priority to prisoners approaching their parole or tariff review?
22. Do prisoners know they can obtain a full copy of their OASys document (excluding

any material in it which is properly withheld) free of charge?

23. Do prisoners receive a written summary of their sentence plan objectives?

24. Are prisoners able to contribute to their OASys document in writing?

25. 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?

26. Who is responsible for managing the OASys process in the prison?

27. Are there sufficient named staff holding the role of OASys Clerk to do the work?

## **WORK AND VOCATIONAL TRAINING**

*see also: General Health & Safety; Prisoners with disabilities or impairments*

1. How do prisoners find out about the available work or training? How do they apply for it?

2. Is an informed and up to date assessment of risk and needs taken into account in allocating the prisoner to work or training?

3. Does the prison offer certificated training in all its workshops and its laundry?

4. Do prisoners offered work all undertake an induction programme and training in the relevant activity before commencing work?

5. Is all workplace training accurately recorded?

6. Is the work or training available to short or medium term prisoners focused on improving their employment prospects on release?

7. Does the work done by individual prisoners help to prepare them for their release?

8. Is sufficient work available for sentenced prisoners?

9. How does the prison allocate opportunities for work or vocational training if they are over-subscribed?

10. How does the prison ensure that the most attractive opportunities are allocated fairly?

11. Are vulnerable prisoners offered an appropriate range of work or vocational training?

12. Is there suitable work or vocational training for the range of prisoners held?

13. Can all the time spent at work or on vocational training be described as constructive and purposeful?

14. Are the vocational training courses offered focused on skills demanded in the outside job market?

15. Do sentenced prisoners have individual work programmes which are consistent with any relevant requirements of their sentence plan?

16. Are workshops suitable for their purpose? Are they well-maintained? Are they suitably lit, heated and ventilated?

17. Are prisoners able to shower after work?
18. How many hours are there in the working week?
19. What are the work schedules? Do they conflict with other regime activities such as worship or visits?
20. Do prisoners consistently arrive for work on time? If not, why not?
21. How often are work sessions cancelled? What efforts are made to adhere to the published timetable in face of short term difficulties?
22. Is there any overtime? How is it allocated?
23. Are prisoners' attendance rates at work or vocational training accurately recorded?
24. Does all work or vocational training attract the same rates of pay? If not how are the more attractive opportunities allocated?
25. What payment is made to an employed prisoner when work or training is cancelled or when the prisoner is unable to work?
26. What payment is made to a prisoner who is unemployed simply because there are insufficient work or training opportunities?
27. What steps are taken to warn a prisoner whose record at work is unsatisfactory? May he/she appeal against dismissal from work?
28. Are prisoners given the opportunity to obtain outside work where their categorisation and risk assessment allow? Are there avoidable delays in offering these opportunities?
29. Do IMB members visit outside working parties?

## **EDUCATION AND SKILLS**

*see also: Reception; Induction; Segregation under Rule 45*

1. Are all prisoners offered the Basic Skills Agency screening test?
2. How quickly are the educational needs and interests of prisoners new to custody assessed?
3. Are individual learning plans completed for all sentenced prisoners? Do individual prisoners have an opportunity of contributing to this process?
4. Do individual learning plans inform the sentence planning process?
5. Do individual learning plans set clear and viable targets?
6. Is progress against these targets consistently measured and recorded?
7. What proportion of sentenced prisoners attends Education?
8. Is the core curriculum followed?
9. Is the range of educational provision based on a needs analysis of the population?
10. Are there sufficient places for those who want them? If not, how are places allocated? Is the allocation system fair?
11. What education provision is made for vulnerable prisoners? Do they have the same

range of classes as other prisoners?

12. What arrangements are there to provide education to prisoners in the Health Care Centre or the Segregation Unit?

13. How quickly are incoming prisoners' educational records received from their previous establishment and how quickly are they communicated to the next establishment on transfer?

14. Is the accommodation in the education department suitable for its purpose? Is it well maintained?

15. How many weeks of education are offered in a year? Is the provision restricted to a conventional academic year? If so, why?

16. 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? What guidance are prisoners given about funding?

17. Is there an up to date copy of the Prisoner Funder Directory in the prison library?

18. Are remand prisoners who started studying on an Open University course before they were remanded to custody allowed to continue study by correspondence?

19. 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?

20. What efforts are made to ensure that prisoners leaving the prison part way through a course may complete it?

21. How often is the educational programme reviewed? Are prisoners consulted? Is there a consultative committee?

22. Do prisoners consistently arrive for class on time? If not, why not?

23. Do classes start and finish at the published times?

24. How often are classes cancelled? What efforts are made to adhere to the daily timetable in face of short term difficulties?

25. Is the group of prisoners in each class of a size and composition to allow effective learning?

26. What steps are taken to warn a prisoner whose attendance or behavioural record in education is unsatisfactory? May he/she appeal against dismissal from education?

27. In what ways does the prison support in-cell study?

28. Is there provision for prisoners to attend educational courses outside the prison where their categorisation and risk assessment would allow this?

## **PROBATION**

*see also Categorisation and Allocation*

1. Who is the Senior Probation Officer's line manager within the prison?

2. Do the probation staff consider they had sufficient local training on joining the prison?
3. Are there enough staff to fulfill Probation's responsibilities? Is there sufficient continuity among the probation staff?
4. Are there probation support officers? What work are they given to do?
5. Is there a good flow of information between discipline staff and probation officers?
6. Do discipline officers provide effective practical support to probation officers when they are on the wing?
7. Are probation officers able to carry out their interviews in suitable surroundings?
8. How does a prisoner arrange to meet a probation officer? How long does it normally take for a meeting to be arranged?
9. Is there any joint working between probation officers and other staff within the prison?

### **RELEASE ON TEMPORARY LICENCE (ROTL)**

*IEP; Sentence planning and management; Final Preparation for Release: Race equality; Foreign National Prisoners*

1. Does the prison publish a leaflet informing prisoners of the range of temporary licences potentially available and how to apply? When was it last revised? How to prisoners get hold of a copy? What support does the prison offer to prisoners unable to read it?
2. Is the application for ROTL consistently informed by an up to date risk assessment and up to date information on progress with the sentence plan?
3. Is the process efficient and reliable?
4. Is the board considering an application for a temporary licence comprised of staff and specialists who know the applicant and his/her history in custody?
5. Is the prisoner able to attend at least part of the Board?
6. Does the Board reach fair and well judged decisions?
7. Is ROTL used where appropriate in helping a prisoner secure work, attend courses or make other arrangements in preparation for release?
8. When an application for ROTL is refused, does the prisoner receive the reasons in writing, and in confidence? If any justification is withheld, is this on grounds which may be clearly identified and defended?
9. If the prisoner has difficulty in coping with written material or cannot read or write English, how does the prison communicate the decision and enable the prisoner to understand it?
10. Do prisoners know they can appeal against a refusal through the Complaints procedures?

11. 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?
12. Are all temporarily released prisoners issued with a licence/passbook?
13. Are the reasons for any ROTL failures systematically analysed?
14. Does the prison routinely carry out ethnic monitoring of ROTL applications? What use does it make of this data? Is it available to the IMB?

### **TRANSFERS OUT OF THE PRISON**

*see also: Education; Property; Health Care; Safer Custody; Segregation under Rule 45; HDC*

1. Are prisoners fitted by a health care professional before departure?
2. Does a prisoner's medical record accompany him/her on transfer?
3. If a prisoner is on an open ACCT Plan is it handed to the escorting officer?
4. When prisoners are being considered for transfer, is due regard given to its implications for any ongoing medical treatment?
5. Is a prisoner, once trained as a Listener, then kept off the transfer list for at least six months?
6. Would a prisoner normally not be transferred during an offending behaviour course?
7. Does the property to which a prisoner is entitled accompany him/her on transfer?
8. Does the IMB know of cases where the prison has misrepresented the circumstances of a prisoner who is to be transferred for disciplinary reasons?
9. Does the Board inform the IMB at the receiving prison if a transfer involves any particularly complex or unusual background?

### **EARLY RELEASE ON COMPASSIONATE GROUNDS (ERCG)**

*see also: Health Care*

1. If a prisoner is believed 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. When are prisoners who are presumed ineligible notified of this?
3. Does the prison routinely complete HDC risk assessments in advance of prisoners' eligibility dates?
4. What is the composition of the enhanced assessment board?
5. Does the Board reach fair and well judged decisions?
6. How soon after a Board is the prisoner notified of the decision?
7. 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?

8. Are prisoners' transfers detrimental to the HDC process?

9. If a prisoner does not have a suitable curfew address, what advice and support is offered on a possible referral to a NOMS contracted provider?

## **PAROLE**

1. Does the prison routinely submit dossiers to the Parole Board in good time?

2. If a prisoner is to be considered for Discretionary Conditional Release, does the prison submit his/her dossier at least 12 weeks before the Parole Eligibility Date?

3. What percentage of the prison's dossiers are returned each year because they are incomplete?

4. Does the Parole Clerk have sufficient standing in the prison to carry out the role efficiently?

5. Does the Parole Clerk have a system for chasing up late or missing reports?

6. Is a copy of the complete dossier handed to the prisoner in time for him/her to prepare properly for the parole interview?

7. Where part of the dossier is withheld from the prisoner, is he/she notified in writing?

8. Does the Parole Board routinely announce its decision within the stipulated timescale?

9. If parole is refused, are the reasons explained clearly to the prisoner?

## **FINAL PREPARATION FOR RELEASE**

*see also: Prisoners' Property; Mentally ill prisoners; Foreign National Prisoners; ROTL*

1. To what extent is preparation for release taken into account in the formulation of individual prisoner's sentence or training plans?

2. Are individual prisoners allocated to programmes or activities which are targeted to reduce an individual's risk of re-offending and aid his/her resettlement?

3. Is attendance and performance on these courses recorded and monitored?

4. Does provision and timing take account of timetables for release (including early release eligibility)?

5. Does the prison provide pre-release courses? On what criteria are prisoners selected to attend? Is selection, performance and completion recorded?

6. Does the prison have close and effective links with NACRO and other relevant outside agencies or bodies? How can prisoners contact their representatives?

7. 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?

8. Are prisoners able to work closely with outside agencies in making arrangements for accommodation after their release?

9. Does the prison have a good stock of written information helpful to prisoners preparing for release? Is it readily available?
10. How is the prisoner's family involved in the final preparations for his/her release?
11. Does each prisoner have an interview with a representative of the local job centre before his/her release?
12. Is there appropriate liaison with external agencies when a mentally ill prisoner is to be released?
13. Are prisoners given an NHS prescription exemption form at least three weeks before their release?
14. Is discharge clothing stored locally?
15. Are prisoners able to check their clothing and arrange for cleaning or repairs in good time for their release?
16. Is each prisoner able to make a careful check of his/her property before being released?
17. 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? Does it bear the prison service logo?
5. Is the IMB satisfied that any reporting instructions and/or licence conditions have been fully explained to the prisoner immediately before his/her release?
6. Is the IMB satisfied that the prison offers support and guidance to any prisoner seeking to continue an educational or training course post-release?
7. What arrangements does the prison make to facilitate disabled prisoner's travel to their initial post-release destination?
8. 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. How many staff are on long term sick leave?
3. What impact does their absence have on the regime?
4. Does the prison meet its targets for time out of cell and for constructive/purposeful activity? Which activities are defined as constructive or purposeful in making this assessment?

## FREEDOM OF INFORMATION ACT 2000

*see also Independent Monitoring Board*

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 IMB?
2. Do the Director and Controller attend monthly IMB meetings? If either is not available do they send a deputy?
3. Does the IMB make the Controller aware of its concerns?
4. How does the Controller make the IMB aware of his/her concerns?
5. How and how often are the contract and target expectations communicated to the IMB? Does the IMB make effective use of this information?
6. Is the Director readily available to discuss issues arising from IMB monitoring visits?
7. Does the IMB meet members of the Prison Service team responsible for Contracted out Prisons?

# INDEPENDENT MONITORING BOARD

## CONCERNS

1. Does the IMB office have adequate space, privacy, its own identity, a telephone, a PNomis terminal, use of a printer, use of a photocopier, adequate filing space and adequate display space?
2. Does the IMB library include the current HMCIP report on the prison, relevant HMCIP thematic reports, the IMB Reference Book, 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 IMB's various tasks and opportunities distributed appropriately between members?
4. Are members encouraged to attend training sessions both locally and nationally?
5. Are all members given opportunity to air any concerns about the prison and its treatment of prisoners?
6. Do the IMB's judgments command respect?
7. Does the IMB have a system for tracking the prison's response to concerns which it has raised with management?
8. Does the IMB routinely consider the results of the Measuring Quality of Prison Life surveys, the annual report on the management of race equality within the prison and the Segregation Monitoring and Review Group reports?
9. Is the IMB visible in the prison?
10. Do prisoners have confidence in the IMB? Do they have unrestricted access to it?
11. Do staff know the IMB and approach it about issues concerning prisoners?
12. Is there an IMB checklist to ensure that all departments and areas are visited at appropriate intervals?
13. Are all areas of the prison open to the IMB without prior notice?
14. Does the IMB have ready access to prisoners' records (except medical)?
15. Does the IMB participate in planned exercises testing the prison's responses to its serious incident contingency plans?
16. Does the IMB conduct an annual review of its own performance?

## What arrangements exist for

- (a) dealing with applications to the IMB
- (b) carrying out Rota visits, arranging other IMB duties including allocating areas of special interest, attending establishment meetings/committees and reporting back to the IMB?
- (c) the IMB's response to serious incidents? Does the IMB have a contingency plan which is reviewed regularly? Does the IMB have access to incident Investigation Reports?

(d) responding to prisoners who apply for access to relevant IMB records under the Freedom of Information Act?

**How does the IMB monitor**

(a) complaints?

(b) opening and closing of an ACCT Plan?

(d) inquests?

(e) the IEP scheme?

(f) incidents referred to the police?

(g) closed visits?

(h) race equality?

(i) adjudications?

(j) visits?

(k) use of force?

(l) the regime?

(m) continued segregation?

(n) use of special cells?

(o) use of restraints?

(p) HDC/ROTL?

(q) ERS?

(r) numbers of deportees held after serving their custodial sentence?

# Notes



**AMIMB**

The Practical Guide to Monitoring Prisons is the fruit of 30 years' experience that AMIMB has in providing guidance on the work of independent prison monitors. Under 15 main headings, it lists the questions IMBs and others involved in this vital work need to ask in pursuit of the just treatment of prisoners.

ISBN 0907637299