

Report on an independent review of progress at

HMP Guys Marsh

by HM Chief Inspector of Prisons

14–16 October 2019

This progress visit was carried out in partnership with:



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Glossary of terms

We try to make our reports as clear as possible, but if you find terms that you do not know, please see the glossary in our 'Guide for writing inspection reports' on our website at:
<http://www.justiceinspectors.gov.uk/hmiprisons/about-our-inspections/>

About this report

- A1 Her Majesty's Inspectorate of Prisons (HMI Prisons) is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.
- A2 All visits carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.
- A3 Independent reviews of progress (IRPs) are a new type of visit designed to improve accountability to ministers about the progress prisons make towards achieving HM Inspectorate of Prisons' recommendations in between inspections. IRPs will take place at the discretion of the Chief Inspector when a full inspection suggests the prison would benefit from additional scrutiny, and will focus on a limited number of the recommendations made at the inspection. IRPs will therefore not result in assessments against our healthy prison tests.¹
- A4 The aims of IRPs are to:
- assess progress against selected key recommendations
 - support improvement
 - identify any emerging difficulties or lack of progress at an early stage
 - assess the sufficiency of the leadership and management response to our main concerns at the full inspection.
- A5 This report contains a summary from the Chief Inspector and a brief record of our findings in relation to each recommendation we have followed up. The reader may find it helpful to refer to the report of the full inspection, carried out in December 2018 – January 2019, for further detail on the original findings.²

IRP methodology

- A6 IRPs will be announced at least three months in advance and will take place eight to 12 months after the full inspection. When we announce an IRP, we will identify which recommendations we intend to follow up (usually no more than 15). Depending on the recommendations to be followed up, IRP visits may be conducted jointly with Ofsted (England), Estyn (Wales), the Care Quality Commission and the General Pharmaceutical Council. This joint work ensures expert knowledge is deployed and avoids multiple inspection visits.
- A7 During our three-day visit, we will collect a range of evidence about the progress in implementing each selected recommendation. Sources of evidence will include observation, discussions with prisoners, staff and relevant third parties, documentation and data.

¹ HM Inspectorate of Prisons' healthy prison tests are safety, respect, purposeful activity and rehabilitation and release planning. For more information see our website: <https://www.justiceinspectorates.gov.uk/hmiprison/our-expectations/>

² <https://www.justiceinspectorates.gov.uk/hmiprison/wp-content/uploads/sites/4/2019/05/Guys-Marsh-Web-2019-1.pdf>

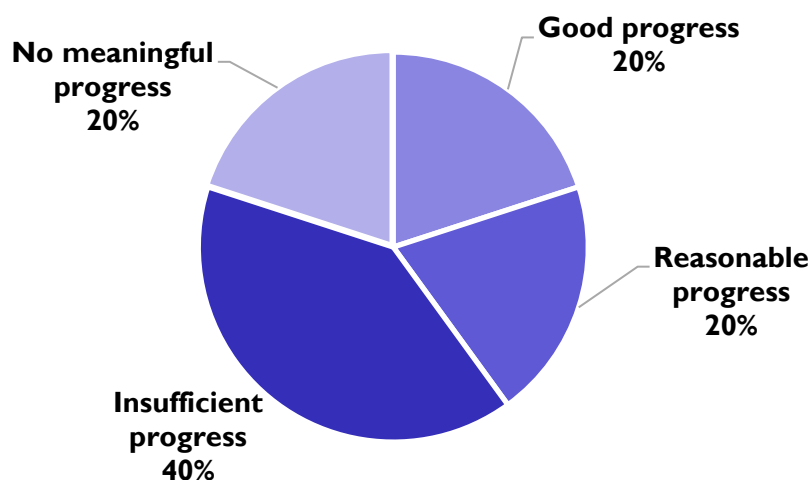
- A8 Each recommendation followed up by HMI Prisons during an IRP will be given one of four progress judgements:
- **No meaningful progress**
Managers had not yet formulated, resourced or begun to implement a realistic improvement plan for this recommendation.
 - **Insufficient progress**
Managers had begun to implement a realistic improvement strategy for this recommendation but the actions taken since our inspection had not yet resulted in sufficient evidence of progress (for example, better and embedded systems and processes).
 - **Reasonable progress**
Managers were implementing a realistic improvement strategy for this recommendation and there was evidence of progress (for example, better and embedded systems and processes) and/or early evidence of some improving outcomes for prisoners.
 - **Good progress**
Managers had implemented a realistic improvement strategy for this recommendation and had delivered a clear improvement in outcomes for prisoners.
- A9 When Ofsted attends an IRP, its methodology will replicate the monitoring visits conducted in further education and skills provision.³ Each theme followed up by Ofsted will be given one of three progress judgements.
- **Insufficient progress**
Progress has been either slow or insubstantial or both, and the demonstrable impact on learners has been negligible.
 - **Reasonable progress**
Action taken by the provider is already having a beneficial impact on learners and improvements are sustainable and are based on the provider's thorough quality assurance procedures.
 - **Significant progress**
Progress has been rapid and is already having considerable beneficial impact on learners.

³ Ofsted's approach to undertaking monitoring visits and the inspection methodology involved are set out in their guidance on 'Inspecting further education and skills: guide for providers' available at: <https://www.gov.uk/guidance/inspecting-further-education-and-skills-guide-for-providers#monitoring-visits>

Key findings

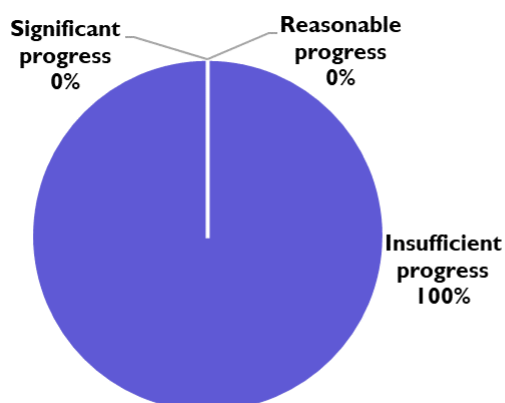
- S1 At this IRP visit, we followed up 10 of the 36 recommendations made at our most recent inspection and made judgements about the degree of progress achieved to date. Ofsted followed up three themes, based on their findings at the inspection.
- S2 We judged that there was good progress in two recommendations, reasonable progress in two recommendations, insufficient progress in four recommendations and no meaningful progress in two recommendations. A summary of the judgements is as follows.

Figure 1: Progress on recommendations from 2019 inspection (n=10)⁴



- S3 Ofsted judged that there was insufficient progress in all three themes.

Figure 2: Progress on Ofsted themes from 2019 inspection (n=3)



⁴ This pie chart excludes any recommendations that were followed up as part of a theme within Ofsted's concurrent prison monitoring visit.

Figure 3: Judgements against HMI Prisons recommendations from January 2019 inspection

Recommendation	Judgement
Managers should ensure that all use of force is justified and that poor accountability and oversight in relation to the use of force is rigorously addressed. (S42)	Insufficient progress
Coordinated action should be taken to make the prison safer, in particular developing effective responses to drug misuse and debt. (1.19)	Good progress
The security department should consider trends and patterns in information received, identify specific objectives and actions based on this analysis, and measure the impact of these actions, particularly on reducing the supply of illicit drugs and associated debt and intimidation. (S43)	Reasonable progress
A standard monitoring system should be implemented to monitor the timeliness of responses to cell call bells. (2.11)	Insufficient progress
Robust tracking processes should be implemented to monitor the timeliness of responses to applications. (2.26)	Insufficient progress
There should be a coordinated approach to equality, underpinned by thorough data analysis and prisoner consultation, to ensure the needs of all prisoners with protected characteristics are recognised and potential or actual discrimination is identified and managed robustly. (S44)	No meaningful progress
All discrimination incidents reported should be investigated promptly and thoroughly, supported by robust quality assurance. (2.35)	Insufficient progress
A paid carer scheme to assist prisoners with disabilities should be developed and implemented. (2.41)	Reasonable progress
Prisoners should not be locked in their cells during main work periods, except for justifiable reasons specific to the individuals concerned. (3.5)	No meaningful progress
Prisoners should have access to a fuller range of services to support family ties, including parenting courses. (4.6)	Good progress

Figure 4: Judgements against Ofsted themes⁵ from January 2019 inspection

Ofsted theme	Judgement
What progress have leaders and managers made in tackling their improvement priorities, strengthening their use of data, evaluating the provision and ensuring that the effectiveness of the allocations process is much improved?	Insufficient progress
What progress have leaders and managers made in ensuring all prisoners actively take part in their induction to education, skills and work, and improving the teaching, learning and assessment received by all prisoners, including those with learning difficulties?	Insufficient progress

⁵ Ofsted's themes incorporate the key concerns at the previous inspection in respect of education, skills and work.

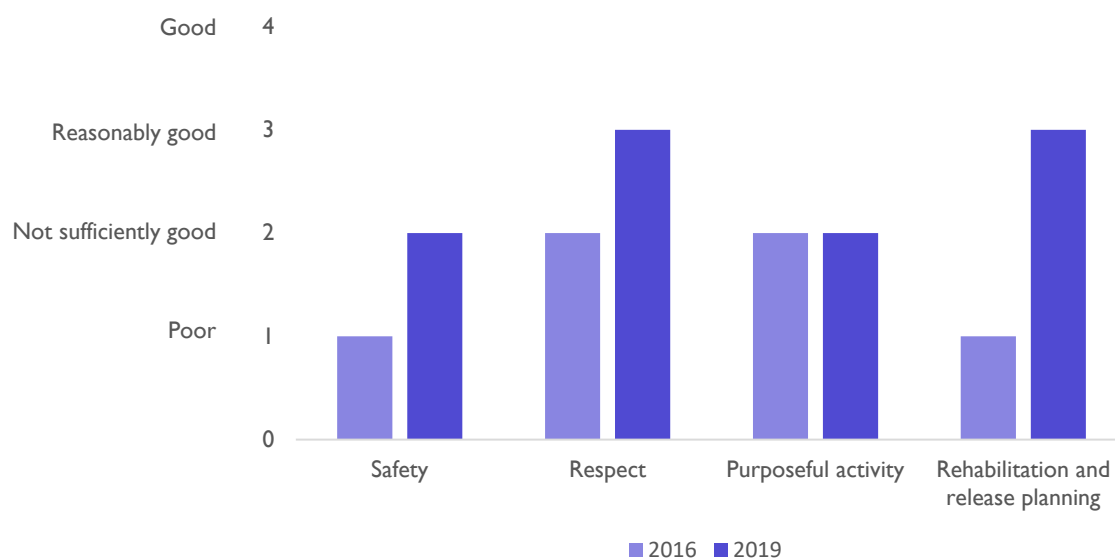
What progress have leaders and managers made in securing good outcomes for learners, ensuring they attend activities well and punctually, considerably raising the qualification achievement rates in English, horticulture and customer service?

Insufficient progress

Section 1. Chief Inspector's summary

- I.1** At our inspection of HMP Guys Marsh in 2019, we made the following judgements about outcomes for prisoners.

Figure 5: HMP Guys Marsh healthy prison outcomes 2016 and 2019.



- I.2** HMP Guys Marsh is a category C training and resettlement prison located near Shaftesbury, in Dorset. At the time of this independent review of progress, it held about 440 prisoners, which represented a rise in population of 13% since the inspection in January 2019, as refurbished units had been reopened in the intervening period.
- I.3** In January 2019, we reported on a prison that had started to make progress after successive poor inspections. Rehabilitation and release planning had improved substantially and, with the exception of equality and diversity, most areas in our respect test had seen reasonable outcomes. We remained concerned about safety and purposeful activity. Levels of violence were high, and being driven by drug use and debt. The prison had been slow to formulate improvement strategies. The level of use of force was high, and supervision and accountability concerning its use were inadequate. New measures to combat illicit drug use were untested, and several deaths had been related to the use of illegal new psychoactive substances.⁶ About a quarter of prisoners were locked in their cells during the working day. Ofsted reported serious concerns about the management and effectiveness of learning and skills provision.
- I.4** During this independent review of progress, we examined 10 key recommendations and our colleagues in Ofsted addressed three themes. Our findings were disappointing. There had been sufficient progress against only four of the 13 recommendations and themes, and in two there had been no meaningful progress.
- I.5** Processes and procedures were often not robust enough to provide assurance that tangible progress could be expected or sustained. For example, while there had been a welcome reduction in use of force, governance remained inconsistent and it was not clear that lessons

⁶ The term 'new psychoactive substances' generally refers to synthetic cannabinoids, a growing number of man-made mind-altering chemicals that are either sprayed on dried, shredded plant material or paper so they can be smoked or sold as liquids to be vaporized and inhaled in e-cigarettes and other devices.

were being learned from quality assurance procedures. While some recommendations needed more resources in order to be achieved, others had not been achieved as a result of insufficient management focus; for example, weak management of applications remained a considerable source of frustration to prisoners.

- I.6** The management of equality had been largely neglected, and had in some respects deteriorated further since the inspection. Similarly, the amount of time out of cell remained poor, with nearly a third of prisoners locked up during the working day and no evidence of realistic plans to improve the situation. Attendance at activities was poor and purposeful activity showed little perceptible improvement. More positively, the poor management of learning and skills evident since the inspection had recently been addressed. Newly appointed managers had quickly reviewed key learning and skills processes, and were laying the foundations for improvement, although this work was still in its very early stages.
- I.7** There were further, more tangible improvements. Most notably, safety outcomes had shown impressive progress. There had been a reduction of nearly 40% in violence, and work to prevent drug use and debt prevention work was developing well. The number of positive drug tests had dropped markedly. Work to support family ties had also been strengthened.
- I.8** Overall, notwithstanding the commendable progress in safety, managers had much work to do to ensure that the positive changes were sustained and that ongoing weaknesses in the areas of daily life, equality and diversity and purposeful activity were addressed. The recent concerning history of Guys Marsh demonstrates that Her Majesty's Prison and Probation Service will also need to assure itself that any improvement that is made is sustainable and maintained.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

October 2019

Section 2. Progress against the key concerns and recommendations and Ofsted themes

The following provides a brief description of our findings in relation to each recommendation followed up from the full inspection in 2018/19. The reference numbers at the end of each recommendation refer to the paragraph location in the full inspection report.

Managing behaviour

Concern: Use of force was much higher than we usually see. Use of force documentation was missing and the quality of staff reporting was not good enough. Use of force footage was not routinely scrutinised by senior managers. Video footage of three incidents that we looked at raised very serious concerns about staff behaviour. Not all use of batons was investigated.

Recommendation: Managers should ensure that all use of force is justified and that poor accountability and oversight in relation to the use of force is rigorously addressed. (S42)

- 2.1 Since the inspection, use of force had reduced by a third, and attempts had been made to introduce more effective systems. A designated use of force coordinator was now in place and some aspects of oversight had improved. However, governance was neither systematic nor embedded, and there were no cover arrangements when the use of force coordinator was unavailable.
- 2.2 Use of force documentation and reports accounting for incidents still lacked sufficient detail, making it difficult to assess if the force used had been justified. Forms used to record injuries to prisoners were missing in every case we examined, and other paperwork remained outstanding several months after the incidents had occurred.
- 2.3 Video footage of incidents was now reviewed by the use of force coordinator but there was little evidence of lessons being learned and disseminated. Senior managers had also started viewing a random sample of planned incidents, but only 10% of the total. While managers now reviewed all cases of baton use, this sometimes happened many months after the incident had taken place, limiting the value of the oversight. Use of force meetings were held regularly but the collation and analysis of data were not sophisticated enough to help drive progress.
- 2.4 We considered that the prison had made insufficient progress against this recommendation.

Concern: About a quarter of prisoners in our survey said that they felt unsafe. Levels of violence were high and were being driven by drug use and debt.

Recommendation: Coordinated action should be taken to make the prison safer, in particular developing effective responses to drug misuse and debt. (I.19)

- 2.5 Since the inspection, levels of violence had reduced by 39%, which was impressive, although the percentage of serious incidents remained the same as at the last inspection, comprising 12% of the total. Managers felt that improved joint working was now allowing them to identify and address issues more promptly, and had contributed to the reduction in violence.

- 2.6** A safer custody and security department intelligence hub ensured that information was gathered, analysed and shared, and departmental meetings were generally better attended by key staff than at the time of the inspection.
- 2.7** There was evidence that substance misuse was reducing (see paragraph 2.10). Drug strategy work had developed well, and a proactive manager ensured that there was a whole-prison approach to combating substance use (see paragraph 2.10). There was a good focus on educating prisoners on the dangers of using illicit drugs. This included the introduction of a six-week locally developed gym course ('Tackling drugs through sport'), which focused on issues such as healthy lifestyles and the effects of drugs on the body, while providing all participants with a weekly health test. Several other useful initiatives had been developed since the inspection, such as overdose awareness events, drug forums and roadshows.
- 2.8** Work to help prisoners with avoiding and managing debt was developing reasonably well. Since the inspection, an improved process had been introduced, enabling new arrivals to receive a cash advance and have access to prison shop items promptly. Ongoing work with a charity had led to the development of a debt awareness intervention. This was due to be delivered to new arrivals and key workers, so that informed staff could support and advise prisoners.
- 2.9** We considered that the prison had made good progress against this recommendation.

Security

Concern: There had been many incidents, and sadly some deaths, relating to the use of illicit drugs, and to the issues of debt and intimidation arising from the trade in those drugs. A wide range of security measures had been taken to cut the supply of drugs, but more work was needed in light of continuing poor outcomes. In particular, the response to the drugs problem was undermined by the fact that intelligence was not always processed promptly or analysed systematically to identify trends and patterns, and target searching was often not taking place.

Recommendation: The security department should consider trends and patterns in information received, identify specific objectives and actions based on this analysis, and measure the impact of these actions, particularly on reducing the supply of illicit drugs and associated debt and intimidation. (S43)

- 2.10** Security was an improving picture. Measures taken to address the availability of illicit substances had had a demonstrable impact. The mandatory drug testing positive rate had reduced substantially, from 27% at the time of the inspection to an average of 8% over the previous six months.
- 2.11** There was good cross-departmental working between the security and safer custody teams and the drug strategy lead. Data analysis was unsophisticated but adequate to give the prison a reasonable understanding of key risk areas. These included drugs accompanying incoming post. The prison was photocopying most of the latter and also making use of drug detection technology. An exercise yard close to the perimeter wall had been closed, to reduce the risk of drugs being thrown over the wall.
- 2.12** A significant backlog of intelligence reports had now been cleared, although there was still some evidence that follow up action could be delayed at weekends.
- 2.13** Some weak practices hindered a full picture of drug use: target searching did not always take place and no suspicion drug testing had been conducted during July, August or September 2019. We were told that this was because of a lack of staff.

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

Daily life

Concern: In our survey, only 36% of prisoners said that cell call bells were answered within five minutes. There was no automated monitoring system.

Recommendation: A standard monitoring system should be implemented to monitor the timeliness of responses to cell call bells. (2.11)

2.15 The lack of an electronic monitoring system remained a significant gap in the oversight of response times. The prison had submitted a capital bid to purchase such a system but this had been rejected. Further bids were planned.

2.16 Managers now undertook some limited spot testing of staff responses to cell bells, and this had shown no concerns. However, we saw ringing cell bells left unanswered for several minutes, and prisoners continued to complain of long delays. The management spot tests were infrequent and could not compensate for the lack of systematic monitoring.

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

Concern: Wing logs recorded prisoner applications but rarely the responses. The business hub tracked the receipt of applications and when responses were made, but not the date that the prisoner received the response.

Recommendation: Robust tracking processes should be implemented to monitor the timeliness of responses to applications. (2.26)

2.18 The theory behind the current application monitoring system was sound, but there were serious deficits in its implementation. We visited all wings and reviewed their application books for the previous three months. The majority of wings had not recorded return dates for most prisoners' applications; there was therefore no record of whether the prisoner had received a response. The exceptions to this were Cambria and Fontmell wings, which had a much higher completion rate than the other wings.

2.19 Many prisoners complained to us about the ineffectiveness of the application system. Some wings did not record anything other than general applications. Management checks had started but were rare. Even when management checks had been conducted, there had been no obvious improvement in the logging of return dates.

2.20 Staff in the business hub now logged responses when they reached them, but this did not guarantee that prisoners would receive a response, and did not show the date when the response was delivered to the prisoner.

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

Equality, diversity and faith

Concern: Equality work was under development and had had little focus until very recently. Data collection and analysis were limited, and managers were unaware of any patterns or trends across the protected characteristics. Ad hoc forums for minority groups had been held, but only very recently, and some prisoners felt they were not represented in equality meetings.

Recommendation: There should be a coordinated approach to equality, underpinned by thorough data analysis and prisoner consultation, to ensure the needs of all prisoners with protected characteristics are recognised and potential or actual discrimination is identified and managed robustly. (S44)

- 2.22** Equality work had not been prioritised. The dedicated equality officer who had been in post during the inspection had left and not been replaced. The head of safer custody was now the lead for equality, and there had been no other visible senior management team support for this work since the inspection. A custodial manager had been given shared responsibility for equality and the segregation unit in late July 2019. There was a designated role for an officer to support safer custody and equality work each day; however, in reality, this was often not provided owing to staffing shortages elsewhere in the establishment.
- 2.23** There was no equality needs analysis. The equality action plan comprised simply recommendations from the inspection, with a short statement of how each would be achieved. Most of these comments were out of date; for example, they referenced actions to be taken by the departed dedicated equality officer.
- 2.24** The frequency of equality action team (EAT) meetings had declined since the inspection. Only three meetings had been held in 2019, the first two of which had been poorly attended. The meetings had not produced any meaningful actions. The most recent meeting, in October 2019, had been chaired by the deputy governor, and had had better attendance than the meetings earlier in the year.
- 2.25** The data analysis brought to the EAT was inconsistent, with different departments presenting data in different formats. The analysis was mostly rudimentary, and sometimes incomplete. It was not helping to improve assurance in relation to equality outcomes.
- 2.26** There had been almost no formal consultation with distinct prisoner groups since the inspection. The prison had held two forums in the first week of October 2019, and had scheduled a range of such meetings for the coming year, although for some prisoner groups these were at six-monthly intervals.
- 2.27** We considered that the prison had made no meaningful progress against this recommendation.

Concern: Responses to discrimination incident report forms (DIRFs) were often inadequate and there was little evidence of a robust quality assurance process. There were inconsistencies in decisions about what constituted a DIRF and what constituted a general complaint.

Recommendation: All discrimination incidents reported should be investigated promptly and thoroughly, supported by robust quality assurance. (2.35)

- 2.28** The number of DIRFs submitted had declined, with 14 recorded in the previous six months, compared with 30 in the same period before the inspection. The reasons for this reduction were not clear, but a recent prisoner consultation forum showed that black and minority ethnic prisoners lacked confidence in the process.
- 2.29** The DIRF process remained unchanged from the inspection. An administrative member of staff recorded the reports, allocated them to investigators and tracked responses. Most were responded to promptly.
- 2.30** There was little oversight of DIRF responses. Some of the responses we checked were unhelpful and others lacked detail about the investigation that had taken place. Quality

assurance was infrequent; in some instances, over three months had elapsed between checks.

2.31 The prison had a realistic plan to improve the DIRF process, which included investigative training for managers and independent quality assurance, but these actions had yet to be implemented.

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

Concern: About a third of prisoners had declared a disability, but there were no paid carer roles to offer formal support to those who needed it.

Recommendation: A paid carer scheme to assist prisoners with disabilities should be developed and implemented. (2.41)

2.33 The prison had recently introduced a paid role of 'activity support buddy', whereby a prisoner provided support to others. This role had a clear job description, eligibility requirements and training schedule, and was subject to monthly supervision from the head of health care.

2.34 The prisoner performing this role had had experience as a carer before coming to prison. He provided a good level of support, and made comprehensive daily activity notes. Wing staff told us that they did not read these notes, which was a missed opportunity.

2.35 The prison had not yet developed a succession plan to ensure that the scheme could continue to deliver the same benefits if the buddy currently in post were no longer to be available.

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

Time out of cell

Concern: Although the amount of time out of cell had improved, too many prisoners were still locked up when they should have been engaged in constructive activity. In our roll checks, a quarter of prisoners were locked in their cells during the working day.

Recommendation: Prisoners should not be locked in their cells during main work periods, except for justifiable reasons specific to the individuals concerned. (3.5)

2.37 During two roll checks conducted over the course of the working day, we found 30% of prisoners locked up, which was slightly higher than at the inspection, when 26% had been locked in cell. This was despite the fact that there were sufficient activity places for all prisoners.

2.38 Prisoners who would not go to work were not sufficiently challenged. For example, staff did not apply the incentives and earned privileges policy (IEP) consistently to encourage attendance at activities. Several prisoners had recently been identified as refusing work but were still on the enhanced level of the IEP scheme.

2.39 The management of self-isolators had a substantial impact on the amount of time out of cell, as wing workers and others could be locked up to accommodate a single self-isolating prisoner receiving a shower. The problem was particularly acute on Cambria wing, which

held prisoners with complex needs, as well as some who were self-isolating. On this wing, we found 50% and 58% of prisoners locked up during our two roll checks, respectively.

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

Education, skills and work⁷

Theme 1: What progress have leaders and managers made in tackling their improvement priorities, strengthening their use of data, evaluating the provision and ensuring that the effectiveness of the allocations process is much improved?

- 2.41** Leadership and management of the education, skills and work provision had been ineffective since the inspection. Senior prison and education leaders had not taken timely or effective actions to tackle the recommendations for improvement. Almost without exception, the recommendations identified at the inspection remained, and some aspects had deteriorated further.
- 2.42** Two experienced senior managers in the education provision left shortly after the inspection. Education leaders had not managed this loss of experience and expertise well or made appropriate replacements. Interviews to fill the two managerial posts had been scheduled for later in the week of the current independent review of progress. Education managers struggled to provide accurate and detailed management information to inform the prison's self-assessment and quality improvement planning. Interim leaders in education had tried to introduce new quality improvement arrangements for the provision in recent months, mainly without success.
- 2.43** Senior prison leaders had very recently appointed experienced managers to long-vacant posts in education, skills and work. The postholders had immediately conducted a thorough and honest self-assessment, and concluded that the overall quality of provision was inadequate. They had been quick to begin a process of wholesale improvement. This included initiatives to refocus the management and quality improvement arrangements, to ensure that they could manage the provision and the education subcontractor closely and effectively. They were in the process of implementing clear systems for performance management, reporting and accountability. They had taken prompt actions to begin improving the allocations process, to make it efficient, transparent and fair. Their initial plans for reducing long course waiting lists and improving prisoners' attendance at induction were well considered. All of these initiatives were challenging, and required further development and close partnership working, and at the time of the current review, they had had minimal or no impact.
- 2.44** Ofsted considered that the prison had made insufficient progress against this theme.

Theme 2: What progress have leaders and managers made in ensuring all prisoners actively take part in their induction to education, skills and work, and improving the teaching, learning and assessment received by all prisoners, including those with learning difficulties?

- 2.45** Prison managers had only just implemented a new approach to prisoners' induction into education, skills and work. As a result, a much larger proportion of prisoners were attending their induction. A peer mentor provided inductees with insightful information on what different courses involved. However, prisoners were not receiving realistic information. They

⁷ Ofsted's thematic approach reflects the monitoring visit methodology used for further education and skills providers. The themes set out the main areas for improvement in the last inspection report.

were not told how long it would take them to get onto courses, many of which had long waiting lists, or how security assessments might prevent them from joining the course they had chosen altogether.

- 2.46** Education managers did not have clear oversight of, or accountability for, the quality of support for prisoners with specific educational needs. Tutors had introduced a new system for prisoners to self-identify such needs, but this was over-complex and its benefits were unclear. Teachers were responsive to meeting individual prisoners' needs during classroom sessions but only a minority subsequently referred these prisoners for additional specialist support.
- 2.47** Prison managers still allocated too many prisoners to undemanding wing work. The allocations process still required substantial improvement. The number of prisoners following distance learning courses was far lower than at the time of the inspection. The education staff member assigned to support these learners was no longer employed at the prison.
- 2.48** Education managers had not evaluated the quality of teaching and learning routinely since the inspection. Managers recognised, but had not dealt with, a lack of consistency in the quality of teaching, learning and assessment. Teaching staff had not received any relevant professional development following lesson observations. However, in the few classroom sessions scheduled during the current review, teachers were often effective. In these sessions, prisoners were generally interested, and engaging well with their learning. Their behaviour was good.
- 2.49** Ofsted considered that the prison had made insufficient progress against this theme.

Theme 3: What progress have leaders and managers made in securing good outcomes for learners, ensuring they attend activities well and punctually, considerably raising the qualification achievement rates in English, horticulture and customer service?

- 2.50** Just over a third of prisoners allocated to education, skills and work activities did not attend the planned session. This was a higher proportion than at the time of the inspection. Prisoners' attendance at workshops was still sporadic, and vacancies in workshops were not being filled. A large group of prisoners had elected to be unemployed or not to engage with education, skills or work. They had not, until very recently, received any sanctions for this behaviour, and too many were on the enhanced level of the IEP scheme. Sanctions were applied during the current review, returning all these prisoners to the basic level of the IEP scheme. As a result, a small minority decided to apply for an activity.
- 2.51** The number of prisoners taking accredited courses had declined since the introduction, in April 2019, of a new contract for education, skills and work. This was due mainly to ineffective management, too few teaching staff, and courses being scheduled less frequently. The range of courses offered was narrow, with none in practical life skills and weak links with prisoners' sentence plans. Managers' long-standing intentions to offer programmes for prisoners with poor skills in English, and introduce information and communications technology courses, had still not come to fruition. Most of the vocational qualifications offered were not at a level valued by employers.
- 2.52** The number of prisoners who started a course, completed it and gained the qualification had declined substantially. Although prisoners' achievement in horticulture had improved, the proportion starting and achieving all functional skills, performing manufacturing operations, and customer service courses was now very low.

- 2.53** Few sessions started on schedule. Most of the comparatively small number of prisoners attending classroom-based education sessions arrived 10 minutes after the start time. Prison managers ensured that prisoners' arrival at activities was calm and efficient.
- 2.54** Ofsted considered that the prison had made insufficient progress against this theme.

Children and families and contact with the outside world

Concern: There was limited support for maintaining family ties, and a lack of initiatives such as homework clubs or parenting courses, which are offered in similar establishments.

Recommendation: Prisoners should have access to a fuller range of services to support family ties, including parenting courses. (4.6)

- 2.55** The prison had introduced a number of services to support family ties. For example, 'Dad's Shack' was now operating; this was based on the existing Storybook Dads scheme (in which prisoners record stories for their children), with a monthly creative workshop for prisoners to make cards, calendars or write their own stories to send to their children.
- 2.56** The Barnardo's 'family links' parenting programme that was being piloted at the time of the inspection had been run twice in 2019. The prison had also introduced 'Insidetalking', an eight-week programme that allowed 10 prisoners approaching release to meet weekly, to work through concerns about returning to relationships. This programme had also run twice since the inspection.
- 2.57** The prison had also included family support to prisoners as part of both the drug strategy and a recent debt project.
- 2.58** We considered that the prison had made good progress against this recommendation.

Section 3. Appendix

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