



REPORT OF

A FULL ANNOUNCED INSPECTION

OF

HM PRISON RANBY

11TH – 15TH FEBRUARY 2002

BY

HM CHIEF INSPECTOR OF PRISONS

INTRODUCTION

Ranby is a Category C training prison, with prisoners of all sentence lengths, from short-term to life.

The prison's recent focus had been on regaining and maintaining order and control. This had had some success. Ranby was an ordered environment when we inspected it, and had developed the foundations of good safer custody: first night, suicide and self-harm and anti-bullying policies and practices.

However, there were three areas that were of concern which will need to be addressed if Ranby is to move on to provide a safe, decent and purposeful training environment for all its prisoners. The new Governor, five months in post at the time of the inspection, had identified and was already moving on some of these areas.

First, we found that staff in the prison were distanced from prisoners, both literally and metaphorically. On A and C wings, where prisoners had their own keys to move to communal toilet and washing facilities, they were locked into their spurs at night, and night staff had no keys and no means of gaining access to them or observing them. This was dangerous and unsafe. On A wing, prisoners were at risk from each other: there had been disturbances and incidents at least every week. On C wing, which consisted entirely of poor copers, some of whom were identified suicide risks, they could easily be at risk from themselves. These arrangements are unacceptable, and need urgent attention.

We found some evidence of good relationships between staff and prisoners, particularly the caring and supportive environment on C wing. However, in most parts of the prison, though relationships between staff and prisoners were respectful, staff tended to observe prisoners from a distance, rather than engaging with them: for example, watching association from three landings up. There was no formal personal officer scheme, or involvement of residential staff in sentence plans. Prisons like

Ranby, which are actively preparing prisoners for release, need to rely on dynamic security, based on positive and informal staff-prisoner relationships and we recommend that the prison should move carefully towards this goal.

Secondly, Ranby was falling far short of what a training prison should provide. Its own figures showed that around a quarter of prisoners were unemployed each week. The education provision and some aspects of work training were good, but there were missed opportunities for training qualifications. Work allocation was determined by prisoners' status on the IEP scheme, rather than by their needs; and this also meant that they could be moved from a workshop even if they were in the middle of a course of training.

Finally, the prison lacked a coherent resettlement strategy. There had been no effective interventions for short-term prisoners (and 74% of prisoners at Ranby would serve less than 10 months there): we were pleased to see that the new Governor had both identified this gap and was giving priority to developing programmes for them. Sentence plans generally, while well done, did not necessarily match prisoners' needs. Life sentence prisoners needed more active engagement and management. There were no structured release programmes, providing community links and advice on such things as housing, employment and money matters for the 50 to 100 prisoners discharged each month, many of them to within 50 miles of the prison.

Overall, Ranby was a prison that needed to move beyond formal systems of order and control to an environment that prioritises staff-prisoner relationships, purposeful activity and resettlement. We were pleased that the Governor had also identified these as her priorities and was determined to move Ranby closer to the healthy prison that it has the potential to be.

Anne Owers
HM Chief Inspector of Prisons

June 2002

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HEALTHY PRISON SUMMARY

HPS1 The Healthy Prison concept was introduced in our thematic review ‘Suicide is Everyone’s Concern’, published in 1999. The four criteria regarding the treatment of and conditions for prisoners in a Healthy Prison are:

- prisoners are held in safety
- prisoners are treated with respect
- prisoners are given the opportunity to engage in purposeful activity
- prisoners are helped to reduce the likelihood of their re-offending and prepare for release.

Test 1 - Prisoners are held in safety

HPS2 During the day, prisoners at Ranby were held in safety, and 91% of prisoners said that they felt safe on their first night. There was an effective anti-bullying system and low levels of bullying, apparently helped by the limited availability of drugs. Those at risk of self-harm were given high levels of care from staff who had genuine concerns for their welfare, though there was need for more staff training. A new Listener scheme needed careful monitoring.

HPS3 The establishment was well ordered and much work had been completed to achieve this. Indeed at the time of our inspection the atmosphere appeared over-controlled and there was a need to move toward a more relaxed, and less distant, approach by staff in their dealings with prisoners. This would increase dynamic security in the prison.

HPS4 However, two groups of prisoners were extremely vulnerable at night. Night staff did not patrol A or C wings, where there was no integral sanitation, but where prisoners had their own keys and could move freely around the spurs. A wing was locked off by staff, allowing prisoners free movement along each landing as they were not locked in their cells. Staff and prisoners reported incidents of “initiation ceremonies” and other activities that put the safety of some prisoners at risk. Prison

records showed incidents of some kind at least every week and there were no in-cell call bells. C wing held the most vulnerable prisoners and most of those subject to Form 2052 SH procedures were held there. Again, those prisoners were locked off from staff at night despite the obvious need for close observation, which they did not receive.

HPS5 Pharmacy practices were unsafe and some were illegal. These issues had been identified two weeks before our inspection but no action had been taken to rectify the situation.

Main Recommendation:

HPS6 All prisoners throughout the establishment should be accessible to staff for observation regularly throughout the night. The cells in A and C wings should be equipped with integral sanitation and conventionally locked so that night checks can be carried out. In the interim, the cells should not be used for prisoners who are vulnerable to suicide and self-harm.

Test 2 – Prisoners are treated with respect as individuals

HPS7 In general, relationships between staff and prisoners were respectful, but on most wings there was little close engagement between prisoners and staff, who tended to observe prisoners at a distance. Some of the systems in place to maintain order and control infringed the respect afforded prisoners on an individual basis by staff.

HPS8 The IEP scheme had become over-controlling. There were some petty rules, new prisoners were allowed to enter only on the standard regime, and the basic regime was harsh and required more significant staff intervention. Prisoners could be removed from workshop training if their regime status changed.

HPS9 Delays in reception left prisoners for long periods with little to do: 53% of prisoners claimed to have waited more than 3 hours in the area.

HPS10 The conditions in which prisoners were held on B wing in a series of old Army billets was unacceptable, and elsewhere prisoners did not have access to electricity despite the newest buildings being able to supply it. The quality of food on offer to prisoners was poor.

HPS11 The drug strategy was well managed and the Mandatory Drug Testing figure was low. In general, prisoners' needs in this area were being recognised and met, though the voluntary testing scheme had become entwined with the IEP process.

HPS12 The segregation unit was generally clean, but some cells were dirty. There was little active engagement with prisoners in the unit and no purposeful activity was offered. There was a lack of thoroughness with regard to some documentation. Prisoners who had been adjudicated upon were held in the unit until the afternoon to be seen by a doctor, which amounted to a period of unauthorised cellular confinement.

Main Recommendation:

HPS13 The prison should begin to move its focus carefully from control to purposeful activity for prisoners and staff should engage more positively with prisoners when out of cell.

Test 3 – Prisoners are purposefully occupied and are expected to improve themselves

HPS14 Ranby was a training prison only in name: it was not meeting the training needs of its population. In areas of work and education we found a series of missed opportunities for increasing activity and certification of the activity that was available. Workshops were under-utilised and prisoners' basic skill needs were not being met.

HPS15 There were insufficient work spaces: official figures put the unemployed figure at 24%, but this was based on inaccurate regime monitoring submissions. Work places that were available were not filled.

HPS16 There was some staff concern that more activity would lead to a potential loss of control in some parts of the prison, but, if carefully managed, this would be unlikely.

HPS17 There were good relationships between staff and learners in the education department, with a balanced curriculum incorporating key skills. There were, however, unnecessary delays in getting prisoners to education, and class sizes were too small because the prison failed to ensure prisoners' attendance.

HPS18 The PE programme was good and provided by well-motivated staff.

Main Recommendation:

HPS19 There should be an expansion of work, training and learning opportunities for prisoners; those places that are available should be utilised to the full.

Test 4 – Prisoners are able to strengthen links with their families and prepare themselves for release

HPS20 Ranby lacked an integrated throughcare and resettlement policy. No member of senior management had been identified to take a lead on throughcare.

HPS21 Sentence plans were of high quality, but were completed by a small group of staff and did not act to drive a prisoner through his sentence. Many sentence plans generally directed them towards what was available at Ranby, rather than what they needed.

HPS22 The needs of short term prisoners who accounted for nearly half the population were not being addressed. This had been identified and local management was working towards remedying this significant area of neglect.

HPS23 Life sentenced prisoners were carefully managed by a committed group of case officers, but they needed more managerial direction. Lifers were not being sufficiently challenged, or encouraged to develop responsibility and self-determination.

Main Recommendation:

HPS24 There should be an effective and integrated throughcare and resettlement policy addressing the needs of all prisoners at Ranby.

Conclusion

HPS25 The focus at Ranby had previously been on gaining and maintaining order and control. In achieving this, purposeful activity and issues of resettlement had not taken a high priority. The emphasis of the Governor, appointed five months prior to this inspection, was on these issues and she was determined to move Ranby closer to the healthy prison it has the potential to be.

FACT PAGE

Task of establishment:

HMP Ranby is a Category C training establishment holding adult male prisoners serving all lengths of sentences from short term to life sentences. Ranby has a class two hospital facility therefore prisoners who require in-patient facilities are not accepted.

Area Organisation:	East Midlands North
Number held:	751
Certified Normal Allocation:	725
Operational Capacity:	779
Last Inspection:	25 th - 29 th March 1996

Brief History:

The prison was originally a World War II army camp consisting of 31 billets. The Prison Service took over the site in 1970 for a Category C prison. In 1987/8 the A wing/chapel/kitchen/education complex was built and 23 of the billets were demolished. Ranby developed further with the building of D and E wings in the early 1990s and F and G wings in 1998.

Description of residential units:

A Wing consists of two landings and four spurs totalling 192 single cells. There is no integral sanitation and only low voltage in cell power.

B Wing consists of eight World War II army billets which provide accommodation for up to 97 prisoners. There is no integral sanitation and only low voltage in-cell power.

C Wing consists of 26 double cells with low voltage in-cell electricity but no integral sanitation. One cell, which accommodates 3 prisoners, is generally used as a Care Suite.

D and E Wings together consists of three landings and 2 spurs totalling 192 single cells with integral sanitation and low voltage in-cell power.

F and G Wings provide similar single cell accommodation except that F wing has 50 double cells and G wing has 1 'dry' cell thus providing accommodation for 241 prisoners.

CHAPTER ONE

ARRIVAL IN CUSTODY

1.01 We were told by staff involved in the reception and induction of prisoners that the facilities and resources allocated to these tasks continued to be based on a historical figure of approximately 12 new reception prisoners per week. During the week of our visit, 45 new prisoners arrived at Ranby and records showed that this was not unusual. Along with the increase in numbers there had been a reduction in the average sentence length or time left to serve, so that far more prisoners would spend only a few weeks or months at Ranby. The reception and induction arrangements were inadequate to meet the demands now being made upon them.

Reception

1.02 The reception area consisted of a maze of cramped rooms, providing little comfort or privacy for either prisoners or staff. The décor was dull and the furnishings dated. Generally, it did not provide a welcoming environment. The searching area was located in a very public area with only partial screening. Aside from a small room used for medical interviews, there was nowhere for confidential discussions with a prisoner to take place. No separate holding facilities were available for prisoners who might require protection or segregation.

1.03 With only two reception staff on duty, irrespective of the number of prisoners to be received or discharged, the supervision of prisoners and the ability to respond to individual prisoner needs was limited. A prison orderly was available to assist staff but had little contact with the prisoners. The manner in which reception staff dealt with individual prisoners was not observed.

1.04 The information notices posted in the waiting rooms were uninspiring and did not take account of prisoners' varied reading abilities. No other reading material, TV or videos were available to occupy prisoners during their wait. This was a particular

concern as prisoners could be held in reception for some time; over half of those responding to our survey had been in reception for more than 3 hours before being moved to the wing. During our visit, ten prisoners were held for a minimum of two hours because they arrived at the prison just prior to the lunch period. *A recently introduced initiative by induction wing staff meant that as prisoners were processed through reception, they were collected in groups of three and taken to the induction wing, thus reducing waiting times in reception and speeding up each prisoner's move into his first night accommodation.*

1.05 In our survey only 19% of prisoners said that they had been treated well or very well in reception, while 24% rated their treatment as bad or very bad. **Reception facilities and procedures should be improved to provide a more welcoming and supportive environment and to enable staff to respond appropriately to prisoners' individual needs.**

First Night

1.06 All new reception prisoners were initially allocated to a single cell in F wing. A team of six induction officers was responsible for collecting prisoners from reception, undertaking the shared cell risk assessment and preparing prisoners for their first night in Ranby. Two induction officers were available during the day and other wing staff took on this responsibility after 4.30 p.m. We were told of plans to provide an induction officer during the evenings.

1.07 The first night arrangements were well-organised and sensitive to prisoners' needs. *Prisoners were provided with a free tea pack and toiletries pack to help them through the first few days and overcome any potential delay in obtaining items from the prison shop.* A bed pack and information pack was placed in their cells. All prisoners were seen by an officer prior to being locked up on the first night. Staff were particularly alert to the frustration felt by prisoners at not having in cell electricity, and hence no TV or radio. **Those who had earned enhanced status on the Incentives and Earned Privileges Scheme at their previous establishment were frustrated at being reduced to standard on arrival at Ranby.**

1.08 In our survey, 68% of prisoners felt confident they knew what was going to happen to them on the first night and 54% remembered being given written or verbal information. Ninety one per cent of prisoners said they had felt safe on their first night at Ranby. Of the respondents who did not feel confident on their first night, 39% were serving their first custodial sentence.

Induction

1.09 Most new reception prisoners underwent a three week induction programme and could move on to D or E wings only when they had completed the programme. Prisoners arriving at Ranby with less than five weeks to serve remained in F wing for the entire time. Life sentenced prisoners had a fast track induction of just one week. Our survey of prisoners showed that 93% had been on an induction course, with the majority (59%) starting this during their first week at Ranby; 41% of those who had been on induction found it useful.

1.10 The induction programme was modular and staff maintained an efficient tracking system to record when prisoners had completed individual modules. All prisoners were required to attend the sessions on Health and Safety, the gymnasium and the CARATs drugs service. Eighty three per cent of prisoners surveyed had met with a member of the chaplaincy team within the first week. The Education department could only accommodate fixed numbers of prisoners in each session and this had resulted in a backlog of prisoners waiting for the education assessment. Other modules were reliant upon the availability of staff, most of whom were not allocated time for induction work. This meant that induction staff could not guarantee when sessions would be run with the consequence that prisoners in F wing were unoccupied for large periods of time.

1.11 Whilst the content of the induction programme was comprehensive and provided appropriate information, the structure of the programme and the arrangements for its delivery were ineffective and failed to meet the needs of short term prisoners in particular. We were given details of proposed changes to respond to

these shortcomings. **The induction programme should be revised to ensure it can be delivered consistently and that it meets the needs of all prisoner groups.**

Legal Services

1.12 Twelve staff, prison officers and administrative staff, were trained as legal services officers. Prisoners who wished to see a legal services officer made an application, and the legal services officer who dealt with the application became their case officer. Any work carried out by the legal services officer was noted in the prisoners' wing record Form 2050A.

1.13 The legal services officers were very clear about the boundaries placed upon their work and the advice they could give to prisoners. All legal services officers kept handouts and leaflets, and prepared letters for prisoners' use. They would arrange legal visits and had the authority to grant special letters.

1.14 As prisoners were well into their sentence when they arrived at Ranby there was little demand for this service; during the previous year there had been only two or three cases in each wing.

CHAPTER TWO

RESIDENTIAL UNITS

A Wing

2.01 A wing held up to 192 prisoners in single cell accommodation. Four spurs radiated from a central office area, each having two landings of 24 cells. East and South spurs held enhanced level prisoners and the upper landing was a Drug Free Unit (see also section 3.17 on Substance Use). West and North spurs held standard level prisoners, some of whom were awaiting transfer to the enhanced spur. By virtue of the required 'progression' of prisoners through the various residential units at Ranby, most of those in A wing were serving sentences of at least 12 months. The wing was staffed by one Senior Officer and four landing officers throughout the day and at weekends. On weekdays up until 5 pm, two drug testing officers and one lifer liaison officer were also on the wing.

2.02 The spurs were cramped and the cells comparatively small with no in-cell sanitation or electricity. Through weekly cell inspections, prisoners were encouraged to keep their cells clean and tidy and the presentation of the cells we saw was of a good standard. Some cells displayed a large number of pictures and posters on the walls; it was not evident that any policy in respect of the volume or nature of display material was being consistently applied.

2.03 Although spacious association areas existed, they were not well used and most prisoners preferred to associate in their own spur. Perhaps as a consequence of this the association areas had been allowed to become shabby and the facilities were limited. Most prisoners to whom we spoke complained about the lack of in-cell television within the prison. Large television rooms were available in the association areas but there were also small TVs located in the spur hallways. Prisoners told us

that they brought their chairs into the hallway, which would create a very cramped and potentially noisy environment, particularly as TV was allowed until 11 pm or later on occasions.

2.04 Prisoners were provided with their own cell keys to allow movement around the spur and access to the communal washing and toilet facilities as required. These facilities were adequate for the number of prisoners on each spur and the recess areas were clean and reasonably well decorated. In some of the areas, the toilet screening provided insufficient privacy. The location of the recess areas made observation and supervision by staff difficult.

2.05 The gates to each spur were locked during meal breaks and after evening association. After 9 pm wing staff did not hold keys to open the gate spurs, which meant that in effect prisoners were in control of the spur areas during the night. The wing observation book entries since the beginning of December 2001 indicated that disturbances and incidents occurred on at least a weekly basis. Freedom of access by prisoners combined with restriction of access by staff resulted in an unsafe environment for prisoners. This was compounded by the lack of an in-cell call bell system; prisoners requiring the attention or help of staff had to reach the one call bell located on the main wall of the spur. **All prisoners throughout the establishment should be accessible to staff for observation regularly throughout the night.**

2.06 The wing had its own laundry which was operated on a rota for all the spurs in A wing and also B wing. The laundry orderlies told us the equipment was good and reliable. In the central 'hub' of A wing were six telephones for use by prisoners. These were in booths and hence allowed privacy. An additional phone was available for prisoners in the drug free wing but this was located in a main corridor. We spoke to a number of prisoners in A wing and with the exception of in-cell television, they raised no specific concerns about the residential accommodation or wing facilities.

2.07 During the times when we visited A wing, few wing staff were observed patrolling the wings or actively engaging with groups of prisoners. Staff tended to remain in the central office on the ground floor and prisoners wanting help or

attention came to that office. In some cases, information personal to the prisoner was discussed in front of all other people in the office although staff told us that other rooms on the wing were often used for private interviews. The exchanges we observed between staff and prisoners were polite and prisoner queries were dealt with promptly and professionally.

B Wing

2.08 Although referred to as B wing, this unit was a collection of eight single storey huts called 'billets' that housed prisoners on enhanced regime. These prisoners either had to be in employment in the prison or were given a short period to find work; they also had to be assessed as posing a low risk of escape.

2.09 Although the certified normal accommodation was 77, the operational capacity of B wing was 97 and it was fully occupied at the time of the inspection. Billets B1, B4, B6, B7 and B8 had a mixture of single and double rooms and each billet housed 13 prisoners. B2 and B5 each held 11 prisoners in single rooms and B3 held ten prisoners in single rooms. Each billet had a communal room with a TV and video, and communal sanitation with one shower and one toilet. The staff office was on the ground floor of the adjacent A wing building.

2.10 The accommodation rooms were small and particularly cramped when occupied by two prisoners. The rooms we saw were generally clean and well kept; there were homely touches with a rug on the floor of some rooms and patterned bedspreads of prisoners' choice. There were no displays of posters or other material that may have given offence. Each room had a fire escape window that had a yellow plastic seal. In the event of an emergency the window could be kicked out. There were regular checks on the cleanliness of billets and a senior manager checked billets each weekend.

2.11 Other than those in C wing, prisoners could apply for B wing and spaces were filled when they became available. There was a mixture of life sentenced and determinate sentenced prisoners in B wing. Prisoners accepted for B wing were

expected to be responsible, requiring little supervision. New prisoners arriving in B wing had to sign an Enhanced Regime Prisoner's Compact which included automatic consent to the Voluntary Drug Testing programme. Any prisoners who tested positive for illegal drugs would be moved to F wing.

2.12 A Principal Officer had overall responsibility for both A and B wings. The staffing complement for B wing was one Senior Officer and two officers during the day and evening. At night, one officer patrolled the billets of B wing. At the weekend, one Senior Officer managed both A and B wings.

2.13 Prisoners were out at work for much of the day. On one day of the inspection, ten prisoners were unemployed but they had either worked earlier that day or could not go to work because their workshop had been shut for repairs. Prisoners had keys to the entrance door of their billets and individual keys to their rooms. A separate billet provided recreational equipment in the form of one pool table, five computer play stations and a dart board. Prisoners ate their meals in association in the main dining room and association periods could be spent in their billets or in the surrounding grounds. Two pay phones were available in the area outside B wing staff office as well as pay phones in the foyer of A wing.

2.14 Staff/prisoner relationships were relaxed and prisoners wanted to remain in B wing because of its benefits and because they found staff helpful. There was no Personal Officer scheme as such and individual officers undertook personal officer work each day including dealing with applications and sentence planning. Some officers were trained in dealing with lifers and they dealt with individual life sentence plans. We were told that sentence plans were drawn up and agreed with individual prisoners but neither wing officers nor the prisoner attended the sentence planning board.

C Wing

2.15 C wing was a single storey wing built in the 1970s. It was a national resource for poor copers. The wing held about 50 prisoners on two spurs: one spur

held standards regime prisoners and the other, divided by locked gates, enhanced. Cells did not have integral sanitation but prisoners had keys to their cells allowing them free movement to toilets. The cells had in-cell electricity and all cells were cleaned to a high standard. There were five showers and five toilets on each spur; these facilities and the public areas were very clean. There was also a telephone on each spur, which was sufficient for the population, and also association/TV rooms. Association took place every evening until 8pm.

2.16 Staffing consisted of a Senior Officer and three prison officers throughout the main part of the day, and a Senior Officer and two prison officers in the evening. At night there was one patrol officer on duty. Because prisoners needed to leave their cells to use the toilet, the night patrol did not have access to the spurs. This meant that a population of poor copers, including any that may have been on Form 2052SH, could not be routinely checked. In the event of an emergency there would necessarily have been a delay in reaching the prisoner. See recommendation in 2.05

2.17 All the C wing staff had asked to work there and had a caring, supportive attitude to the prisoners. Good staff prisoner relationships existed and the prisoners with whom we talked spoke well of the staff who looked after them.

2.18 A range of programmes was available to assist prisoners' return to normal location. Sentence planning was the tool used to determine which programmes were needed. The programmes available were Communications, Anger Management, Drug courses and Team Building.

D and E Wings

2.19 The wings were about six years old and were fenced off from all other parts of the prison. Each wing had three landings, and held a total of 96 prisoners who had progressed from the induction wing. Prisoners usually spent four to six weeks in the wings before moving on to A wing.

2.20 The wings held a mixture of sentenced prisoners who were mainly on standard regime, and some wing cleaners who were on the enhanced regime. Exercise was offered every day.

2.21 All the cells we inspected were clean and tidy. They were equipped with toilet, washbasin, bed, locker, picture board, table and chair, and electricity. The electricity was switched off for all but a small number of enhanced prisoners. The public areas were very clean. Association areas were provided on the first and second floor landings. There were two pool tables, two table tennis tables, two TV rooms and two dartboards. There was also a hot water boiler on each landing for prisoners' use. Showering facilities were good, with eight shower cubicles on the ground floor and four on both the second and third floors. There were three telephones located on the ground floor which prisoners told us was insufficient for their needs; staff agreed. **Additional telephones should be provided.**

2.22 Clothing exchange was done each Wednesday using a bagging system to ensure prisoners' clothes were returned to them. Some prisoners complained that they did not receive their own clothes but others told us that the system worked well. There were two industrial washers and a drying machine in each wing for the prisoners' personal laundry.

2.23 There was spacious office accommodation for managers and staff located between and separating the wings. In addition there was a library and an education classroom.

2.24 Applications were placed in a box, which was emptied each morning. The wing Senior Officer sifted the applications and passed those in need of administrative action to a prison officer and dealt with the rest himself. The system appeared to work well and prisoners showed us replies which were prompt and gave full explanations when an application had been refused.

2.25 At meal times prisoners were first locked up and then unlocked in small numbers to collect their meals which they ate in their cell. The process was orderly and allowed meal times to be well controlled.

2.26 A Principal Officer and Senior Officer managed the wings throughout the day supervising nine prison officers. There was no Personal Officer scheme in operation but the prisoners' record Form 2050A were well-used with generally relevant comments made. Prisoners told us that they got along with the staff and there was very little friction. The atmosphere in both wings was good and the prisoners appeared to be at ease with staff.

2.27 The prisoners were locked up for very long periods at meal times and had access to association only every third day. According to the core day the evening association period was from 6 – 7.45 pm. Prisoners told us that they were locked up at 7.30 pm every night. Although staff denied this we believe that on occasions prisoners association periods may be curtailed. **Management should ensure that the published core day is adhered to.** We observed evening association which took place on the lower two landings and were surprised to find the prisoners supervised by prison officers positioned on the third landing at a distance from the prisoners. This separation was not conducive to interaction and informal contact between staff and prisoners. When asked about this staff told us that the commanding view made supervision better. **Management should ensure that prison officers supervise prisoners where they associate.**

2.28 Overall we were left with an impression of a controlled environment where the prisoners were made fully aware of the rules, which were then enforced by staff. There seemed little in the way of personal interaction between staff and prisoners. The fact that prisoners were locked up for long periods and had association only every third day may account for this. Also the lack of a formal Personal Officer scheme did not help prison officers in getting to know their prisoners. In every respect the atmosphere and regime of this wing was as one would expect to find in a more secure prison.

F and G Wings

2.29 F and G wings had been built approximately two and a half years before our inspection and were located furthest from the prison entrance and the main services of the prison. In terms of their physical layout and facilities these wings were the same as D and E wings. The two wings formed opposite sides of one living unit. Both were appropriately furnished and clean.

2.30 F wing was described as an induction wing. On arrival, prisoners could expect to spend an average of three weeks there. The regime was limited: other than an induction programme, which was not full time, prisoners had 1½ hours association every other day and daily access to exercise. Cells were powered for electricity, but this had been turned off. **The in-cell electricity should be available to all prisoners throughout the establishment.** The atmosphere in the wing was in keeping with the austerity of the physical conditions.

2.31 F wing held 146 prisoners including those held for security reasons (described as “security holds”) in conditions similar to those found on the basic regime.

2.32 G wing held 96 prisoners in single cells; unlike F wing, none were doubled. Prisoners on the basic regime were held here. There were also 16 spaces reserved for prisoners on a drug rehabilitation course. Prisoners employed as cleaners occupied the third floor and they were allowed electricity to their cells.

CHAPTER THREE

DUTY OF CARE

Bullying

3.01 A comprehensive anti-bullying policy was in place and published in all parts of the prison. There were Safer Prison post boxes and posters about bullying on every wing. The multi-disciplinary committee met monthly and following a recent audit included a member of the PE staff.

3.02 The system for dealing with bullies was the two-stage approach. On stage one an identified bully was told the reasons he was considered a bully, given a written warning and was monitored by staff. On stage two an identified bully was removed from normal location and placed in G wing for twenty-eight days; he would be given written reasons for his removal. On G wing further sanctions would be applied restricting him to two phone cards and £2.50 of his private cash each week, limited association as on the basic regime and two thirty minute visits every 28 days. There were no programmes in place for bullies to address their behaviour. **The prison should develop programmes for this purpose.** Prisoners on both stages had the right of appeal using either an anti-bullying appeal form or a request and complaints form. Any prisoner placed on stage one or two was listed in the staff weekly bulletin to ensure that all staff were aware and could monitor the prisoner's behaviour.

3.03 There were no procedures for helping and supporting the victims of bullying. The anti-bullying co-ordinator told us that usually the victim had to leave the prison. **The prison should introduce support programmes for those who become the victim of bullying.**

3.04 The anti-bullying co-ordinator had good systems to identify and monitor possible bullies. He interviewed all prisoners who were subject to Prison Rule 45, and arrangements were in place for security to alert him when security information

reports indicated possible bullying. *The anti-bullying co-ordinator received a copy of all accident report forms, which he scrutinised carefully.*

3.05 Anti-bullying was given a high profile at Ranby and prisoners were fully aware of the consequences of bullying others. During the previous year there had been about four instances of bullying, most of which involved groups of prisoners. A total of eighteen prisoners had been placed on stage two of the anti-bullying strategy. Our prisoner survey showed that 11% of respondents had been bullied whilst at Ranby while 76% said that they had never felt unsafe in the prison.

Self-Harm And Suicide

3.06 There were high levels of care for prisoners at risk of [self-harm](#) and suicide particularly among staff on C wing.

3.07 Suicide and self-harm matters were the responsibility of the Deputy Governor. He was assisted by a Principal Officer and a Senior Officer from C wing which was where most prisoners who were actively at risk of self-harm were held.

3.08 Reception staff were alert to self-harm issues and staff interviewed new arrivals and decided whether prisoners needed a shared or single cell on their first night. Prisoners were also seen by healthcare staff, and if interviewed in reception this happened in a small but private room.

3.09 Three prisoners were the subject of Form 2052_{SH} procedures during our inspection. In general, the forms were filled in correctly and there were sensible entries, most of which indicated there had been meaningful contact with staff at various times during the day. Staff awareness was high in C wing where the three prisoners were held, but we were not able to confirm that this would be the case elsewhere in the prison.

3.10 At night prisoners in C wing were locked behind a gate and staff had no access to them unless a prisoner in the wing alerted them to an emergency. This was

unacceptable. **Prisoners at risk of self-harm, and subject to open Form 2052 SH procedures, should be accessible to staff for observation regularly throughout the day and night.**

3.11 A Listener Scheme had been introduced in January 2002, replacing Ranby's own Care Support Scheme. The previous scheme had lacked Samaritan involvement and confidentiality. The new scheme was causing staff concern because of Listener confidentiality and myths were beginning to develop as to how long a Listener should be allowed to stay in a cell with a prisoner who had requested to see him. We consider the previous Care Support Scheme had significant benefits and that it may be possible to operate aspects of it alongside the Listener Scheme. **There should be a six monthly review of the Listener Scheme which should include an assessment of the feasibility of operating a Care Support Scheme in parallel.**

3.12 Night staff were alerted to the location of those prisoners on Form 2052 SH, and we were satisfied they were aware of procedures in the event of an emergency. In such a situation, any reaction by staff would be unnecessarily delayed in A and C wings by the lack of patrolling and observation, and by the need for staff to break into a sealed key pocket in order to gain access to the cell areas; we witnessed such avoidable delay during a night visit.

3.13 At the time of F2052 SH reviews prisoners were handed a form which they could complete and submit to the review board in order to make a contribution to the process. It was not a matter of routine for staff to ask prisoners if they wished their families to be contacted at the time of a review, and it may be that some valuable insights had been missed as a result. **Prisoners should be asked if they wish their families to be contacted at the time of Form 2052 SH reviews.**

3.14 We were impressed by the care and commitment shown by staff most closely involved with suicide and self-harm matters, but that level of care should be extended to all staff in part through a training programme; this was not in operation. **Staff in all areas of the prison should be trained in suicide and self-harm issues.**

Race Relations

3.15 The Race Relations Management Team (RRMT) was chaired by the Governor and met every two months. Members came from a wide range of departments and there were prisoner representatives from most wings. Matters discussed were mostly operational such as the prayer room used by Muslims, newspapers, library, prison shop and catering. This was an active team which included two Race Relations Liaison Officers (RRLOs) who had links with nominated officers on each wing, or pair of wings. Training in race relations as well as diversity was continuing. There were plans to train RRLOs in the techniques of formally investigating complaints about acts regarded as being racist or inappropriately biased.

3.16 Statistics were produced each month that enable analysis of the various groups according to residential accommodation, activities and other subjects such as adjudication; trends were examined and any discrepancies were highlighted and resolved. The statistics for the period January to December 2001 showed no anomalies in the distribution of groups in any monitored aspect of life within the establishment. Respondents to our prisoner questionnaire said that most 'racist' comments were about which part of the country they came from rather than UK versus abroad. In 2001 there were 37 complaints and three complaints thus far in 2002. All complaints had been properly registered, recorded and considered. Complaints against staff bypassed the RRLO and were dealt with by the Governor or other senior manager. Prisoners to whom we spoke were generally content with the way they were treated by staff and the way that staff spoke about prisoners suggested that they regarded them as one group rather than as separate groups of different cultures.

Drug Strategy

3.17 3.17 Drug use was a serious issue for a significant percentage of the prison's population. This was reflected in our prisoner questionnaire which recorded that 20% had an existing or previous drug problem while at Ranby and that 50% had had a drug problem in the past. Eighteen per cent had replied that they had used drugs socially while only 12% claimed never to have used drugs.

3.18 In response the prison had developed a written strategy which outlined the various initiatives both to prevent drug use within the prison and to support those who wished to remain drug free. The implementation of the strategy was the responsibility of the Drug Strategy Co-ordinating Committee (DSCC), whose membership was made up of representatives from all relevant departments within the prison. Reporting to the DSCC were three sub groups covering the areas of supply reduction, demand reduction and staff development. This was a sensible arrangement as it gave equal importance to each area and ensured that no one theme was allowed to dominate the agenda.

3.19 The prison's Counselling, Assessment, Referral, Advice and Throughcare (CARAT) service had a team of four staff, two of whom were prison officers and two were employed by Compass, a community based specialist contractor. This was a good multi-disciplinary model and the staff team felt the balance of skills and experience it gave them was a valuable strength. CARATs staff saw all new prisoners to explain their role in the prison and outline what other services were available. We observed an officer from the CARATs team delivering this talk and were impressed with the effort he made to engage with the prisoners and ensure they understood what was on offer. The one major hurdle was that the CARATs officers wore exactly the same uniform as the general discipline staff and this caused a level of distrust from some prisoners. **In some establishments CARATs officers wear a polo shirt to distinguish them from other staff and this option should be considered at Ranby.**

3.20 The CARATs team were involved in a number of initiatives including the provision of group work to A wing, individual casework and dealing with onward referral and resettlement issues. The main official indicator of their performance, however, was the number of full assessments they undertook. This created a problem in that Ranby was a training prison and many prisoners arrived with a full assessment undertaken in their previous establishments. We were told that the Prison Service's Drug Strategy Unit was reviewing this issue across the whole estate, and were likely

to produce more sophisticated and appropriate indicators in the near future. This would allow the CARATs team to focus on providing services that were relevant to the Ranby's role.

3.21 Funding had recently been found to employ an outreach worker to work with the CARATs team but the post holder was absent at the time of our visit. We were, concerned that team members were unclear as to the specific responsibilities of this post or how it tied in to their work. This should be clarified as soon as possible by the DSCC. The potential of an active link to community based services was significant should be intrinsically linked to the work the CARATs team were undertaking in the prison.

3.22 The prison also provided a drug rehabilitation programme in collaboration with Phoenix House, another community based specialist contractor. This was a 12-week programme, mainly consisting of group work, which could take up to 16 participants at any one time. As with most programmes in the prison system, it had a basis in 'cognitive behavioural' work supported by education and physical education.

3.23 The programme was based in G wing, which also contained prisoners who had been placed on the basic privilege level and who were often reacting against the prison regime. Prisoners who were on the programme complained that they were treated as if they were on basic regime as well, and that it was a disruptive and undermining environment in which to live. We also met prisoners in other wings who said that they would not consider going on the programme because of its location. The programme should be re-sited elsewhere in the prison and it should be separated as far as possible from the general population.

3.24 Two prison officers who were the main tutors and a psychology assistant staffed the programme. Phoenix House supplied the treatment manager and there was a part-time administrative support post. A Physical Education Instructor (PEI) was also funded by the programme and was responsible for organising a team building

programme, as well as general exercise for the participants. We spoke to a number of prisoners who had been on the programme and who cited the physical activity as the most enjoyable element.

3.25 The programme was not yet in a position where it could demonstrate its long-term efficacy in achieving its aims of reducing substance abuse, offending behaviour and the general risk to the public. However, the prisoners who were on the programme or who had completed it told us that they had found it a positive experience. When prisoners finished the programme they were 'fast tracked' to the 'drug free' unit in A wing where support groups were supposed to be running. These had hit some difficulties and were operating only sporadically at the time of our visit and prisoners were complaining that little else was done in terms of relapse prevention. **The DSCC should ensure that prisoners on the drug free unit receive the necessary support to maintain their abstinence.**

3.26 The prison's Voluntary Drug Testing (VDT) scheme was operating on a location basis and in the last 11 months 6622 tests had been conducted of which 7.75% had been failures. We were concerned that VDT was not available to most prisoners in D, E, F and G wings and appeared to be an 'earned' privilege. This was not the purpose of the scheme, which was intended to be open to all those who chose to sign up to it. **The prison had been given generous resources to operate the VDT scheme and it should be offered to all prisoners who want it.**

3.27 We were also concerned about the 'VDT failure assessment sheet', which was used to determine what action was taken when a prisoner failed a VDT. This appeared at some levels to directly impinge on the prison's IEP scheme and included factors that had no direct relationship to VDT. **The 'VDT failure assessment sheet' should be reviewed by the DSCC to ensure that it complies with the conditions laid out in PSO 3620.**

3.28 Mandatory Drug Testing (MDT) was operating smoothly and was maintaining a random testing target of 10%. The rate of failure of random tests for 2001 was 8.05 % and for suspicion tests 34.34 %. This combined with the low level of finds of

drugs and related paraphernalia to suggest that the amount of drugs coming into the prison was being controlled well by the various security measures in place.

Visits

3.29 **3.29** The prison had sophisticated booking and security systems for domestic visits, which made the process relatively smooth for families and friends of the prisoners. In our prisoner questionnaire only 6% of prisoners felt that staff had treated either themselves or their visitors 'badly' and none answered 'very badly'. There were issues relating to the poor facilities in the visits room but overall we felt the prison went to some effort to ensure that the overall experience was positive.

3.30 All visits had to be pre-booked, at which point personal details were taken and placed on a computerised booking system. An identification number was given to the visitor which was then used for all future visits and appeared to assist in speeding up the whole process. On arrival, visitors were required to attend the visitors' centre which was outside the front entrance of the prison. The prison directly managed the visitors centre and it was here that identification was checked and property storage lockers were situated. There were also toilets, seating and refreshment machines for the use of visitors.

3.31 The processing of visitors was undertaken efficiently and sympathetically. We observed a number of interchanges between visitors and staff and were impressed by the level of consideration shown and the courteous manner of the officers. The visitors to whom we spoke, who had no complaints about the way they were treated, confirmed this.

3.32 The visits room was a large and busy area which was open every morning and afternoon except Wednesday. It was a generally pleasant area although it was probably due for redecoration. There was no refreshment stall, but there were a number of machines that dispensed drinks and confectionery although we were told that these were unreliable. There was no play area or crèche for young children,

which we found surprising given the obvious need. **The prison should consider enhancing the visits room including the provision of a refreshment stall and a staffed play facility for children.**

3.33 The closed visits facility was situated at the end of the visits room and comprised two units of two cubicles. Both staff and prisoners told us that when both cubicles in a unit were being used, visitors had to compete to be heard owing to the poor acoustic separation. This was clearly unacceptable and we were told that it was a major reason why prisoners put on to closed visits often decided to stop having visits altogether. **The closed visits facility should be refitted to ensure that conversation is audible and that there is an acceptable level of privacy.**

3.34 Prisoners awaiting visits were kept in a holding cell until their visitors arrived at the prison. The cell was cold, barren, covered in graffiti and contained nothing except some uncomfortable seating. Prisoners might have to wait in this cell for some time, particularly if their visitors were late or didn't arrive and the conditions were unacceptable. **The prison should improve the conditions of the prisoners' holding cell without delay.**

Requests and Complaints

3.35 The administration of the system was efficient. There were quality checks in place and a governor examined the log each week. During the previous year 150 forms had been received and 123 answered. The outstanding requests/complaints were outside the responsibility of the establishment. The prison had a target to answer 75% of local requests and complaints forms within seven days. At the time of inspection Ranby was ahead of target having achieved 82%.

3.36 In our prisoner survey 36% of the respondents said it was easy to get a request and complaints form, 13% said it was difficult, 21% said it was neither. When asked if they were satisfied in the way the prison had dealt with complaints, 34% were dissatisfied for the following reasons:

- unhelpful attitude of staff
- nothing gets done about complaints
- procedure too slow
- never get applications back

We examined forms submitted over the past three months and did not agree. We found them to have been properly investigated and the replies were prompt, respectful and comprehensive.

CHAPTER FOUR

HEALTHCARE

4.01 Prisoners should be cared for by a health service that assesses their need for healthcare and health promotion, which meets the needs identified, links them with National Health Service (NHS) care on release and by doing this improves their health and reduces the risk of their re-offending. The following values apply to prisoners' healthcare:

- Prisoners should have access to the same quality and range of healthcare services as the general public receives from the NHS (as outlined in The Future Organisation of Prison Health Care (March 1999) Report by the Joint Prison Service and National Health Service Executive Working Group).
- When using healthcare services, prisoners should be treated with courtesy and respect in a competent and professional manner and receive a high quality, appropriate, cost effective and patient-sensitive health service.
- This service should offer skilled assessments, treatment and care aimed at restoring health and independence and should respect and promote the values, rights and dignity of the individual including the right to confidentiality.
- The service should be sensitive to the needs of those from minority ethnic groups. Patients should be involved in planning their own care and treatment and allowed freedom of choice in accepting or refusing treatment except as permitted in law.
- Healthcare services should comply with all statutory requirements and professional and other codes of practice or conduct including the guidance from the General Medical Council and the United Kingdom Central Council for Nursing, Midwifery and Health Visiting Code of Professional Conduct.

4.02 HMP Ranby offered a primary care service with input from visiting specialists. There had been some considerable changes in the service over the previous year reflecting work with the regional task force and discussions with the

local primary care trust (PCT). These had resulted in significant improvements in the services offered to patients. Many of the difficulties that we note below were well known to healthcare staff but they had not been resolved; we were told that this was largely for financial reasons.

Staffing

4.03 The service was led by a healthcare senior officer who was not nurse qualified. There were five healthcare officers, of whom one was a registered mental health nurse and three were registered general nurses. Nursing staff were on duty from 8 am to 8.30 pm seven days per week though at weekends only one staff member was on duty.

4.04 Medical input was from a retired NHS GP who attended the prison in the afternoons during the week and was on call at other times. Unfortunately we were unable to talk to the doctor as he was on leave at the time of our visit.

4.05 We were very pleased to find that a full-time administrative assistant supported the service. This was one of the changes brought in following the needs assessment (NA) and had freed a great deal of nurse time from non-nursing work.

4.06 Training plans were under discussion but were not yet in place. Discussions were taking place with the health authority (HA) about developing training with the NHS. The doctor had recently undertaken some specialist training in prison medicine. **Training plans for all staff should be established and their operation reviewed on an annual basis.**

4.07 **Recently discussions had taken place with a local practice about the development of practice nursing; we would encourage this development.**

4.08 **Clinical supervision was not yet in place; it should be developed in conjunction with the Health Authority and the Primary Care Trust.**

Joint working with the Health Authority and the Primary Care Trust

4.09 A NA and an action plan had been completed and agreed and there was continuing liaison with the regional task force and with the HA and the PCT. This had generated considerable pressure of work for the Senior Officer, made more difficult by his lack of background in the NHS. However, benefits to both patients and to staff were becoming apparent as a result of this work and we have noted them in this report.

4.10 The healthcare service at Ranby, as in most prisons, was being seriously handicapped by the lack of an NHS compatible clinical computing system. This limited not only direct clinical care but made the development of clinical governance particularly difficult. **The task force and the policy unit should expedite work to allow the introduction of NHS compatible IT into prison healthcare.**

Services to patients

The healthcare centre (HCC)

4.11 The HCC was in general well suited to its purpose and was clean and well maintained. **The steriliser in the room used for genito-urinary medicine was below current requirements and urgently needs to be replaced. Although disposable sheeting was available for examination couches it was not routinely used; it should be.**

4.12 The wing healthcare rooms were used both by nurses for treatment rounds and by the doctor for his primary care surgeries. We were concerned that the arrangements for treatment rounds were unsafe. Patients were allowed into the treatment room when the drug cupboard was open and there was no physical barrier between the nurse, the medication and the patient. Alternatives such as a stable door had been discussed but had been rejected as too expensive. **Arrangements for giving treatments to patients on the wings urgently need to be made safe.**

Reporting sick and primary care

4.13 Patients reported sick either by seeing a nurse at a treatment round or by filling in an application form. We had some concerns about the pressure of work during morning treatment rounds for those wings where prisoners went to work. It was not unusual for over 30 patients to be seen for medication or triage in the 45 minute time slot available. **The morning treatment/triage rounds should be reviewed to ensure that nurses have sufficient time to assess and treat their patients.**

Specialist care

4.14 *There had been considerable changes in the arrangements for visiting specialists since the NA and work with the HA and the PCT. A GUM service with both a doctor and a health adviser was now operating and the input on mental healthcare had been greatly enhanced by the attendance of a CPN from the local NHS service 3-4 times/week. These developments are good practice.*

Reception

4.15 Ranby had recognised the inadequacy of the room previous used for health screening in reception and was building a new room. **This room should be equipped to meet the relevant healthcare standard.**

Pharmacy

4.16 An independent pharmacy contractor in Retford provided the next day pharmacy service.

4.17 The majority of the prisoners received their medication at the treatment room in the healthcare centre. There were two other treatment rooms in the wings.

4.18 Refrigerators were in place in the treatment rooms, but there were no maximum/minimum thermometers. **All refrigerators should be equipped with maximum and minimum thermometers and written records of daily maximum and minimum temperatures should be kept.**

4.19 There was a computer system in the pharmacy and patient medication records were held for all patients who had received medication. The records were not complete since not all the prescriptions were sent through to the pharmacy. **All prescriptions should be faxed to the pharmacy.**

4.20 The medication was supplied in cartons, plastic bottles, and venalink packs. **This complicated system should be rationalised.**

4.21 Some discretionary medicines were supplied as stock to the health centre but these had been packed down into small plastic bags. The breaking of bulk is permitted only when the pharmacy contractor has an assembly licence with the Medicines Control Agency. **Smaller, licensed packs should be obtained.**

4.22 4.22 General key security appeared to be adequate and all areas used for drug storage were securely locked and gated. The medicines in the pharmacy were stored securely in locked metal cupboards

4.23 Arrangements were in place for the safe disposal of clinical waste. We were told that unwanted/discontinued medicines were sent back to the pharmacy.

4.24 Stock medication and patient named medication held were not kept separate in the treatment rooms. Indeed the cupboards seemed disorganised and stock was duplicated; discretionary medicines in particular could be found in almost every lockable cupboard. **The drug cupboards should be properly maintained and there should be rigorous procedures in place to keep patient named medication separate from stock and to maintain separate areas for discretionary medicines.**

4.25 Some stock items were not labelled. **All stock supplied by the pharmacy should be labelled.**

4.26 There were a number of out of date medicines present amongst current stock. **A regular date checking procedure should be in place and staff from the contracted pharmacy should visit and check that these procedures are being followed.**

4.27 We saw items such as Chloramphenicol Eye Ointment stored in the refrigerators although they do not require refrigeration. **Healthcare staff should be trained on which pharmaceuticals need refrigeration.**

4.28 Both the treatment rooms were clean and tidy. We were told that diagnostic testing was performed in the treatment rooms. **Separate areas should be used for diagnostic testing.**

4.29 Medicines were supplied against the written directions of a doctor using the prescription and administration sheets (HR013 5/96). The 28-day review period was adhered to.

4.30 The prescriptions were transcribed onto a fax sheet by a nurse, countersigned by the doctor and then faxed to the pharmacy. This procedure introduced the risk of a transcribing error as the pharmacist did not see the original prescription and was unable able to identify discrepancies. **The transcribing should stop and the original charts should be faxed to the pharmacy. The faxed copies should be held by the pharmacy and when the pharmacist visits he/she should be able to check a sample of the faxed copies against the original charts.**

4.31 Most medicines were supplied on a named patient basis, but nurses administered some from stock/ pre packs in the treatment rooms. These prescriptions were not faxed to the pharmacy giving an incomplete record for the patient. **All prescriptions supplied from stock must be faxed to the pharmacy to enable stock replenishment.** A system of dual labelling works well in some establishments where pre-packs are labelled with two identical labels. When the Medical Officer prescribes an item held as a pre-pack, the healthcare officer can select the item, fill in the appropriate details of the patient on one label and the other label is removed and

attached to the prescription chart. The prescription chart is promptly faxed to the pharmacy where the pharmacist will carry out a professional check to see that the correct product has been supplied. The patient's medication record will be up to date and the pharmacy can replenish the pre-pack. **A system of dual labelling should be adopted.**

4.32 We were told that some medicines such as antibiotics or inhalers were supplied without a prescription, and the prescriptions were obtained retrospectively. There was mention of written protocols to support such action although these were unavailable at the time of our inspection; this may come under the heading of Patient Group Directives but these are legal only in the NHS and not in prisons at this point in time. **This practice is unlawful and should stop.**

4.33 4.33 There was an agreed stock level policy for items held as stock but this did not appear to be implemented. **A review of stock levels should take place and stock should be replenished only when the pharmacist sees a prescription.** The stock levels of were very high. **An audit of the discretionary medicines supplied should be made and the stock levels adjusted as necessary.**

4.34 All "not In Possession" items were prescribed for once or twice daily administration to fit in with the treatment times. **Medication should be administered to meet the clinical needs of the patient.**

4.35 We were told that an In Possession policy was in place but it could not be located. **The In Possession policy should have the agreement of pharmacist, nurses and the doctor. It should be available to management and staff and should be reviewed regularly.**

4.36 A special sick policy was in place but it was inappropriate: prescription only medicines were being handed out by healthcare officers. **This is unlawful and should stop immediately. All prescription only medicines should be removed from the discretionary list.**

4.37 There were no controlled drugs held at the establishment.

4.38 4.38 A sealed out of hours box provided by the pharmacy had not been used. All items were still in date but there was no system for routine date checking. There was no record book to record the removal of items. **The out of hours procedures should be reviewed.**

4.39 The pharmacy staff visited infrequently and had little professional control, the service was little more than a supply service. The contract and service should be reviewed so that pharmacy staff have more control and are able to visit at least on a monthly basis, to check prescriptions, stock levels and conditions, and to provide professional advice.

4.40 There was no formulary in use. **A formulary should be drawn up with the agreement of the Medical Officer, pharmacist and healthcare officers.**

4.41 There was no Drugs and Therapeutics committee. **A committee should be set up as soon as possible.**

Dental services

4.42 4.42 Dental services were provided by a General Dental Practitioner under the general dental services of the National Health Service. Two full days (four sessions) were provided each week. The waiting list was 3-4 weeks, which was considered satisfactory as prisoners with pain were seen at the next session.

4.43 *A full range of treatments was provided, which we consider good practice.*

4.44 **The attendance of prisoners was satisfactory, apart from the prisoners in F wing for whom alternative arrangements should be made.**

4.45 4.45 The surgery was of an old design. New lockable cabinetry, a chair, an X-ray machine, and many other items should be provided. In addition an emergency

drugs kit, positive pressure oxygen, a mercury spillage tray, further handpieces and hand instruments were required. **The dental surgery should be completely re-equipped. Protective glasses should be available to patients.**

4.46 **Medical history questionnaires should be used, and a computer should be made available to record treatments.**

4.47 4.47 We were told that payment for the dentist was not always prompt. **The method of payment for the dentist should be reviewed.**

CHAPTER FIVE

ACTIVITIES

Employment

5.01 There was a wide range of work and education available to prisoners at Ranby. However, some groups of prisoners were temporarily excluded from this because they were in their first few weeks of induction or because they were on basic regime.

5.02 Once new prisoners had completed induction they were allocated to work wherever there were spaces. Labour boards were held every day and once prisoners had been in employment for one month they could apply for a change of job. When D and E wings were opened in 1995 and F and G wings in 1997, no provision had been made to increase the number of work places or workshops. Additional work places were consequently derived from converting part of the old gymnasium to form three workshops. There were plans for further workshops, if money were available, to use the old boiler room and a portacabin currently rented for a roofing contract.

5.03 Prisoners not on full-time education could work as wing cleaners, servery workers or in the wing laundries. There were orderly jobs in the main and clothing stores, chaplaincy, gym, healthcare and in reception. Other off-wing jobs were in the kitchen and Officers' Mess, in the various workshops, gardens and in the works department. Prisoners in C wing were employed in No. 3 Contract Services shop. The table below shows the number of activity spaces available in each area.

Wing jobs	101	Education + PE	81	
Orderlies	30	Workshops etc	298	
Kitchens	25	Drug Rehab	16	
Induction	70	Prisoners on Basic (Max)	60	TOTAL 621*

***Figure excludes maximum number of prisoners on Basic regime**

5.04 These figures show that there was already a shortfall in activity spaces and at the time of this inspection, only 29 prisoners were on basic regime, spaces in education had not been filled and the numbers on induction were not at their maximum. We looked at the period 23rd December 2001 – 27th January 2002 using the prison's activity monitoring reports. The average population at Ranby during these weeks was 759 and monitoring figures showed that on average 180 prisoners (24%) were unemployed each week. This was high considering Ranby was a training establishment.

5.05 At the last inspection in 1996, there were discrepancies in pay levels for prisoners doing exactly the same work and we were pleased that this no longer occurred. *Prisoners employed in workshops or other duties and who attended part-time education or offending behaviour programmes received full pay at the workshop rate which meant that they were encouraged to improve themselves in other ways. This was good practice.*

Education Services

5.06 5.06 Dudley College of Technology was the education provider. The contract for the previous academic year had been for 15,000 hours but owing to budget cuts only 11,675 hours had been delivered. During the current year the contract had been cut further to 10,500 hours. The education manager was managing the situation very well, but the uncertainty of the budget allocation was having a very unsettling effect on the teaching staff, particularly part-time tutors.

5.07 5.07 The education service operated for 48 weeks of the year with no evening education programme. There were 56 full-time places on the education programme with a further 20 part-time places. Only some 10% of the prison population were able to access education courses, although during the week prior to the inspection the average class size had been only seven. The number of prisoners allocated to education was low with only 57 of the 76 places available allocated. One reason for this was that security clearance was required before prisoners were allowed

to attend full-time education. As these men had been in the prison for at least three months prior to applying **the need for security clearance should be reconsidered**. Applicants for part-time education did not require security clearance.

5.08 The Education department environment was both safe and conducive to learning. The accommodation was suitable and there were attractive and informative wall displays in the classrooms and corridors. Equipment and materials for IT, art, woodwork and cookery were satisfactory. Learners had access to a range of Open Learning resources and tutor support was appropriate.

5.09 Prisoners were made aware of the opportunities for education as a part of the general prison induction process, which included an initial assessment of literacy and numeracy skills. Some learners had previously completed the same assessment at another prison. **The Prison Service should ensure that records of prisoners' previous achievements and assessment are transferred with them to avoid work being duplicated at each prison.**

5.10 An informative one week education induction programme enabled learners to settle into their programmes quickly. Priority was given to meeting the prisoners' needs for basic education. Teachers together with learners drew up individual learning plans, learning targets were monitored at the end of each session and reviewed every six weeks. Learners made significant progress towards fulfilling their goals and their potential. They were actively encouraged to gain qualifications with a strong emphasis on key skill qualifications.

5.11 *Key Skills had been very successfully integrated throughout the education programme. The way in which art, woodwork and cookery had been used to accredit these skills, as well as having their own accreditation, was impressive.*

5.12 The education programme was both broad and balanced with opportunities for expressive and creative work. All programmes offered led to recognised externally accredited qualifications. There was also a good balance between full and part-time provision as well as open learning courses.

5.13 Well qualified teaching staff demonstrated knowledge, technical competence and up-to-date expertise at a level consistent with effective teaching for the courses being offered. They planned effectively with clear objectives, and used methods and styles of teaching that were consistent with the aims of their programmes and learners' objectives. They set, used and marked assignments and other tasks in a way that helped learners to progress.

Basic skills

5.14 Learners joining a basic skills programme had a further diagnostic assessment of their basic skills needs. Each learner had an individual learning plan, which included appropriate short- and long-term targets for improving his literacy and numeracy. In addition to basic skills provision in the education building, learners in D and E wings could attend basic skills classes held in D wing three days a week as part their weekly education programme.

5.15 The prison had recently achieved the Basic Skills Agency Quality Mark. The four full-time and six part-time basic skills tutors had appropriate qualifications. They had developed good links with the tutors of art, cookery and woodwork who were completing an initial qualification in teaching basic skills. *Learners were therefore able to receive further support in basic skills while carrying out literacy and numeracy tasks which formed part of their vocational training, This was good practice.* Tutors did not have sufficient expertise in assessing the language learning needs of those who spoke English as a second language. **Tutors should receive appropriate training to identify and meet the English language learning needs of speakers of other languages.**

5.16 The quality of literacy and numeracy teaching was good. Tutors used an extensive range of appropriate learning materials and equipment, including computers and cassette recorders. Most learners worked towards a nationally recognised qualification. Between September 2000 and June 2001, achievement rates had been good, with 140 certificates awarded covering 12 different qualifications from entry level to level 2. *Tutors kept detailed records of learners' progress, so that this*

information could be forwarded to the learner when he left the prison. Learners who had already been identified as dyslexic received highly appropriate basic skills training and most made good progress. **The prison should develop this area of work further and consider training tutors to assess learners for dyslexia.**

5.17 Only those prisoners who were selected to join the education programme received support in basic skills. These numbers were low. Prisoners in work who had low levels of basic skills did not have the opportunity to improve their levels of literacy and numeracy. **Consideration should be given to extending basic skills teacher training to other members of the prison's staff, including the instructors.**

Social and Life Skills Programme

5.18 Ranby offered the Open College Network accredited Social and Life Skills programmes which included the parentcraft and family relationships modules at entry level and levels 1 and 3. The programmes were popular and waiting lists were kept.

5.19 All the 19 participants in the last two programmes had achieved the module. They spoke highly of the benefits of the courses and said they had helped to improve relationships with their families. Some learners had participated in the 'story bag' scheme, a project which enabled prisoners to tape books and stories for their children. Those with very poor literacy skills were encouraged to tell stories. **The parentcraft programmes were very good and should be continued.**

Generic Preparation for work

5.20 This course prepared prisoners for employment within the prison workshops and developed key skills. The programme included first aid, Health and Safety and manual handling in addition to NVQ units in communication and application of number. The education manager had overall responsibility for the programme with the training being shared between staff from education, gymnasium and industry workshop instructional officers. The course ran for two weeks every month and provided training for a maximum of 12 prisoners. Successful prisoners received a certificate awarded by the Accreditation Syndicate for Education and Training (ASET). There was a high drop out for these courses and in 2001 only 39% had

achieved the certificate. Some steps had been taken to address this poor achievement by offering the course at sentence planning but this had not had sufficient time to make a significant difference. **The IEP scheme should be revised so that prisoners are able to complete the course.**

Pre-release preparation for work

5.21 The employment link officer delivered the one week course to a maximum of 10 prisoners. The course was offered every other week for prisoners in wings A and B, and D and E, with four courses each year in C wing. Prisoners in the last six months of their sentence were required to attend as part of their sentence plan; some prisoners attended voluntarily, and probation or wing staff referred others. Whilst attending the course prisoners received normal pay but no bonus payments for which they would normally be eligible to receive. Some prisoners were aggrieved that they were attending a course, which was useful to their personal development but disadvantaged them in respect of loss of wages. **Wage structures and conditions should be reviewed to minimise the loss of pay to prisoners attending required courses.**

5.22 The course gave prisoners the opportunity to tackle some of the problems they might face after release and to give them confidence to pursue opportunities for employment, training and education. Topics included producing CV's, completing job applications, interview techniques, letter writing, disclosure of offences and help to access New Deal and other government training programmes. The Employment Service attended each course and provided individual prisoners with information on job opportunities. The tutor was enthusiastic and gave prisoners plenty of encouragement to succeed and seek employment on release. Prisoners took part in interview role-plays followed by a formal interview with the tutor. This formal interview was recorded on videotape and used later when course members evaluated individual performance. *This was good practice for prisoners in developing good interview techniques and building confidence.*

5.23 Those prisoners wanting to start up their own business prepared a business plan which was submitted to Business in Prisons or the Prince's Youth Business Trust

for consideration. Successful applicants had an interview and their applications were forwarded for funding. One prisoner who had attended the course had set up a mobile Garden Market Stall on release. *This is good practice and should be continued as it encourages and motivates prisoners to succeed.* The teaching approach was well suited for this course with most activities being interactive to develop confidence and encourage teamwork. Sessions observed were lively with all prisoners participating and wanting to learn.

5.24 Prisoners could use a careers guidance computer package providing an A to Z of jobs, skills and qualifications needed, pay rates and other useful sources of information. This was further enhanced by using psychometric testing software which produces a list of occupations that may best suit their needs. Information was also provided on further education colleges, sponsorship and charities and names and addresses of local organisations. However, this training package was available only to course participants. **This facility should be advertised throughout the prison to enable prisoners to be aware of the opportunities available when released.**

Library

5.25 The main library was a large, bright, well stocked suite of rooms situated in the education building. It was open every weekday and three evenings a week and staffed by a librarian and two assistants who each worked for 18.5 hours a week. This library served the needs of learners from A, B and C wings. Membership was high at 85% and usage thought to be around 75%. The library was part of the Nottinghamshire Library Service, which gave learners access to book stock from all libraries in the county through a book ordering system. The provision was well managed, book stock regularly audited and new books purchased according to popular demand and new education provision; for example, both adults' and children's books have been bought following the introduction of a new parentcraft course. There was a computer with careers and job skills software. There was effective liaison with the Education department and prison management. **The library lacked books for learners with basic literacy needs and the prison should expand this provision.**

5.26 Unfortunately only about a third of learners had access to this library. Very limited book collections were available in D and E wings, F and G wings and the segregation unit. Few newspapers and magazines were available in these wings. Providing these additional services stretched the librarian resource and made supervision of book stock difficult. The smaller libraries were cramped, offered little choice, and the opening times were restricted. **Rather than operate separate provision, the prison should make better use of staff and resources to enable prisoners held in D and E wings to attend the main library.**

Work Skills Training

5.27 The workshops had wood machining, plastics, tailoring and assembly work. Prisoners could access work areas depending on their enhanced status within the prison regime: prisoners on basic regime could not access any of the workshops, standard regime prisoners could work in wood machining or tailoring workshops and only enhanced regime prisoners could work in the plastics workshop. If a prisoner moved regime level he had to change workshops. **The effect of the IEP scheme at Ranby was to disrupt the work and learning of prisoners and staff in the workshops, and it should be changed.**

5.28 There was no accreditation of the work skills gained in the tailoring or wood machining workshops and there were missed opportunities for nationally recognised qualifications in these areas. **The prison should consider introducing a programme to recognise skills gained and implement National Vocational Qualifications (NVQs) training in performing manufacturing operations to at least level 2. The Education department should work with all practical workshops to accredit basic and key skills where they occur in practical situations.**

5.29 In the contracts workshops prisoners were engaged on a variety of simple tasks including electronic component assembly and making compact discs unusable so they could be recycled without infringing copyright. None of the prisoners were working towards recognised qualifications and no opportunity was offered for the

achievement of Health and Safety qualifications although instruction was given to all new entrants to the workshops. **More training opportunities leading to nationally recognised qualifications should be offered to all inmates.**

Plastics Production

5.30 The plastic production industry workshop provided opportunities for a maximum of 5 prisoners to work towards NVQ level 1 in injection moulding. The workshop produced mainly a range of plastic domestic drinking and feeding utensils for use in prisons. It also had private contracts to produce paint rolling trays. At the time of the inspection the workshop was closed to prisoners while two new high technology microprocessor injection-moulding machines were being installed.

5.31 5.31 The workshop operated on a two-shift system, with prisoners choosing one of the 6 hour day shifts. Prisoners were selected only from A and B wings. The two civilian instructional officers were qualified assessors and internal verifiers with many years' industrial experience. Prisoners were given a brief induction, received on the job training and were given a minimum of one hour each week for theory training and portfolio building towards the NVQ.

5.32 The prison had been offering NVQ training since 2000 and had become a registered centre with the British Polymer Training Association in April 2001. The number of prisoners on the NVQ programme was constantly below the maximum and at the time of the inspection only one prisoner was registered as working towards the qualification. There was very poor retention and achievement. **This training opportunity should be promoted.**

Farms and Gardens

5.33 Ranby had extensive resources for both amenity and commercial horticulture, some of which had become dilapidated in recent years. The prison was an accredited centre for NVQs in horticulture and a member of staff had appropriate assessor and verifier qualifications with a further staff member undertaking assessor training. There were places for 24 prisoners to work in this area and a small number of learners had started the NVQ. **There were missed opportunities for learners to achieve**

either vocational or key skills qualifications whilst at work in the gardens. The prison should maximise these opportunities.

Industrial cleaning

5.34 Industrial cleaning training certificated through the British Institute of Cleaning Science (BICS) was provided for prisoners who worked as wing cleaners. In the previous six months nine prisoners had achieved the BICS cleaning operatives proficiency at level 2 and eight at level 1. **Consideration should be given to offering the NVQ level 2 in cleaning.**

Physical Education

5.35 The Physical Education department provided a good service to prisoners. The staffing complement of one Principal Officer, one Senior Officer and seven PE Instructors had produced a team of well qualified, enthusiastic and well motivated staff.

5.36 To serve the 'two sides' of the prison, there were two PE areas. In the 'open' area there was a small gymnasium (part of the original area had been converted into classrooms), a weights room and a multi-activity area. On the 'closed' side, there was a gymnasium with a sports hall and a weights room. An outdoor sports field catered for football and rugby and, in addition, it had an all-weather cricket wicket. The indoor and outdoor facilities were of a high standard and were well used. The PE department had its own industrial washers and dryers so that PE kit was kept clean. There were seven orderlies employed in the PE department and they looked after both sites. The areas were clean and tidy.

5.37 Prisoners new to Ranby had a session on the PE department as part of their induction programme. Prisoners who had been selected by workshops also had a course on generic preparation for work in which the PE department participated along with education staff. There was good access to the gymnasium and associated facilities throughout the day as well as in the evening and at weekends. Arguably the emphasis on skills training reduced the time available to use PE facilities for pleasure

but many prisoners to whom we spoke were content with the current arrangements. No-one was excluded from PE activities and prisoners on Basic regime under the IEP system were allocated two sessions per week on Mondays and Thursdays. There was continual feedback from prisoners since staff had organised a prisoner representatives' meeting.

5.38 The qualifications offered were relevant to outside agencies and included a sports injury course, Community Sports Leaders Award, manual handling and lifting, and an emergency life support award. The NVQ level 1 and level 2 in Sports and Recreation was offered and 18 full level 1 awards and three level 2 awards had been achieved in the last five years. A further 10 community leader awards were achieved, 16 British Weight Lifting Association Leaders awards, 13 British Weight Lifting Association incentive awards, 28 Football Association treatment of injuries awards, 160 emergency life support awards and 138 handling and lifting awards had been achieved since April 2001.

Religious Activities

5.39 There was an active chaplaincy team led by a full time Anglican priest with other ministers, priests and lay workers attending part-time. Christian denominations were provided for with a Roman Catholic chaplain and a priest, Methodist minister, and a Salvation Army officer. There were Mormon and Jehovah's Witness ministers. Other faiths included a Sikh minister and an Imam. There was a vacancy for a Buddhist minister but one had been identified and his appointment was pending security clearance.

5.40 The chapel and associated offices and group rooms were well appointed. A multi-faith room was usually taken for Muslim prayers. Sikh prayers were conducted in the group room within the chaplaincy area. Respondents to our prisoner questionnaire experienced no difficulty in seeing their ministers or attending services. We were told that chapel attendance for prisoners from F and G wings was restricted to 40, 20 from each wing. There was no system to ensure that all prisoners could attend chapel, even one that gave priority to prisoners who had not been able to attend

the previous week because the quota had been filled. All prisoners should have the opportunity of worship and **the prison should ensure that sufficient services are provided.**

CHAPTER SIX

CONTROL AND GOOD ORDER

Good Order

6.01 Throughout the day and evening Ranby was a well controlled and orderly prison. Prisoners went about their business being respectful to staff and other prisoners. In A and B wings, where staff supervision was minimal, there was a good atmosphere and a feeling of mutual respect for one another. In D, E, F and G wings there was very tight supervision, which did not allow prisoners to have the degree of responsibility we would expect in a category C prison.

6.02 Over the past year Ranby has had to deal with several serious incidents including:

- one hostage incident
- six acts of concerted indiscipline including cells smashed and sit-downs
- two roof top demonstrations
- seven barricades
- two fires.

These incidents clearly illustrate the potential for bad behaviour and it is to the credit of Ranby staff that the prison lacked feelings of tension and conflict. In our prisoners' survey seventy six percent of respondents said they had never felt unsafe in Ranby.

Incentives and Earned Privileges

6.03 HMP Ranby operated a three level Incentives and Earned Privileges (IEP) scheme that also determined where prisoners were located in residential units. New prisoners arriving at Ranby were automatically placed on standard level for a minimum period of two months during which time staff could assess whether the prisoner was managing to adapt to the new surroundings. After this initial period, prisoners could apply for enhanced level and applications were decided at a board chaired by a residential Senior Officer. The prisoner himself was present and, where

possible, his Personal/residential Officer. At the time of this inspection, 14 prisoners had been granted enhanced level and were awaiting spaces on A and B wings. The recent trend of regular and high numbers of prisoners being discharged meant that prisoners did not have to wait long before moving to A and B wings.

6.04 As far as we could tell, there was no automatic review of prisoners on standard and enhanced levels although consistently poor behaviour would automatically mean reconsidering whether downgrading was appropriate. Downgrading to Standard level was also decided at Senior Officer level. Decisions not to approve enhanced level or to downgrade to standard level attracted a right of appeal to a Principal Officer and, thereafter, appeal through the Requests/Complaints system. The main basis of decisions were prisoners' wing files which should have recorded positive as well as negative behavior, but the wing files we sampled generally recorded negative behaviour ('write-ups'), usually in the form of a rubber stamp entry recording what was referred to as a 'negative profile entry'. After two write-ups, prisoners received a formal warning from the residential Senior Officer that constituted the third write-up and referral to the board for basic level. We learned that a proven adjudication in which a penalty had been awarded also counted as a 'strike'. This meant that the prisoner had a double penalty and **this practice should be reviewed**. We also discovered a separate method for prisoners in the Voluntary Testing Unit in A wing who could be downgraded to standard using a points system. Although it was not part of IEP, its use of negative profiles and strikes for matters not relating to drugs meant that it worked alongside IEP. **The points system should be reviewed**.

6.05 Prisoners who failed to meet the requirements for standard level faced demotion to basic level. A board chaired by a Principal Officer considered referrals from staff. The board was attended by the wing Senior Officer, a wing Officer and by the prisoner himself. The general rule seemed to be that three negative profile entries (a proven adjudication also came within this category) meant basic regime. Prisoners could appeal to a senior manager and, thereafter, through the Requests/Complaints system. In the period April 2001 to 13 February 2002, there had been 351 referrals of prisoners to the Basic Board. Of these, 53 (15%) were not approved and prisoners remained on standard level. We felt that this Board was evidence that a fair system,

which included recourse to appeal, was in operation. Compared across the wings, F wing referred the most prisoners (30%) for basic level closely followed by D wing (28%) and then A wing (24%). E wing referred 14% with G wing and the Segregation Unit each referring 2%.

6.06 Prisoners on basic level (other than prisoners on C wing who had their own arrangements) were housed on G wing that had up to 48 single cells allocated for basic regime. Conditions were more akin to being in a Segregation unit. Prisoners remained in G wing for 28 days on a considerably restricted regime. After 14 days, there was an automatic review of the individual's behaviour and prisoners who continued to make progress could revert to standard level after 21 days on G wing. Even then, there was a long process of return to enhanced via D and E wings. Although the reasons for a prisoner's anti-social behaviour were not directly addressed, managers and staff in the wing aimed to get the prisoner to improve.

6.07 Basic regime meant that visits were limited to two 30-minute sessions each month, private cash was £2.50 per week and total spending was restricted to £5 per week. Prisoners were offered exercise every afternoon. Association periods were limited to one weekend and three weekday sessions each week. This also meant that showers and the use of the telephone were restricted to association periods. Prisoners could go to the gymnasium twice each week on Mondays and Thursdays. If prisoners had already commenced offending behaviour work prior to coming on to basic regime, they were allowed to continue these programmes. Prisoners could not continue in employment but those receiving education could have in-cell studies. **All prisoners should be offered daily showers and a telephone call.** There were plans to provide all prisoners on G wing, including those on basic regime, more time out on association.

6.08 In the week of this inspection there were 29 prisoners on basic level, and in the preceding three months there had been an average of 25. Apart from 11 prisoners, all on basic level were aged 26 years or under and 14 of them would be released within nine months. We interviewed four of these prisoners. They all knew exactly what had caused the referrals even if they did not necessarily agree with the decision to

place them on G wing. They found the restricted regime punitive and none of them could say what positive steps they could take to get back to standard level. They all had a set of specific rules but they said that interpretation of conformity depended according to which officer was around at the time.

6.09 We felt that the approach to prisoners on basic regime was unimaginative. There was no constructive work being done with prisoners to address the specific reasons for their moves to G wing. This was an opportunity for staff not only to monitor prisoners' behaviour but also to get to know them. Some officers were doing this already and many prisoners were encouraged to get off basic level for this reason. The relatively young age of prisoners meant that they were more likely to challenge authority. Some staff recognized immature behaviour for what it was and dealt with it by talking to prisoners and encouraging them through frequent and informal conversation. Other staff felt challenged by difficult prisoners making them even more determined to exert greater control by sticking rigidly to what, for the most part, were petty rules. There were enlightened wing managers and staff and we support proposals for more time out of cell. Care should also be taken to ensure that prisoners due to be discharged in the next few months were not forgotten on the grounds that they were on basic regime. **Consideration should be given to providing some form of group work or individual work that allowed prisoners and staff together to work through this period of anti-social behaviour.**

Segregation Unit

6.10 The segregation unit building was in reasonable condition. There were ten cells, nine of which had in-cell sanitation and low voltage electricity. The other cell was for holding refractory prisoners and this cell did not have in-cell sanitation. The public areas were clean and tidy as were the empty cells. Two prison officers throughout the day and evening staffed the unit with a Senior Officer from C wing providing management oversight of the unit.

6.11 There were five prisoners in the unit at the time of the inspection. We spoke to all of them. They all knew why they were there and stated that staff treated them

properly. None of the prisoners were on punishment: they were there either for their own protection or awaiting the outcome of an investigation. All the occupied cells appeared dirty and uncared for.

6.12 Prisoners had access to exercise every morning, to showers on Tuesday and Thursday, and to the telephone every third day; cell cleaning was done on Tuesday and Friday. There was no other activity available to prisoners in segregation and their regime therefore compared very unfavourably with prisoners in the main wings. **A structured and active regime should be put in place for prisoners in segregation, discriminating between those under punishment and those on Prison Rule 45.**

The library consisted a wheeled trolley containing old, dog-eared paperback books, to which the prisoners had access to on Tuesday and Friday. **The segregation library books should be changed on a regular basis.**

6.13 The recording of events and visitors in the register was sloppy. There were many omissions and the register was in poor condition. **Governors should check the condition and content of the segregation unit register when visiting the unit.**

Each prisoner had a new history sheet opened when received into the segregation unit. It was disappointing to note that comments had been entered on the record/history sheet of only one of the five prisoners held in the unit.

Adjudications

6.14 A doctor must see all prisoners who are subject to adjudication within twenty-four hours of the adjudication. Adjudications at Ranby took place in the mornings and were conducted either in the segregation unit or in G wing. The doctor did not visit the prison until the afternoon. Therefore all prisoners adjudicated upon who did not receive a period of cellular confinement in the segregation unit were held there until the doctor had seen them. In effect they received one days cellular confinement. **Management should make arrangements that ensure prisoners are not held in the segregation unit unnecessarily.**

6.15 All governor grades conducted adjudications. We observed two adjudications that took place in the segregation unit. The adjudications room was appropriate in size and layout. The proceedings were conducted in a friendly but professional manner. The process in both cases was sloppy with many departures from the adjudications manual. An examination of F256s over the past six months showed that inquiries into charges were perfunctory. **The Governor should ensure that governors conduct adjudications in accordance with the adjudications manual and that charges are thoroughly enquired into.**

Use of Force

6.16 There was no authorised use of force during the inspection. From April to November there had been twenty-seven occasions when control and restraint techniques had been used. Forms were properly completed, in detail, and they were neatly filed and maintained.

CHAPTER SEVEN

RESETTLEMENT

Management of Resettlement

7.01 The prison's whole approach to resettlement work was under active review at the time of our visit and many of the services were in a state of transition. These changes were mainly in response to a needs analysis of the prisoner population which had been commissioned by the Governor upon her arrival at Ranby and carried out by the Psychology department in November 2001. This analysis had shown that 74% of the population would serve less than 10 months at Ranby prior to release back into the community. Priority was therefore being given to developing appropriate interventions and services for short-term prisoners. **A clear resettlement policy should be drawn up based on an up to date needs analysis of the resettlement needs of the prisoner population.**

7.02 No single member of the senior management team was designated as Head of Resettlement; the responsibility was shared between the two Heads of Residence and there was also a Head of Programmes. The Senior Probation Officer (SPO) had previously held the post of Head of Throughcare, but the SPO post had been vacant since June 2001 and there was no immediate likelihood of the local probation area being able to provide a replacement. A multi-disciplinary throughcare group met on a quarterly basis but the notes reflected little evidence of any action taken as a result of discussions held at that meeting. **The throughcare meeting should closely monitor the performance of the prison in respect of key resettlement activities and take action where necessary.**

7.03 Although good quality work was being undertaken by a range of staff in different disciplines, the resettlement functions within the prison were not co-ordinated and therefore acted somewhat in isolation. This fragmentation was

compounded by geographical isolation; the sentence management, probation, psychology and programmes units were based in separate locations across the large prison site.

7.04 The administrative procedures supporting sentence planning and preparation for release were excellent. *Shortly after arriving at Ranby, all prisoners received a computerised print out giving details of their relevant sentence and licence dates and a proforma seeking early notification from those prisoners wanting to reclaim time spent in police cells.* The prisoner core files kept in the central discipline office were well ordered, without unnecessary duplication of documentation, and information was easy to access. *Licences were sent to the residential wing at least one week prior to the prisoner's release date, so that the prisoner could have the licence explained to him and sign it in good time.*

Reintegration Planning

7.05 Eighty per cent of prisoners came from Nottinghamshire, Derbyshire and Yorkshire. Our survey results showed that a third of prisoners were less than 50 miles from their home area and only 15% were more than 100 miles from home (including prisoners from overseas). Despite this, the prison had no significant links or partnerships with community based agencies in these areas. The resettlement services available to prisoners relied predominantly on what prison based staff had to offer and they were not routinely available to all prisoners. Despite discharging between 50 and 100 prisoners each month, there was no structured programme to prepare prisoners for release.

7.06 Fifty nine per cent of the prisoners we surveyed were due to be released within the next six months. Of these, 44% had nowhere to live and 71% did not expect to have a job to go to on release. Only a small number of prisoners had been spoken to about their release plans and over a third of them said they would like help with housing, health, financial worries and drugs before they were released. **Services should be developed, where possible in partnership with community based**

agencies, to give all prisoners access to help and advice on matters relating to accommodation, employment and education, debt management and benefit entitlement.

7.07 The agreed Probation staffing level of one Senior Probation Officer and three Probation Officers had not been achieved for several months. The two full-time Probation Officers were having to concentrate on statutory tasks including Home Detention Curfew, parole reports and managing public protection cases. Casework with all life sentence prisoners accounted for a significant amount of their available time and they continued to respond to many requests of a 'welfare' nature, which could appropriately have been dealt with by Personal Officers. Owing to this workload, the department was unable to participate in other relevant activities such as induction, sentence plan reviews or programmes. Probation staff could arrange for sexual abuse and bereavement counsellors to come into the prison to work with individual prisoners as necessary. **If required staffing levels cannot be achieved within the Probation department, there should be a review of the department's tasks and targets to ensure most effective use of the Probation resources.**

7.08 In the 12 month period from January 2001-2, 175 applications for Release on Temporary Licence (ROTL) had been considered of which a third had been approved. These included ten escorted town visits by life sentence prisoners. There was some evidence of ROTL being used to support resettlement, for example to allow prisoners to attend job interviews.

Sentence Planning

7.09 Six officers from F and G wings were responsible for completing all sentence plans on prisoners other than life sentence prisoners. These staff worked normal shift patterns and could be detailed to other duties within the prison; we were told this meant that the required numbers of experienced staff were not always available to undertake sentence planning. This combined with the high level of prisoner receptions meant that the unit carried a backlog of some 40-50 cases. Sentence plans were completed on all prisoners, irrespective of the length of time they would stay at

Ranby. This seemed to be an inefficient use of resources and of limited benefit to prisoners. **There should be better targeting of full, structured sentence planning. An alternative procedure should be developed to meet the needs of short-term prisoners.**

7.10 We reviewed the case files of the next 45 prisoners to be discharged from Ranby. Seven had been at Ranby for less than one month and only six had been there for more than one year. The sentence planning forms were fully completed and very detailed. However, most had been completed by the sentence planning officer alone and there was limited evidence of sentence planning boards having been held. Sentence planning officers confirmed that they wrote a large number of the plans, based on information available from records and written contributions from staff in other departments; they then set the appropriate targets and finally discussed the plan and targets with the prisoner. At this advanced stage, many prisoners declined to engage in the process or to agree to the targets that had been set for them. Of the prisoners we surveyed, 68% said they had a sentence plan, 83% knew what their sentence planning targets were and 58% agreed with the targets. **Prisoners should be actively involved in the formulation of their sentence plans.**

7.11 In general, the sentence planning process concentrated on matching prisoners to the groupwork programmes available at Ranby, with most targets relating to which courses the prisoner should attend. Purposeful activity and use of leisure were not integrated into the sentence plans; we found few targets relating to education, work or other activities and sentence plans were not used to inform allocation of education or work places. For some prisoners, a transfer to Ranby had removed or significantly impeded their ability to achieve previously identified sentence planning targets; mainly because of the imposed system of 'progression' through Ranby with access to opportunities available only at certain stages, many prisoners would not have sufficient time to prove themselves, complete the necessary courses or indeed benefit from a period in Category D conditions. **Sentence planning should be better integrated into the prison regime and should provide continuity of experience and opportunity for the prisoner.**

Personal Officers

7.12 Ranby did not have an effective Personal Officer Scheme. In our survey, only 17% of respondents said they had a Personal Officer although over half had never met that officer. Some officers told us they were the designated Personal Officer for prisoners in a group of cells or on a particular landing but this seemed to be a nominal allocation of responsibility. Most wings had a 'duty' Personal Officer identified each day and it was this person who completed any sentence planning documentation or dealt with individual prisoner issues.

7.13 This arrangement meant that important opportunities were missed for wing based staff to motivate, support and monitor a prisoner's progress whilst at Ranby. As the first and often most frequent point of contact between the prisoner and the prison system, residential staff have an important role to play in both encouraging and challenging the prisoner and reinforcing work done with the prisoner within the wider regime. **The role of Personal Officer should be formalised and clarified to ensure that Personal Officers support prisoners throughout their time at Ranby, including their offending behaviour work and preparation for release.**

Offending Behaviour Work

7.14 Seventy five per cent of prisoners who responded to our survey said they had not received any help to address their offending behaviour. Those who had received help referred to offending behaviour courses (50%) and sentence planning (31%.)

7.15 Ranby provided a wide range of group work courses aimed at addressing offending behaviour needs. A team of seven staff, including all of the psychologists, ran the Enhanced Thinking Skills (ETS) course with a target of 112 completions per year. The team had achieved a quality rating of 95% when audited in November 2001 and had immediately rectified the shortfalls which had reduced that rating from the previous 100%. The achievement in raising staff awareness was particularly impressive, with ETS having a place on the induction programme for all new staff and awareness sessions being run for 25% of the staff group each year.

7.16 A number of referral routes existed, including sentence planning and prisoner application; the team was willing to assess any prisoner for suitability for the ETS programme. Allocation to a programme was determined by release date with every effort being made to ensure suitable prisoners were able to complete the programme. We were told it was becoming increasingly difficult to secure the attendance of supervising Probation Officers at course reviews. The team was also experiencing staffing difficulties with one officer tutor on long term sickness absence and psychology assistants leaving to take up training. The higher psychologist acted as treatment manager for the programme and in the absence of an SPO, the roles of programme and throughcare managers were both being held by governor grades.

7.17 The Prisoner Development Pre-Release (PDPR) department was made up of three discipline staff who had received training in motivational interviewing and programme delivery. We were not able to speak to any of these staff or observe delivery of a programme during our inspection. The department ran up to 22 courses per year covering topics such as Anger Management, Offending Behaviour, Alcohol Awareness, Communication Skills and Stress Management. Waiting lists existed for most of these courses and we were told that consideration was being given to expanding PDPR provision. Whilst this might be appropriate, we would reinforce the need to develop interventions in response to the assessed needs of the prisoner population. Ranby relied almost entirely on groupwork programmes to address offending behaviour and resettlement needs; **a wider range of interventions should be developed to supplement and support the groupwork provision.**

Life Sentenced Prisoners

7.18 Ranby held 31 life-sentenced prisoners who were managed by 10 case officers. The officers were enthusiastic and committed to their role, but they were not closely line managed. The lifers to whom we spoke said they were stagnating at Ranby.

7.19 All life sentenced prisoners were subject to annual reviews, though these were sometimes slightly delayed. In addition, a system of more frequent reviews was in

place with new lifers being assessed four months after arrival. Life sentenced prisoners were present at the reviews and reports were discussed with them prior to any review taking place. They were also given copies of reports.

7.20 On arrival at the prison, life sentenced prisoners received no specific induction programme and the specially produced information booklet contained some out-of-date information. It is unlikely that any lifer could view a move to Ranby and the respective regimes on F and G wings as a progressive transfer. A more appropriate and focussed lifer induction programme could help to overcome some of the negative feelings lifers expressed about the prison. **There should be a specific induction programme for life-sentenced prisoners.**

7.21 Family days were not in operation at the time of our inspection and there were no opportunities for life-sentenced prisoners to meet together on a regular basis. Life sentenced prisoners had no opportunity to influence the running of the living units on which they were based. The only cooking facilities available to them were limited and available only in B wing. There were no privileges available for life-sentenced prisoners in addition to those enjoyed by others, but we were told that the possession of musical instruments had recently been agreed though this had not been formalised.

7.22 Overall, the regime on offer for life sentenced prisoners did not allow for self-determination or the development of responsibility. **There should be a review of the regime to ensure it promotes self-determination and the development of responsibility for life sentenced prisoners.**

7.23 Life sentenced prisoners were the responsibility of a member of the senior management team. Reporting to him was a group of case officers. These officers were volunteers, but their work was regarded as “flexible” and could be dropped at times of staff shortage. Case officers were also concerned with what they regarded as the unrealistic amount of time they may be given to work on lifer matters in the future as a result of the recent Management Consultancy Services review. Case officers had a good understanding of the lifer system, though this was not shared widely among other staff. There was a need for more direct line management of case officers in

order to unify their approach and capitalise on their enthusiasm. **A Principal Officer should be appointed with specific responsibility for life sentence prisoners and the management of case officers.**

7.24 Life sentenced prisoners themselves told us that they did not get any form of priority in terms of access to courses or other aspects of the regime, even if they had a short tariff. They said they felt they were stagnating at Ranby; in talking to us, their demeanour was flat. It was difficult for them to work up any enthusiasm, and even the availability of town visits at the prison failed to interest them.

7.25 Ranby was not offering life-sentenced prisoners a challenging or engaging environment. The work of case officers was of a high standard and with a clearer managerial lead they would prove to be the change drivers the prison requires.

CHAPTER EIGHT

SERVICES

Catering

8.01 In our prisoner questionnaire only 8% of respondents stated that the food was good while 37% stated that it was bad. We received a large number of complaints from prisoners during our visit about both the quantity and quality of the food. While accepting the limitations of catering for a large and varied population on a small budget, our observations supported the view that the meals could be improved and that, especially for the younger prisoners, some of the portion sizes were inadequate. **The prison should work towards the local ‘Heartbeat Award’ which would provide guidelines on issues related to diet and nutrition.**

8.02 The kitchen itself was clean, although owing to lack of space it was somewhat untidy. Originally it had been designed to serve a far smaller population, and the addition of the necessary extra equipment had made conditions extremely cramped. **Consideration should be given either to increasing the size of the kitchen or to redesigning it to make better use of existing space.**

8.03 Some of the equipment was reaching the end of its useful working life and was working erratically. This was having a detrimental effect on the kitchen’s ability to produce the necessary quantities of food within a reasonable timescale and thus limited the menus which could be offered. We were also told that the cost of maintenance was rapidly increasing. **A survey should be undertaken of the kitchen equipment and a replacement schedule agreed.**

8.04 A Principal Officer (PO) managed the Kitchen with a team made up of two Senior Officers, two officers and five civilian cooks. In addition there were up to 25 prisoners working in the kitchen at any time. This was due to change as the kitchen was in the process of being ‘civilianised’ with the officers moving back to custodial

duties in Ranby or elsewhere. The uncertainty about the future had clearly lead to a drop in morale and a lack of enthusiasm in the production of meals. **The planned conversion of the kitchen department to a completely civilian run operation should take place as soon as possible.**

8.05 The budget for food was based on a sum of £1.43 per day for each individual prisoner. This was a low figure compared with most other establishments and cost appeared to be the major reason that the food portions were so limited. **Management should consider increasing the food budget to a more realistic level.**

8.06 Breakfast was cereal and toast, while for lunch there was a choice from a limited selection of small filled ‘cobs’ with some additional items such as fruit and yoghurt. On weekdays there was a pre-order, multi-choice menu for the evening meal and it was intended to extend this to weekends in the near future. The menus were operated on a four-week cycle although a number of meals were repeated during this period. The choice for Muslim prisoners was particularly poor, bearing little resemblance to their normal diet in the community. **The needs of Muslim prisoners should be taken into account when recruiting the new civilian staff for the kitchen.**

8.07 *A bi-monthly joint Canteen and Catering User Group Meeting provided a forum for prisoners to discuss issues directly with catering staff. This was good practice and should be developed by increasing the membership and having a more pro-active agenda relating to the planning of menus.*

Prison Shop

8.08 **8.08** The prison shop was run on contract by a private company, Aramark, which provided this service to the other prisons in the area. We were told that Aramark were being paid a considerable fee to subsidise their costs and that even with financial assistance they were still struggling to make the operation pay. It was unclear to us what level of saving had been made through the privatisation of the shop

while both staff and prisoners complained that the service had deteriorated since Aramark had

taken over. **Area Management should undertake a cost/benefit analysis of the results of privatisation to determine whether it had brought the benefits it was designed to deliver.**

8.09 Aramark had proposed a reduction in the number of stock items as a means of saving money. We were concerned about this proposal as the selection was already fairly limited. **The prison should ensure that a reasonable range of goods is maintained.**

8.10 There were different shop lists for the different wings, effectively tying the selection of goods into the Incentive and Earned Privileges (IEP) scheme. However, the basis on which it was decided what goods should be available to the different IEP levels was unclear. For example, we noted that while Nivea Cream was available to those on the basic IEP level, cocoa butter lotion was not. We would consider that for a number of non-white ethnic groups cocoa butter lotion was a skin care necessity, rather than luxury, and it should be available for purchase. We also noted that prisoners on the basic IEP level were not allowed to buy filter tips for their hand rolled cigarettes. As any form of smoking is a major risk to health, we do not understand the logic of denying any prisoners the opportunity to ameliorate the toxic effects of tobacco. **The prison should review the use of differing lists for normal stock goods as part of the IEP scheme. In particular it should consider whether to discontinue this practice as the IEP scheme already limited the amount prisoners were able to spend.**

The Estate

8.11 Ranby had been developed piecemeal over the years from a hatted military camp. Only eight of the original huts remained; the rest of the buildings were a mixture of mainly Prison Service provision in a variety of styles and forms of construction. The large estate had been maintained in generally good condition and presented a pleasant environment for prisoners, staff and visitors. We found the Works department to be very well run. Much work had been carried out in previous years and there was an impressive forward programme in train.

8.12 The eight huts seen and condemned at our last full inspection still remained in use as residential accommodation. The prison had overhauled the buildings radically to get the very best possible accommodation from them. At the same time, the occupants had been carefully selected to reduce gratuitous damage and to ensure that they were kept clean and in good order. Even with the extremely good management of an intrinsically poor asset we felt that the standard of accommodation fell short of that which is acceptable today. It also had led to the anomaly of the enhanced regime prisoners living in the worst accommodation while those on standard and basic regime lived in the best. We commend the prison for the work done to improve the living conditions in the huts but **repeat our previous recommendation that they should be replaced.**

8.13 We found that the cell call system audible alarm in F wing was mute, and we were told that it had always been so. At our request the Works department promptly investigated; they reported that the switch was sticking and that no Small Repair had been raised. There was no record of cell call system checks in any wing in the prison, although we were told that it was included in the daily cell checks. **Cell call system checks should be recorded as a separate, distinct, item and defects should be reported promptly to the Works department.**

8.14 There was a great deal of flat roofing with much of it under repair at the time of the inspection. Past experience has shown repeatedly that repairs do not effect a cure and that the only permanent solution is to superimpose a lightweight pitched roof, as has been done successfully elsewhere in the Service. It would be particularly easy at Ranby as the roofs are all simple geometric shapes and there is a large, apparently underused, wood mill on site. **Flat roofs should not be repaired but should be covered with lightweight pitched roofing.**

8.15 There was a significant cracking of the end wall of the multi-facility building, at high level in the upper rooms. It was particularly noticeable in the computer room. **The cracking should be investigated thoroughly and any necessary remedial action taken.**

8.16 We saw that many of the window catches on the current standard, steel windows were defective. The windows would not be closed properly resulting in cold draughts and needlessly increased fuel consumption. Defective catches on these windows are widespread through the Service as the design is not sufficiently robust. In many cases repairs can be made only by first removing the glass. **A better catch should be designed and retrofitted throughout the Service, as well as to all new security windows.**

8.17 We inspected the education building on a frosty morning with a clear blue sky. Even with the low outside air temperature the very obvious solar heat gain was giving rise to high inside temperatures. It was not difficult to see that conditions would be very poor on hot summer days, a view supported by the large number of portable electric fans in the building. The fabric appeared to have no protection against solar gain despite its orientation which exposed it to radiation. **There should be some protection from solar gain and a limited number of small air conditioning units should be provided.**

8.18 The anti-slip surface of the kitchen floor had worn away in a number of places and the floor had clearly sunk in some areas giving rise to ponding. Equipment in the centre cooking island was not well arranged, the large central space was not readily accessible and it was badly congested with pipes and cables rendering daily cleaning very difficult. We were told that extensive work was in prospect. **The floor should be re-laid and the centrally placed cooking equipment better arranged.**

8.19 We were told that the central boiler house was to be replaced which will provide an opportunity to improve localised heat control. **Crude heating controls should be replaced with systems giving better control over room temperatures.**

8.20 Facilities for disabled persons were limited to two suitable WCs and one or two timber ramps. The prison had started to assess what was required but had made little progress. **Adequate facilities should be provided for disabled prisoners, staff and visitors.**

8.21 A wall separating the recesses from the association room in C wing exhibited a great deal of damp even to the extent of wetness around a 13-amp power socket. It appeared to be the result of failed tiling grout in the recess. **The socket outlet should be made safe and the dampness cured.**

8.22 There were a number of instances where we saw Small Repairs which had not been reported. Staff advised us that the Works department were prompt in their response, but the initiating department did not keep a record of repairs which had been reported on the answer phone system. **The reporting and logging of Small Repairs by building users should be improved.**

8.23 The handover to the Works department of unused accommodation space pending re-allocation was not well carried out. As a result there were unused rooms and areas which were not the clear responsibility of any department. **Unused spaces should be formally handed over to the responsibility of the Works department.**

8.24 Although much of the prison was covered satisfactorily by battery maintained lighting there were a number of areas which were not. The Fire Officer had conducted a survey and identified the shortfall. **Battery maintained lighting should be provided throughout.**

8.25 Most of the site was adequately protected against lightning and the installation tested regularly as required although repairs were being carried out tardily. **The whole site should be protected against lightning and any necessary repairs carried out promptly.**

Health and Safety

8.26 There was a good Health and Safety management system but its effectiveness was not apparent at the workplace. We saw a number of items which should be rectified.

8.27 We were told that only half the Safety Audits had been completed and so the prison was outside the law. **Safety Audits should be completed as required by law.**

8.28 Although Health and Safety records existed at the workplace in some cases they were in disarray, and in other cases they were out of date. **Health and Safety records should be kept up to date and in good order throughout the prison.**

8.29 The pottery kiln in the Education department was unsafe for use as the heating elements had fallen from the ceramic housings and there was no lid activated over riding cut off for the power supply. **The kiln should either be repaired and brought to a satisfactory standard or replaced.**

8.30 We found defective 'locked-in' alarms and lightning equipment in the cold rooms, none of which had been regularly checked or faults reported. **Cold rooms should be checked regularly by kitchen staff and defects reported promptly to the Works department.**

8.31 The checking of food temperatures in the various serveries was inconsistently carried out and inconsistently recorded. **Servery food temperatures should be checked and recorded at every meal.**

8.32 The plastics shop was untidy and not clean. The floor tiles were loose and missing in places. **The shop should be kept clean and tidy. The floor finish should be replaced with one capable of withstanding heavy use.**

Fire precautions

8.33 Fire precautions were generally in good order but there were a number of areas of concern.

8.34 Staff had not been released to the Fire Officer for the simple, regular training required by legislation. At the time of the inspection only half the staff had been

trained and so the prison was operating outside the law in this respect. **Staff training should be brought up to date.**

8.35 Training in the use of SDBA was in total disarray, rendering it impossible to use the equipment. **SDBA training should be rationalised and adequate cover by trained personnel provided in the prison at all times.**

8.36 The profiled steel roofing of the education building was not sealed at the junction with the fire separation walls. There was a clear passage along the building for the spread of smoke and fire. **The tops of the walls in the education building should be sealed against heat and smoke where they meet the roof.**

8.37 In the woodworking shops there was a considerable amount of wood dust on high-level surfaces in the areas. As wood dust poses a very serious fire risk it should not be allowed to accumulate. **There should be a regular deep cleaning programme for all shops where wood is worked.**

CHAPTER NINE

SUMMARY OF RECOMMENDATIONS AND GOOD PRACTICE

Main Recommendations

- 9.01 The cells in A and C wings should be equipped with integral sanitation and conventionally locked so that night checks can be carried out. In the interim, these cells should not be used for prisoners who are vulnerable to suicide and self-harm. (9.05)
- 9.02 The prison should begin to move its focus carefully from control to purposeful activity for prisoners. (9.08)
- 9.03 There should be an expansion of work, training and learning opportunities for prisoners; those places that are available should be utilised to the full. (9.12)
- 9.04 There should be an effective and integrated throughcare and resettlement policy addressing the needs of all prisoners at Ranby. (9.15)

To the Director General

Education and Training

- 9.05 The Prison Service should ensure that records of prisoners' previous achievements and assessment are transferred with them to avoid work being duplicated at each prison. (5.09)

The Estate

- 9.06 A better window catch should be designed and retrofitted throughout the Service, as well as to all new security windows. (8.16)

To The Area Manager

Prison Shops

- 9.07 Area Management should undertake a cost/benefit analysis of the results of privatisation of the prison shops to determine whether it has brought the benefits it was designed to deliver. (8.08)

To The Governor

Reception

- 9.08 Reception facilities and procedures should be improved to provide a more welcoming and supportive environment and to enable staff to respond appropriately to prisoners' individual needs. (1.05)

Induction

- 9.09 The induction programme should be revised to ensure it can be delivered consistently and that it meets the needs of all prisoner groups. (1.11)

Residential Units

- 9.10 All prisoners throughout the establishment should be accessible to staff for observation regularly throughout the night. (2.05)
- 9.11 Additional telephones should be provided in D and E wings (2.21)
- 9.12 Management should ensure that the published core day is adhered to on D and E wings. (2.27)
- 9.13 Management should ensure that prison officers supervise prisoners where they associate in D and E wings. (2.27)

9.14 The in-cell electricity should be available to all prisoners throughout the establishment. (2.30)

Bullying

9.15 The prison should develop programmes for bullies to address their behaviour. (3.02)

9.16 The prison should introduce support programmes for those who become the victim of bullying. (3.03)

Self-Harm and Suicide

9.17 Prisoners at risk of self-harm, and subject to open Form 2052 SH procedures, should be accessible to staff for observation regularly throughout the day and night. (3.10)

9.18 There should be a six monthly review of the Listener Scheme which should include an assessment of the feasibility of operating a Care Support Scheme in parallel. (3.11)

9.19 Prisoners should be asked if they wish their families to be contacted at the time of Form 2052 SH reviews. (3.13)

9.20 Staff in all areas of the prison should be trained in suicide and self-harm issues. (3.14)

Drug Strategy

9.21 In some establishments CARATs officers wear a polo shirt to distinguish them from other staff and this option should be considered at Ranby. (3.19)

9.22 The Drug Strategy Co-ordinating Committee (DSCC) should ensure that prisoners on the drug free unit receive the necessary support to maintain their abstinence. (3.25)

9.23 The prison had been given generous resources to operate the Voluntary Drug Testing (VDT) scheme and it should be offered to all prisoners who want it. (3.26)

9.24 The 'VDT failure assessment sheet' should be reviewed by the DSCC to ensure that it complies with the conditions laid out in PSO 3620. (3.27)

Visits

9.25 The prison should consider enhancing the visits room including the provision of a refreshment stall and a staffed play facility for children. (3.32)

9.26 The closed visits facility should be refitted to ensure that conversation is audible and that there is an acceptable level of privacy. (3.33)

9.27 The prison should improve the conditions of the prisoners' holding cell without delay. (3.34)

Healthcare

9.28 Training plans for all staff should be established and their operation reviewed on an annual basis. (4.06)

9.29 Recently discussions had taken place with a local practice about the development of practice nursing; we would encourage this development. (4.07)

9.30 Clinical supervision was not yet in place; it should be developed in conjunction with the Health Authority and the Primary Care Trust. (4.08)

9.31 The task force and the policy unit should expedite work to allow the introduction of NHS compatible IT into prison healthcare. (4.10)

9.32 The steriliser in the room used for genito-urinary medicine was below current requirements and urgently needs to be replaced. (4.11)

- 9.33 Although disposable sheeting was available for examination couches it was not routinely used; it should be. (4.11)
- 9.34 Arrangements for giving treatments to patients on the wings urgently need to be made safe. (4.12)
- 9.35 The morning treatment/triage rounds should be reviewed to ensure that nurses have sufficient time to assess and treat their patients. (4.13)
- 9.36 The room used for health screening in reception should be equipped to meet the relevant health care standard. (4.15)

Pharmacy

- 9.37 All refrigerators should be equipped with maximum and minimum thermometers and written records of daily maximum and minimum temperatures should be kept. (4.18)
- 9.38 All prescriptions should be faxed to the pharmacy. (4.19)
- 9.39 The complicated system of medication supply packs should be rationalised. (4.20)
- 9.40 Smaller, licensed packs should be obtained. (4.21)
- 9.41 The drug cupboards should be properly maintained and there should be rigorous procedures in place to keep patient named medication separate from stock and to maintain separate areas for discretionary medicines. (4.24)
- 9.42 All stock supplied by the pharmacy should be labelled. (4.25)

- 9.43 A regular date checking procedure should be in place and staff from the contracted pharmacy should visit and check that these procedures are being followed. (4.26)
- 9.44 Healthcare staff should be trained on which pharmaceuticals need refrigeration. (4.27)
- 9.45 Areas separate from the treatment rooms should be used for diagnostic testing. (4.28)
- 9.46 The transcribing of prescriptions on to a fax sheet by a nurse, countersigned by the doctor, should stop and the original charts should be faxed to the pharmacy. The faxed copies should be held by the pharmacy and when the pharmacist visits he/she should be able to check a sample of the faxed copies against the original charts. (4.30)
- 9.47 All prescriptions supplied from stock must be faxed to the pharmacy to enable stock replenishment. (4.31)
- 9.48 A system of dual labelling should be adopted. (4.31)
- 9.49 The practice of supplying medicines and obtaining prescriptions retrospectively is unlawful and should stop. (4.32)
- 9.50 A review of stock levels should take place and stock should be replenished only when the pharmacist sees a prescription. (4.33)
- 9.51 An audit of the discretionary medicines supplied should be made and the stock levels adjusted as necessary. (4.33)
- 9.52 Medication should be administered to meet the clinical needs of the patient. (4.34)

- 9.53 The In Possession policy should have the agreement of pharmacist, nurses and the doctor. It should be available to management and staff and should be reviewed regularly. (4.35)
- 9.54 The practice of prescription only medicines being issued by unauthorised staff is unlawful and should stop immediately. All prescription only medicines should be removed from the discretionary list. (4.36)
- 9.55 The pharmacy out of hours procedures should be reviewed. (4.38)
- 9.56 A formulary should be drawn up with the agreement of the Medical Officer, pharmacist and healthcare officers. (4.40)
- 9.57 A Drugs and Therapeutics committee should be set up as soon as possible. (4.41)

Dental services

- 9.58 The attendance of prisoners was satisfactory, apart from the prisoners in F wing for whom alternative arrangements should be made. (4.44)
- 9.59 The dental surgery should be completely re-equipped. Protective glasses should be available to patients. (4.45)
- 9.60 Medical history questionnaires should be used, and a computer should be made available to record treatments. (4.46)
- 9.61 The method of payment for the dentist should be reviewed. (4.47)

Education

- 9.62 The need for security clearance of prisoners applying for full-time education should be reconsidered. (5.07)

- 9.63 Tutors should receive appropriate training to identify and meet the English language learning needs of speakers of other languages. (5.15)
- 9.64 The prison should develop further the work with dyslexic learners and consider training tutors to assess learners for dyslexia. (5.16)
- 9.65 Consideration should be given to extending basic skills teacher training to other members of the prison's staff, including the instructors. (5.17)
- 9.66 The parentcraft programmes were very good and should be continued. (5.19)
- 9.67 The IEP scheme should be revised so that prisoners are able to complete the generic preparation for work course. (5.20)
- 9.68 Wage structures and conditions should be reviewed to minimise the loss of pay to prisoners attending required courses. (5.21)
- 9.69 The careers guidance and psychometric assessment computer programmes should be advertised throughout the prison to enable prisoners to be aware of the opportunities available when released. (5.24)

Library

- 9.70 The library lacked books for learners with basic literacy needs and the prison should expand this provision. (5.25)
- 9.71 Rather than operate separate provision, the prison should make better use of staff and resources to enable prisoners held in D and E wings to attend the main library. (5.26)

Work Skills Training

- 9.72 The effect of the IEP scheme at Ranby was to disrupt the work and learning of prisoners and staff in the workshops, and it should be changed. (5.27)

- 9.73 The prison should consider introducing a programme to recognise skills gained and implement National Vocational Qualifications (NVQs) training in performing manufacturing operations to at least level 2. (5.28)
- 9.74 The Education department should work with all practical workshops to accredit basic and key skills where they occur in practical situations. (5.28)
- 9.75 More training opportunities leading to nationally recognised qualifications should be offered to all inmates. (5.29)
- 9.76 The training opportunity in the plastics production workshop should be promoted. (5.32)
- 9.77 There were missed opportunities for learners to achieve either vocational or key skills qualifications whilst at work in the gardens. The prison should maximise these opportunities. (5.33)
- 9.78 Consideration should be given to offering the NVQ level 2 in industrial cleaning. (5.34)

Religious Activities

- 9.79 The prison should ensure that sufficient services are provided for prisoners. (5.40)

Incentives and Earned Privileges Scheme

- 9.80 The practice of double penalties being imposed for one disciplinary offence should cease. (6.04)
- 9.81 The points system should be reviewed. (6.04)
- 9.82 All prisoners should be offered daily showers and a telephone call. (6.07)

- 9.83 Consideration should be given to providing some form of group work or individual work that allows prisoners and staff together to work through periods of anti-social behaviour. (6.09)
- 9.84 Prisoners who have earned enhanced status at their previous establishment should retain it on their arrival at Ranby. (1.07)

Segregation Unit

- 9.85 A structured and active regime should be put in place for prisoners in segregation, discriminating between those under punishment and those on Prison Rule 45. (6.12)
- 9.86 The segregation library books should be changed on a regular basis. (6.12)
- 9.87 Governors should check the condition and content of the segregation unit register when visiting the unit. (6.13)

Adjudications

- 9.88 Management should make arrangements that ensure prisoners are not held in the segregation unit unnecessarily. (6.14)
- 9.89 The Governor should ensure that governors conduct adjudications in accordance with the adjudications manual and that charges are thoroughly enquired into. (6.15)

Resettlement

- 9.90 A clear resettlement policy should be drawn up based on an up to date needs analysis of the resettlement needs of the prisoner population. (7.01)
- 9.91 The throughcare meeting should closely monitor the performance of the prison in respect of key resettlement activities and take action where necessary. (7.02)

Reintegration Planning

- 9.92 Services should be developed, where possible in partnership with community based agencies, to give all prisoners access to help and advice on matters relating to accommodation, employment and education, debt management and benefit entitlement. (7.06)
- 9.93 If required staffing levels cannot be achieved within the Probation department, there should be a review of the department's tasks and targets to ensure most effective use of the Probation resources. (7.07)

Sentence Planning

- 9.94 There should be better targeting of full, structured sentence planning. An alternative procedure should be developed to meet the needs of short-term prisoners. (7.09)
- 9.95 Prisoners should be actively involved in the formulation of their sentence plans. (7.10)
- 9.96 Sentence planning should be better integrated into the prison regime and should provide continuity of experience and opportunity for the prisoner. (7.11)

Personal Officers

- 9.97 The role of Personal Officer should be formalised and clarified to ensure that Personal Officers support prisoners throughout their stay at Ranby, including their offending behaviour work and preparation for release. (7.13)

Offending Behaviour Work

- 9.98 A wider range of interventions should be developed to supplement and support the groupwork provision. (7.17)

Life Sentenced Prisoners

- 9.99 There should be a specific induction programme for life-sentenced prisoners. (7.20)
- 9.100 There should be a review of the regime to ensure it promotes self-determination and the development of responsibility for life sentenced prisoners. (7.22)
- 9.101 A Principal Officer should be appointed with specific responsibility for life sentence prisoners and the management of case officers. (7.23)

Catering

- 9.102 The prison should work towards the local 'Heartbeat Award' which would provide guidelines on issues related to diet and nutrition. (8.01)
- 9.103 Consideration should be given either to increasing the size of the kitchen or to redesigning it to make better use of existing space. (8.02)
- 9.104 A survey should be undertaken of the kitchen equipment and a replacement schedule agreed. (8.03)
- 9.105 The planned conversion of the kitchen department to a completely civilian run operation should take place as soon as possible. (8.04)
- 9.106 Management should consider increasing the food budget to a more realistic level. (8.05)
- 9.107 The needs of Muslim prisoners should be taken into account when recruiting the new civilian staff for the kitchen. (8.06)

Prison Shop

- 9.108 The prison should ensure that a reasonable range of goods is maintained. (8.09)

9.109 The prison should review the use of differing lists for normal stock goods as part of the IEP scheme. In particular it should consider whether to discontinue this practice as the IEP scheme already limited the amount prisoners were able to spend. (8.10)

The Estate

9.110 The hutted accommodation should be replaced. (8.12)

9.111 Cell call system checks should be recorded as a separate, distinct, item and defects should be reported promptly to the Works department. (8.13)

9.112 Flat roofs should not be repaired but should be covered with lightweight pitched roofing. (8.14)

9.113 The cracking of the wall of the multi-facility building should be investigated thoroughly and any necessary remedial action taken. (8.15)

9.114 There should be some protection from solar gain and a limited number of small air conditioning units should be provided. (8.17)

9.115 The floor should be re-laid and the centrally placed cooking equipment better arranged. (8.18)

9.116 Crude heating controls should be replaced with systems giving better control over room temperatures. (8.19)

9.117 Adequate facilities should be provided for disabled prisoners, staff and visitors. (8.20)

9.118 The socket outlet in C wing association room should be made safe and the dampness cured. (8.21)

- 9.119 The reporting and logging of Small Repairs by building users should be improved. (8.22)
- 9.120 Unused spaces should be formally handed over to the responsibility of the Works department. (8.23)
- 9.121 Battery maintained lighting should be provided throughout. (8.24)
- 9.122 The whole site should be protected against lightning and any necessary repairs carried out promptly. (8.25)

Health and Safety

- 9.123 Safety Audits should be completed as required by law. (8.27)
- 9.124 Health and Safety records should be kept up to date and in good order throughout the prison. (8.28)
- 9.125 The kiln should either be repaired and brought to a satisfactory standard or replaced. (8.29)
- 9.126 Cold rooms should be checked regularly by kitchen staff and defects reported promptly to the Works department. (8.30)
- 9.127 Servery food temperatures should be checked and recorded at every meal. (8.31)
- 9.128 The plastics workshop should be kept clean and tidy. The floor finish should be replaced with one capable of withstanding heavy use. (8.32)

Fire precautions

- 9.129 Staff training should be brought up to date. (8.34)

- 9.130 SDBA training should be rationalised and adequate cover by trained personnel provided in the prison at all times. (8.35)
- 9.131 The tops of the walls in the education building should be sealed against heat and smoke where they meet the roof. (8.36)
- 9.132 There should be a regular deep cleaning programme for all shops where wood is worked. (8.37)

EXAMPLES OF GOOD PRACTICE

Reception

9.133 A recently introduced initiative by induction wing staff meant that as prisoners were processed through reception, they were collected in groups of three and taken to the induction wing, thus reducing waiting times in reception and speeding up the prisoner's move into his first night accommodation. (1.04)

First Night

9.134 Prisoners were provided with a free tea pack and toiletries pack to help them through the first few days and overcome any potential delay in obtaining items from the prison shop. (1.07)

Bullying

9.135 The anti-bullying co-ordinator received a copy of all accident report forms, which he scrutinised carefully. (3.04)

Healthcare

9.136 There had been considerable changes in the arrangements for visiting specialists since the NA and work with the HA and the PCT. A GUM service with both a doctor and a health adviser was now operating and the input on mental health care had been greatly enhanced by the attendance of a CPN from the local NHS service 3-4 times/week. (4.14)

Dental services

9.137 A full range of dental treatments was provided. (4.43)

Employment

9.138 Prisoners employed in workshops or other duties and who attended part-time education or offending behaviour programmes received full pay at the workshop rate which meant that they were encouraged to improve themselves in other ways. (5.05)

Education

- 9.139 Key Skills had been very successfully integrated throughout the education programme. The way in which art, woodwork and cookery had been used to accredit these skills, as well as having their own accreditation, was impressive. (5.11)
- 9.140 Learners were able to receive further support in basic skills while carrying out literacy and numeracy tasks which formed part of their vocational training. (5.15)
- 9.141 Tutors kept detailed records of learners' progress, so that this information could be forwarded to the learner when he left the prison. (5.16)
- 9.142 In the preparation for work course, prisoners took part in interview role-plays followed by a formal interview with the tutor. The formal interview was recorded on videotape and used later when course members evaluated individual performance. This was good practice for prisoners in developing good interview techniques and building confidence. (5.22)
- 9.143 Those prisoners wanting to start up their own business prepared a business plan which was submitted to Business in Prisons or the Prince's Youth Business Trust for consideration. Successful applicants had an interview and their applications were forwarded for funding. This good practice should be continued as it encourages and motivates prisoners to succeed. (5.23)

Management of Resettlement

9.144 Shortly after arriving at Ranby, all prisoners received a computerised print out giving details of their relevant sentence and licence dates and a proforma seeking early notification from those prisoners wanting to reclaim time spent in police cells. (7.04)

9.145 Licences were sent to the residential wing at least one week prior to the prisoner's release date, so that the prisoner could have the licence explained to him and sign it in good time. (7.04)

Catering

9.146 A bi-monthly joint Canteen and Catering User Group Meeting provided a forum for prisoners to discuss issues directly with catering staff. This was good practice and should be developed by increasing the membership and having a more pro-active agenda relating to the planning of menus. (8.07)