



Her Majesty's Inspectorate of Prisons

EXPECTATIONS

Criteria for assessing the treatment of and conditions
for women in prison

Version 1, 2014

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Contents

Introduction

Healthy prison tests

Section 1: Safety

Courts, escorts and transfers

Early days in custody

Safe and supportive relationships

Self-harm and suicide prevention

Safeguarding (protection of adults at risk) and women with complex needs

Security

Disciplinary procedures

Substance misuse

Section 2: Respect

Residential units

Staff-prisoner relationships

Equality and diversity

Faith and religious activity

Complaints

Legal rights

Health services

Catering

Purchases

Section 3: Purposeful activity

Time out of cell

Learning and skills and work activities

Physical education and healthy living

Section 4: Resettlement

Strategic management of resettlement

Offender management and planning

Reintegration planning

Section 5: Specialist units

Units for women with personality disorder

Therapeutic communities

Annex

List of abbreviations

HM Inspectorate of Prisons
EXPECTATIONS

Introduction

Introduction

This is the first version of HM Inspectorate of Prisons' *Expectations*, the standards by which we inspect different types of custody, which specifically address the outcomes we expect for women in prison.

We have different versions of our *Expectations* for different types of custody. They set out the basis on which the Inspectorate will fulfil its statutory duty to report to the relevant Secretary of State on 'the treatment of prisoners and conditions in prisons'¹ and form the basis for our independent inspections, which are part of the mechanism by which the UK fulfils its obligations as a signatory to the Optional Protocol to the Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT).

Until now we have had a generic set of *Expectations* for all adult prisons, although these have made some limited reference to specific outcomes we expect for women in prison.

The 2010 'Bangkok Rules'² set out internationally agreed standards that should govern the treatment of women in prison. These include:

- human rights standards relating to prisoners apply to all – men and women – without discrimination
- because women prisoners have specific needs and realities, these need to be taken into account through standards that apply to their specific needs and realities
- providing for women's distinctive needs in this way is necessary to advance gender equality [and shall not be regarded as discriminatory]
- the fact that – across the world – women usually represent a small percentage of the prison population has meant that their specific needs are often overlooked.

These standards are directly applicable to women's prisons in England and Wales. Women make up about 5% of the prison population and there is increasing recognition that their distinct needs are often ill-met in a system that is primarily designed for the 95% of the prison population who are men. Baroness Corston's ground-breaking report in 2007 on 'women with particular vulnerabilities in the criminal justice system' spelt out the distinct needs of women prisoners and made a series of recommendations about how women's prisons could be improved. Our own regular inspections of women's prisons have identified important areas where the specific needs of women in prison are too often not met, as well as good practice which needs to be embedded and replicated.

As for all prisons, our expectations for women in prison are brigaded under our four tests of a healthy prison: safety, respect, purposeful activity and resettlement. Each

¹ S.5A Prisons Act 1952 (as amended).

² United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders.

expectation sets out the outcome we expect, is referenced against the relevant human rights standard or norm and is underpinned by a series of 'indicators', which describe the evidence that will normally indicate to inspectors whether the outcome is likely to have been achieved or not.

Expectations describe the standards of treatment and conditions we expect an establishment to achieve.

Indicators suggest evidence that may indicate whether the expectations have been achieved. The list of indicators is not exhaustive and these do not exclude an establishment demonstrating the expectation has been met in other ways.

Our *Expectations* for women in prison differ from our previous general adult *Expectations* where:

- provision needs to be different to men based on different needs
- consistently poorer outcomes for women on a specific issue warrant greater focus
- the incidence or nature of particular issues in women's prisons merits a different emphasis or approach, for example: victimisation, bullying, children and families.

In addition we have taken the opportunity to make some further changes where:

- expectations require general updating to reflect new areas of work; these changes are likely to be mirrored in any future edition of *Expectations* for male prisoners
- Some minor drafting changes are needed, for example to reflect new terminology for some services.

There are some areas where our work on these *Expectations* had identified that our expectations for both women and men require significant change but where we do not think there is justification for different standards for men and women. In these cases, we will review our *Expectations* for both men and women in due course following further appropriate consultation.

These *Expectations* were developed following detailed consultation with groups of women prisoners themselves, governors and staff from women's prisons and a range of other voluntary and statutory organisations which provide services to or are interested in the treatment of women in prison. I am grateful to all those who contributed to this process. Once the detailed discussions were complete, the final draft of *Expectations* was subject to formal consultation with ministers and others in accordance with statutory requirements.

Introduction

The Bangkok Rules, Baroness Corston's report and other authoritative sources all reflect the desirability of non-custodial measures to keep more women out of prison in the first place and, where it is necessary to imprison them, holding them in small institutions close to their homes. The scale and structure of imprisonment for women is beyond the scope of these *Expectations* – but it is clear to us that even if every expectation in this volume is met, large institutions, often far from home, are a far from perfect way of meeting the needs of the very vulnerable women who make up so much of the female prisoner population in England and Wales.

Nick Hardwick, Chief Inspector of Prisons
June 2014

HM Inspectorate of Prisons

EXPECTATIONS

Healthy prison tests

Healthy prison tests

Healthy prison tests

HM Inspectorate of Prisons' four tests of a healthy prison:

Safety	Prisoners, particularly the most vulnerable, are held safely.
Respect	Prisoners are treated with respect for their human dignity.
Purposeful activity	Prisoners are able, and expected, to engage in activity that is likely to benefit them.
Resettlement	Prisoners are prepared for their release back into the community and effectively helped to reduce the likelihood of reoffending.

Expectation areas encompassed within the four healthy prison tests:

Safety	<ul style="list-style-type: none">• Courts, escorts and transfers• Early days in custody• Safe and supportive relationships• Self-harm and suicide prevention• Safeguarding (protection of adults at risk) and women with complex needs• Security• Disciplinary procedures• Substance misuse
Respect	<ul style="list-style-type: none">• Residential units• Staff-prisoner relationships• Equality and diversity• Faith and religious activity• Complaints• Legal rights• Health services• Catering• Purchases
Purposeful activity	<ul style="list-style-type: none">• Time out of cell• Learning and skills and work activities• Physical education and healthy living

Healthy prison tests

Resettlement

- Strategic management of resettlement
- Offender management and planning
 - Public protection
 - Allocation
 - Indeterminate sentence women
- Reintegration planning
 - Children, families and contact with the outside world
 - Victimisation, abuse and vulnerability
 - Accommodation
 - Education, training and employment
 - Health care
 - Drugs and alcohol
 - Finance, benefit and debt
 - Attitudes, thinking and behaviour

Specialist units

- Units for women with personality disorder
- Therapeutic communities

Each expectation area provides an expected outcome, expectations and indicators.

Expectations

Describe the standards of treatment and conditions we expect a prison to achieve.

Indicators

Suggest evidence that may indicate whether the expectation/outcomes have been achieved. The list of indicators is not exhaustive and they do not exclude an establishment demonstrating the expectation has been met in other ways.

HM Inspectorate of Prisons

EXPECTATIONS

Section 1: **safety**

Prisoners, particularly the most vulnerable, are held safely.

Courts, escorts and transfers

Early days in custody

Safe and supportive relationships

Self-harm and suicide prevention

Safeguarding (protection of adults at risk) and women with complex needs

Security

Disciplinary procedures

Substance misuse

Courts, escorts and transfers

Women transferring to and from the prison are treated safely, decently and efficiently.

Expectations

1. Women travel in decent conditions during escort and are treated with respect

Indicators	References
<ul style="list-style-type: none">• Women are held in cellular vehicles for the minimum possible period of time.• Women are escorted in vehicles that are safe, secure, clean and comfortable, with adequate storage for their property and with suitable emergency supplies and appropriate sanitary provision.• Women are given adequate comfort breaks and meals/drinks before and during transfer.• Women are transferred as quickly as possible to minimise waiting times and the length of time at court.• Women are not held in vans outside reception.• Private property and cash accompanies unsentenced women to court and sentenced women who are being transferred.• Women are treated with respect by escort staff throughout the duration of their journey/transfer.	BOP 6; BTP 1; CAT 10, 16; CCLEO 6; ECHR 3, 8, Protocol 1(1); EPR 1, 19.7, 22, 32; RTWP 5, 33(1); SMR 12, 20, 43, 45, 48; UDHR 17

2. Women are safe at all times while under escort, and individual needs are recognised and given proper attention.

Indicators	References
<ul style="list-style-type: none">• Women are transported separately from men and a female member of staff who has an awareness of needs specific to women is available inside the cellular area of the vehicle.• Women arrive at the prison early enough to allow all first night procedures to take place.• All relevant information travels with women under escort.• Women are always accompanied by at least one female officer on escort.• Women are treated according to their individual needs, based on written information accompanying the prisoner, oral briefing and staff observations.	BOP 6; CCLEO 3, 6; CRC 37(c); CRPD 14(2); ECHR 3, 8; EPR 1, 32, 68, 81.3; ICCPR 10(3); ICESCR 10(2);

- Except where there are significant security concerns, women attending hospital appointments are told of their appointment in advance. When women are likely to undergo an intimate examination, they are allowed to shower before leaving the prison. RTWP 5, 13, 24, 25, 33 (1); SMR 33, 34, 45, 53 (3)
- Methods of restraint are only used if they are justified by risk assessment.
- Appropriate vehicles are used to transport women with particular needs, for example:
 - pregnant women/women with babies
 - women with disabilities
 - women affected by previous trauma which makes a cellular vehicle inappropriate.
- Women are offered the option of using the video link for suitable hearings.

3. Women understand where they are going and what to expect when they arrive.

Indicators

References

- | | |
|--|---|
| <ul style="list-style-type: none"> • Women are given information at court about the prison to which they are being transferred in a format and language they understand. • Women are given sufficient notice of planned transfers, and are able to make a telephone call to their family, next of kin and/or legal advisor (subject to well-evidenced security considerations). • Women have access to appropriate clothing so that they do not have to wear prison clothing outside the prison at, for example, court appearances. | BOP 16(1);
CRPD 9, 21;
DPPED 10;
EPR 20.4,
24.8, 30,
38.3, 97;
RTWP 26;
SMR 17(3),
44(3), 51(2) |
|--|---|

Early days in custody

Women are treated with respect and feel safe on their arrival into prison and for the first few days in custody. Women's individual needs are identified and addressed, and they feel supported on their first night. During a woman's induction she is made aware of the prison routines, how to access available services and how to cope with imprisonment.

Expectations

4. Women feel and are safe on their reception into prison and for the first few days in custody.

Indicators	References
<ul style="list-style-type: none">• Escort staff pass on all information/official documentation arriving with a woman to reception staff. This information is used to inform initial reception assessments of the prisoner. Sensitive information is dealt with appropriately.• Suitable arrangements to protect vulnerable women are in place, which include directions to managers concerning reception and first night procedures. Any information given to women regarding alternative locations is done so confidentially and the duty governor interviews any women applying for protection.• Risk assessments are in place to ensure the safety of young adults (especially those arriving from secure training centres), from any other prisoners, including those subject to Children and Young Persons Act 1972 schedule 1.• Women experience a safe, clean and welcoming reception environment and first night accommodation which is fit for purpose.• Women are always asked if it is their first time in custody and treated accordingly.• Women are held in reception for as short a period of time as possible• Cell sharing risk assessments are carried out for all new women.• Women receive essential reception and first night procedures, regardless of their arrival time at prison.	<p>BOP 5(2), 6; ECHR 3, 8; EPR 1, 12.2, 15, 16, 17.3, 18.1, 18.6–7, 19, 52; RTWP 2(1); SMR 9(2), 10–14, 47, 67, 69</p>

- Staff working in reception, first night and induction areas have a basic knowledge of human trafficking issues and the National Referral Mechanism.

Cross reference with: reintegration planning – victimisation, abuse and vulnerability (human trafficking).

5. Women are treated with respect on arrival at the prison

Indicators

References

- | Indicators | References |
|---|---|
| <ul style="list-style-type: none"> • Women are treated courteously by staff on reception. | BOP 6; |
| <ul style="list-style-type: none"> • Women have the opportunity for a female member of staff to conduct all sensitive one-to-one interviews during reception and first night procedures. | BPTP 1;
ECHR 3, 8; |
| <ul style="list-style-type: none"> • Women entering the prison are searched thoroughly but sensitively by a member of the same sex. Religious/cultural needs are taken into account. | EPR 1,
22.4–5, 34.1,
54, 75, 81.3,
85; |
| <ul style="list-style-type: none"> • All staff conducting searches are able to identify any signs of abuse and are appropriately trained to search women with physical disabilities. | ICCPR 7, 17;
RTWP 19–21,
33, 39; |
| <ul style="list-style-type: none"> • Women are offered drinks and hot food on their arrival at the prison. | SMR 6(2),
20, 48, 53(3);
UDHR 5 |

6. The safety of women's children and other dependents is assessed and safeguarded.

Indicators

References

- | Indicators | References |
|--|---|
| <ul style="list-style-type: none"> • Appropriate action is taken to identify children or other dependents who may be at risk as a result of the carer's imprisonment and take action to promote their safety where necessary. | UDHR 16 (3),
ICESCR 10 (1);
CRC 3, 5; |
| <ul style="list-style-type: none"> • Women are allowed the time and facilities necessary (including free phone calls) to make arrangements for children and other dependents. | EPR 16 (d),
34.1, 34.2,
81.3; |
| <ul style="list-style-type: none"> • Women who are mothers of babies are given immediate information about mother and baby units, and supported to make an application if appropriate. | SMR 37;
RTWP 2 (2), 3,
4, 13, 26, 48 |
| <ul style="list-style-type: none"> • Breastfeeding women are identified and given appropriate advice and support by a health care practitioner. | |

- The names, ages and current care arrangements for women's children or other dependents are recorded on reception, and subsequently used to generate a support plan.
- Reception staff have ready access to social services contacts in the event that they cannot resolve concerns about the welfare of women's children.
- All women with dependents are referred to a family support worker and offered services to reduce the trauma of separation.

Cross reference with: reintegration planning – children, families and contact with the outside world.

7. Women know what will happen next and the sources of help that are available.

Indicators	References
<ul style="list-style-type: none"> • Women receive written and/or verbal information about the routines, rules and services of a prison in a format and language they can understand. 	BOP 13, 16; CRPD 9, 21; DHRIN 5;
<ul style="list-style-type: none"> • Women understand their entitlement to letters, telephone calls and visits. They understand that mail is monitored and that all non-privileged telephone calls will be recorded. 	EPR 7, 23, 24, 30, 38.3, 70;
<ul style="list-style-type: none"> • Women are provided with information on what to expect at the prison and are given information about sources of help available, including the chaplaincy team, Listeners or Insiders and the Samaritans, in appropriate formats and languages. 	RTWP 2(1), 13; SMR 35,
<ul style="list-style-type: none"> • All women are explicitly offered the chance to speak to a member of the chaplaincy team, or a Listener or Insider, on their first night and the following morning. 	51(2)
<ul style="list-style-type: none"> • Women are given a pack containing PIN phone credits and basic items. They are told how long the pack is expected to last, its cost and the system for repayment from their prison wages or private monies. 	
<ul style="list-style-type: none"> • Women potentially subject to deportation are identified and given specialist support to understand their situation. 	
<ul style="list-style-type: none"> • Recalled women are quickly identified, and promptly receive documented explanation about reasons for recall, their right to make representations or appeal and the possibility of an oral hearing. 	

Cross reference with: equality and diversity.

8. Women's needs are accurately assessed on arrival and timely action is taken to address them. Officers ensure that individuals' needs or immediate anxieties are addressed before they are locked away for the night.

Indicators

References

- | Indicators | References |
|--|---|
| <ul style="list-style-type: none"> • On arrival, women's details are confirmed and their individual needs are identified before first night lock up during a private meeting with a custody officer. | BOP 5(2), 24;
ECHR 8;
EPR 12.2, |
| <ul style="list-style-type: none"> • Women's individual circumstances and specific needs are documented and dealt with sensitively, and information is shared appropriately. Particular attention is given to: <ul style="list-style-type: none"> - family circumstances/contact with relatives and dependents - age, including older women and those under 21, especially those arriving from secure training centres - under 21s' eligibility for leaving care services - religion and ethnicity - foreign nationals - disabilities and health conditions, including formal assessments for learning disabilities/difficulties - pregnant or breastfeeding women - previous history of abuse - potential victims of trafficking - those undergoing trial - possible tensions between co-defendants. | 14, 15, 16(a, d), 18.6, 19, 25.4, 34, 37, 39, 42.1, 42.3, 47.2, 52.1, 52.4, 74, 75, 83(b), 87.1;
ICCPR 17;
ICESCR 10(2), 12;
RTWP 2, 3, 5, 6, 10, 54;
SMR 7, 9(2), 12, 13, 15, 24, 38, 48, 69, 79;
UDHR 12 |
| <ul style="list-style-type: none"> • Women are seen and assessed by health services staff in private on arrival and their immediate physical, mental and substance misuse needs are met. | |
| <ul style="list-style-type: none"> • All information and documentation of assessments undertaken in reception are drawn together into a single prisoner history file and passed to first night/wing staff. | |
| <ul style="list-style-type: none"> • Information about women's needs is communicated between staff with discretion. | |
| <ul style="list-style-type: none"> • Women are not allocated to a cell until a cell sharing risk assessment has been carried out. | |
| <ul style="list-style-type: none"> • Women are provided with at least one free phone call in private on arrival, and this is documented. | |
| <ul style="list-style-type: none"> • Women's hygiene needs are catered for in reception and they are able to shower on their first night in reception or on the wing. | |

- Women who have been identified as vulnerable – for example, they may self-harm or be bullied, or have mental health needs or learning disabilities/difficulties – have a support plan which ensures they receive appropriate help and support to cope with imprisonment.
- Staff introduce themselves to new women on the wing and wear identification that clearly displays their name and status.
- Night staff speak to any new women on their wing and are aware of any specific needs they might have.

Cross reference with: equality and diversity (young women); residential units.

9. Practical and emotional issues identified on arrival are followed up, and induction to the prison takes place.

Indicators	References
<ul style="list-style-type: none"> • Women have the opportunity for an individual interview with a member of staff the day after arrival. Practical and emotional issues, feelings about custody and thoughts of anxiety, self-harm or suicide are identified and plans for harm minimisation are implemented. 	CRPD 9, 21; EPR 6, 8, 16, 30, 33.3, 38.3, 52.1, 70, 76, 81, 96–101, 103, 107;
<ul style="list-style-type: none"> • Information to explain how the court system functions and the meaning of key legal terms is available in a variety of formats and languages. 	RTWP 2, 7, 13, 16, 35, 46, 54;
<ul style="list-style-type: none"> • Induction starts on the first full working day following reception. It is comprehensive, structured and multidisciplinary. Following induction, women understand: <ul style="list-style-type: none"> - how to get information and deal with problems - how to make routine applications and formal complaints - the incentives and earned privileges scheme - prison rules - health services/health and safety - health promotion and gym induction - their entitlements to visits, letters, private money and own clothes - equality and diversity arrangements - the work, education, vocational training or offending behaviour courses available, and how to apply for them - pay. 	SMR 8(b), 35, 36, 47(2, 3), 51(2), 59, 60(2), 66, 69, 80, 84–93

- Induction information is provided in a range of accessible formats, including different languages, Braille, British Sign Language and hearing loops. In particular, formats are available for:
 - foreign national women
 - women with learning disabilities/difficulties
 - women with physical or mental impairments.
- Induction is carried out or overseen by trained staff, in areas that are quiet and free from interruption.
- Women's resettlement needs are assessed and identified during induction. Referrals to relevant agencies are made at this time.

Cross reference with: learning and skills and work activities; resettlement, including reintegration planning – victimisation, abuse and vulnerability (human trafficking).

Safe and supportive relationships

Safe and supportive relationships are encouraged. Everyone feels and is safe from victimisation (which includes verbal and racial abuse, theft, violence and assault or threats). Women are protected from victimisation through active and fair systems known to staff, prisoners and visitors, and which inform all aspects of the regime. Any sanctions on behaviour are applied fairly, transparently and consistently.

Expectations

10. Safe and supportive relationships between women are encouraged which enable them to feel and be safe from violence and victimisation from other prisoners and staff (which includes verbal and racial abuse, threats of violence and assault).

Indicators	References
<ul style="list-style-type: none">• The prison has an effective strategy to promote safe and supportive relationships which is supported by a multidisciplinary team and regularly reviewed.• Women understand this strategy and know where they can get help to report fear, victimisation or violence, or to resolve conflicts.• Staff have the necessary training and skills to promote positive and supportive relationships, and to consistently identify and challenge problematic behaviour.• Close emotional relationships between prisoners are monitored to ensure their ongoing appropriateness. Where abuse or coercion is suspected, there is prompt investigation by trained staff. Staff provide support to prisoners when relationships end or are disrupted (e.g. by transfer or release).• Staff-prisoner relationships help to foster a safe environment where opportunities to speak with staff in confidence are easily available.• Effective formal processes are in place to address patterns of behaviour or serious single incidents.	BOP 6; CAT 11, 16; CERD 2; ECHR 3; EPR 1, 16, 18.6, 25.4, 30.1, 49, 50, 52, 72.1, 75; RTWP 13, 31, 54; SMR 9(2), 27, 35, 48

- Incidents and indicators of violence and victimisation are comprehensively monitored and regularly reviewed, and any patterns identified inform the strategy. Monitoring covers all protected characteristics as well as incident type (both verbal and physical), the number of incidents, location and any action taken.
- Women can easily secure their personal possessions.
- Particular attention is given to identifying and protecting vulnerable women who may be victimised due to the nature of their offence or personal circumstances, such as human trafficking.

Cross reference with: other inspectors; staff-prisoner relationships; residential units; equality and diversity (sexual orientation).

11. Women at risk or who have been subject to victimisation or violence are protected.

Indicators	References
<ul style="list-style-type: none"> • Allegations of anti-social behaviour are treated proportionately, consistently and fairly. 	BOP 6, 7; CAT 12, 16;
<ul style="list-style-type: none"> • Allegations are investigated thoroughly and actions to protect victims taken promptly. Outcomes of investigations are recorded. 	DPT 9; ECHR 2, 3;
<ul style="list-style-type: none"> • Appropriate interventions are in place to deal with the different types of allegations, respond to victimisation and support the victim. 	EPR 25.4, 55, 56.1–2, 58, 59, 70.1–70.5;
<ul style="list-style-type: none"> • Interventions are aimed at achieving sustained and agreed changes in behaviour and include mediation and conflict resolution. 	ICCPR 6, 7; PEIDT 2;
<ul style="list-style-type: none"> • Particular attention is given to identifying and protecting vulnerable women who may be victimised due to the nature of their offence, protected characteristics, or personal circumstances, such as human trafficking. 	RTWP 25(1), 54; SMR 36(1, 3, 4)
<ul style="list-style-type: none"> • Women’s families and friends are encouraged to make suggestions about how the prison could better prevent victimisation and to provide information to help identify those women likely to be at risk. A visitors’ survey asks about safety. 	

Cross reference with: reintegration planning – children, families and contact with the outside world; equality and diversity.

12. Women and staff are involved in determining how they can live together cooperatively and safely, by respecting each other for the mutual benefit of all.

Indicators	References
<ul style="list-style-type: none"> • Effective prisoner surveys establish prisoner perceptions of safety and the findings are used to inform regular reviews of the violence reduction strategy and the nature and seriousness of incidents. • Women are consulted regularly as part of the strategy and safety is given a high profile at prisoner forums to strengthen the whole prison approach. • Women understand the consequences of anti-social behaviour and that it will be consistently challenged. • Women are given some responsibility for the well-being of the prison community, for example participation in supportive groups and networks to resolve problems mutually. • Trained staff provide mediation to resolve problems before recourse to more formal measures. 	<p>EPR 30.1, 50; SMR 35, 65</p>

Cross reference with: residential units; early days in custody.

13. Women understand the purpose of the IEP system and how they can progress within it. Prisoners and staff are clear about the criteria for promotion and demotion.

Indicators	References
<ul style="list-style-type: none"> • Women are informed of the IEP scheme, in a format and language they can understand. • The IEP scheme is well publicised around the prison for both prisoners and staff. • Women are promoted or demoted on the basis of their behaviour over a period of time. Where appropriate, a prisoner's IEP status can change as a consequence of a serious individual act. • Women who are likely to be demoted are warned in writing beforehand. There is a system of written warnings which women are asked to sign and they are informed of the reasons for a change in status. 	<p>BOP 33(1); CRPD 9, 21; EPR 30.1, 38, 70.1; SMR 30(2), 35, 51(2), 70</p>

- Women are informed by staff of a review and are able to participate in any review, either in person or in writing.
- Women can appeal against an IEP decision and are helped to do so.

Cross reference with: early days in custody.

14. The IEP scheme is proportionate and applied fairly, transparently and consistently.

Indicators	References
<ul style="list-style-type: none"> • There is sufficient difference between the incentive levels to encourage responsible behaviour and compliance with sentence planning targets. 	BOP 5, 8, 36; BPTP 2;
<ul style="list-style-type: none"> • Women are able to retain their enhanced status on transfer from another prison. 	CRPD 3(b), 4(1);
<ul style="list-style-type: none"> • All women on standard or enhanced levels have televisions in their cells. 	EPR 4, 13, 26.10, 100.1, 102.1;
<ul style="list-style-type: none"> • Women are not disadvantaged directly or indirectly by the incentive scheme. Women are not penalised if they are unable to meet privilege level requirements because of disability, age or health limitations. 	POP 18; RTWP 23; SMR 6(1), 70, 76(1), 89
<ul style="list-style-type: none"> • Unconvicted women are not penalised if they choose not to engage in work or education. 	
<ul style="list-style-type: none"> • Women with the same job and differing IEP status do not receive different levels of pay. 	
<ul style="list-style-type: none"> • Enhanced prisoners may receive a financial bonus which is unrelated to their work pay. 	
<ul style="list-style-type: none"> • The regime for women on the lowest level of the scheme provides sufficient opportunity and support for them to demonstrate improvement in their behaviour. Regular reviews take place during the initial period. 	
<ul style="list-style-type: none"> • The IEP scheme is not linked with voluntary drug testing used for therapeutic purposes. 	
<ul style="list-style-type: none"> • The availability of accommodation does not restrict a prisoner's progress or access to privileges under the IEP scheme. 	
<ul style="list-style-type: none"> • The IEP scheme is impact assessed, monitored and reviewed at least quarterly to check for fairness and encourage responsible behaviour. Consultation with prisoners is conducted at least annually. 	

Cross reference with: equality and diversity; residential units; safeguarding (protection of adults at risk) and women with complex needs; substance misuse; learning and skills and work activities.

Self-harm and suicide prevention

The prison provides a safe and secure environment which reduces the risk of self-harm and suicide. Vulnerable women are identified at an early stage and given the necessary support. All staff are aware of and alert to vulnerability issues, are appropriately trained and have access to proper equipment and support.

Expectations

- 15. The prison provides a safe and secure environment which reduces the risk of self-harm and suicide. The specific needs of different groups are recognised and acted on.**

Indicators	References
<ul style="list-style-type: none">• There is evidence of a strategic approach to safer custody informed by local circumstances which recognises the specific risks to individuals or groups of prisoners particularly in the early days of custody, and sets out procedures to help reduce the risks of self-harm.• The strategy makes reference to the specific needs of the population held, including:<ul style="list-style-type: none">- those with primary carer responsibilities- those with mental health problems- those who have a history of self-harm- those with substance misuse problems- young adults- those with previous history of abuse- serious/violent offences- those undergoing trial- those who are pregnant, post-natal or separated from children.• Potential triggers including, but not restricted to, family contact or the lack of it, victimisation, isolation, and health are identified, mitigated and closely monitored.• Incidents of self-harm are closely monitored and analysed at regular intervals to help identify trends and to implement preventive measures.	BOP 34; CEDAW 12; ECHR 2; EPR 8, 24.9, 39, 43.1, 47.2, 52.1, 81, 87.1; ICCPR 6; RTWP 6(b), 13, 16, 35; SMR 24, 47(2, 3)

- There is a multidisciplinary committee/team which effectively monitors and quality assures the prison's self-harm and suicide prevention policy and procedures. The committee is chaired by a senior manager responsible for the policy.
- The committee meets frequently and is well attended by a range of multidisciplinary staff, including prisoners.
- Non-standard accommodation and anti-ligature clothing is used only as a last resort and its use is appropriately authorised, justified in writing, and monitored.
- The gender of staff conducting constant supervision is determined following documented consultation with the prisoner and assessment of need.
- All staff, including night staff, are appropriately trained in suicide prevention and are clear about what to do in an emergency. A programme of refresher training is in place.
- Residential staff know where first night women and those at risk are located and offer assurance whenever required.
- Serious incidents are thoroughly investigated to establish what lessons can be learned to promote good practice. Where appropriate family or friends are informed about an incident through a family liaison officer and are invited to contribute to the woman's care.
- An action plan is devised and acted on promptly as a result of an apparent self-inflicted death. This is reviewed following the subsequent findings of an inquest jury and/or Prisons and Probation Ombudsman investigation.
- Women's families, friends, legal representatives and external agencies are encouraged, through local arrangements, to provide sources of information which may help to identify and support women likely to be victimised or who have a history of self-harming behaviour.

Cross reference with: substance misuse; safe and supportive relationships; resettlement.

16. Women at risk of self-harm or suicide receive personal and consistent care and support to address their individual needs and have unhindered access to help.

Indicators	References
<ul style="list-style-type: none"> • A detailed care and support plan is prepared with input from the prisoner, which identifies needs as well as the individual staff members responsible for supporting the prisoner, including a named key worker and deputy. • Care plans include regular and good quality entries which evidence interaction and engagement with women. • Reviews are chaired by a consistent case manager, who has relevant experience and expertise, and are attended by staff from a range of disciplines. Reviews of the prisoner's care are recorded and their quality monitored. • Personal factors or significant events which may be a trigger to self-harm are identified and included in the prisoner's care plan. • Women are encouraged to express any thoughts of suicide and/or self-harm and are given the opportunity and assistance to make a written contribution to their review identifying their own support needs. • Women have access to counsellors, the chaplaincy team, Listeners and the Samaritans in addition to the consistent support of their named key worker. • There is a peer support/befriending scheme in place to support women new to custody. • A care suite is available to support the work of Samaritan-trained Listeners. • Women are encouraged to take part in activities likely to benefit them, including access to outdoor exercise, as part of their support plan. • Arrangements are in place for following up after a care and support plan has been closed. • Women on open ACCTs (assessment, care in custody and teamwork case management for women at risk of suicide or self-harm) are only held in segregation in exceptional circumstances and where necessary to ensure their own safety or the safety of others. 	<p>CEDAW 12; EPR 8, 18.10, 25, 42.3(j), 43.1, 47.2, 81, 107.4; RTWP 13, 16, 35; SMR 47(2, 3)</p>

- All information about women at risk of self-harm or suicide and nearing release is, subject to the prisoner's consent, communicated to people who are able to offer support in the community.
- Particular attention is given to those nearing release who have drug and/or alcohol misuse issues (cross reference with: reintegration planning – drugs and alcohol).

Safeguarding (protection of adults at risk) and women with complex needs

The prison promotes the welfare of all prisoners, particularly adults at risk, and protects them from all kinds of harm and neglect.³

Expectations

17. Women, particularly adults at risk, are provided with a safe and secure environment which protects them from harm and neglect. They receive safe and effective care and support.

Indicators	References
<ul style="list-style-type: none">• The risks to women are recognised and there are guidance and procedures to help reduce and prevent harm or abuse from occurring.• When abuse is alleged or suspected to have occurred, prompt and appropriate action is taken to protect the prisoner, including referral to an appropriate authority or the National Referral Mechanism in cases of suspected trafficking.• An individual care plan is in place to address a prisoner's assessed needs, and a key worker is identified.• Care plans are thorough and reviewed regularly, involving staff from a range of disciplines, and reviews are chaired consistently by a suitably experienced person.• Up to date government and local guidance about safeguarding adults is accessible and safeguarding procedures are known and used by all staff, including how to make referrals.• The safeguarding policy and any prison codes of conduct are informed by the underlying five principles of the Mental Capacity Act 2005:<ul style="list-style-type: none">- a presumption of capacity- the right for individuals to be supported to make their own decisions	<p>BOP 6, 7(2); CAT 10, 12, 13, 16; CCLEO 8; CRPD 12, 15–17; ECHR 3; EPR 8, 16, 39, 42.3(c), 52, 58, 76, 77, 103.2–5, 104.2; POP 14, 17; PPPMI 1(3); RTWP 13, 33 (1), 42 (4); SMR 47(2, 3), 61</p>

³ We define an adult at risk as a person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

- that individuals must retain the right to make what might be seen as unwise decisions
- best interests
- least restrictive intervention.
- Where possible, access to advocates and/or appropriate adults is in place to aid women's capacity to understand and consent.
- The prison has a code of conduct informing staff of their duty to raise legitimate concerns about the conduct of an individual in relation to the treatment and management of prisoners. Staff feel confident and safe to raise concerns.
- Staff are aware of their personal and professional responsibility to protect adults at risk and undergo appropriate training.
- Staff are subject to recruitment and vetting procedures which comply with necessary legislation.

Cross reference with: safe and supportive relationships; health services; early days in custody; equality and diversity.

18. Women with complex needs are appropriately located and supported by trained staff who are resourced to meet their needs.⁴

Indicators

- Assessment and support is provided by a multidisciplinary team with mental health input who meet regularly to develop and monitor the progress of individualised support/care plans.
- Women with complex needs are cared for on normal location or on a unit specifically designed to meet their needs.
- Women with complex needs, and those who have been assessed as meeting the criteria for transfer to a secure mental health facility under the Mental Health Act, are only held in segregation in exceptional circumstances and for the shortest time possible as part of a care-planned approach to meet their needs in a more appropriate environment. In the meantime, they are supported by mental health services staff.

References

BOP 1;
CEDAW 12;
EPR 25, 39,
40.4, 40.5,
42.2 (b),
43.3, 47;
RTWP 12,
13, 16, 41;
SMR 24, 25,
82, 83

⁴ We define women with complex needs as those at the extreme end of a continuum of health and social needs who present challenging behaviour (often including a risk of harm to self or others) and who need the personalised and coordinated support of multiple service providers.

- A regime is in place which provides sufficient opportunity for women to be involved in purposeful out of cell activity where staff can actively engage in their assessment.
- Staff have appropriate training to work with women with complex needs, including those with personality disorders. These include de-escalation techniques, mental health awareness and motivational interviewing.
- A key worker is allocated for every woman identified as having complex needs and is responsible for taking forward care plans between reviews. A deputy key worker is identified.
- Women with complex needs are only subject to IEP if this forms part of an individual support/care plan, along with other approaches designed to improve behaviour.

Cross reference with: safe and supportive relationships (IEP); safeguarding (protection of adults at risk) and women with complex needs; health services; disciplinary procedures – segregation; early days in custody (reception).

Security

Physical and procedural security measures are specific to the risks in a women's prison. Security and good order are underpinned by effective security intelligence and positive staff-prisoner relationships. Women are safe from exposure to substance misuse while in prison.

Expectations

19. Women are able to reside in a safe environment where security is proportionate to the risks of the women held.

Indicators	References
<ul style="list-style-type: none">• There are no obvious weaknesses or anomalies in the physical and procedural security of the establishment.• Security measures are applied proportionately and do not unnecessarily impede positive relationships, constructive activity and resettlement opportunities.• Women suitable for open conditions have a less restrictive regime.• Staff interact with women on association and there are enough staff to supervise association areas.• There are effective liaison arrangements in place with the local police, including for prisoners to report historic offences.	ECHR 3, 8; EPR 3, 16, 51–53, 74, 75; RTWP 41 (a, d); SMR 27, 48, 57, 63(2)
<p>Cross reference with: safe and supportive relationships; complaints; staff-prisoner relationships; purposeful activity; safeguarding (protection of adults at risk) and women with complex needs; offender management and planning – allocation.</p>	

20. Restricted status is only applied when justified by the security risks presented by individual women.

Indicators	References
<ul style="list-style-type: none">• Women are only placed in 'restricted status' when this is justified by the security risk they present. The reasons for this decision are fully explained in writing.• Restricted status women are reviewed whenever there is a change in circumstances, and at least annually. The outcomes of these reviews are fully explained in writing.	BOP 6, EPR 3, 18.10, 51, 52, 53; RTWP 40, 41

- Restricted status women are moved between prisons only in line with individual case management plans, rather than as a routine security measure.

21. Women assessed as 'restricted status' have access to a full regime which meets their sentence plan.

Indicators	References
<ul style="list-style-type: none"> • Wherever possible, restricted status women are held on normal location and be able to participate in a normal regime. 	BOP 6, EPR 3, 18.10, 51, 52, 53;
<ul style="list-style-type: none"> • Where this is not possible, any restrictions are justified by the nature of the specific risks present and are included in an individual case management plan, which incorporates the requirements of the sentence plan. 	RTWP 40, 41
<ul style="list-style-type: none"> • Where risk assessment precludes participation in a normal regime, the reasons for this are documented and agreed by a senior manager. Alternative provision is made available to prevent isolation. 	

Cross reference with: safeguarding (protection of adults at risk) and women with complex needs.

22. Women's wellbeing is safeguarded by effective security intelligence. Women are subject to searching measures which are appropriately assessed and proportionate.

Indicators	References
<ul style="list-style-type: none"> • The elements of 'dynamic security' are in place to maintain security and good order which include: <ul style="list-style-type: none"> - staff-prisoner relationships which are positive and professional - constructive activity - established and effective procedures in place for resolving complaints, grievances and conflicts. • Effective intelligence and security measures are in place to guard against the trafficking of drugs or alcohol. 	EPR 3, 49, 51, 54; RTWP 19, 20, 33 (1)

- A supply and reduction strategy is in place and where problems have been identified remedial action is taken promptly, documented and evaluated.
- Required outcomes from security information reports (SIRs), such as targeted searches and reasonable suspicion mandatory drug testing (MDT), are routinely completed.
- MDT is conducted consistently in line with protocols which ensure the fairness and validity of procedures, and takes place in a suitable environment. Target testing is based on evidence and conducted within the required timeframe. Women who test positive are referred to substance misuse services.
- Strip searching of women is intelligence-led and only carried out when deemed necessary. Authorisation is clearly recorded along with sound reasoning about why less intrusive alternatives could not be used.
- Women are strip searched only when in the presence of two trained female staff.
- Women are never squat searched.
- Women are informed that their cells/rooms or personal property are being searched and cells/property are left in the same condition in which they were found.
- Cell searches are conducted by two officers.
- The criteria to ban or otherwise restrict visitors are linked only to activity relating to visiting procedures. The criteria are visible and unambiguous, with an appeal process available. Those visitors subject to bans or restriction are reviewed every month.

Cross reference with: substance misuse; safe and supportive relationships; safeguarding (protection of adults at risk) and women with complex needs; children, families and contact with the outside world.

23. Effective processes are in place to protect women from misconduct or illegal conduct by staff.

Indicators

- Women know how to make confidential complaints about staff, and are confident that the system works effectively.
- The identity and contact details of the local corruption prevention manager are known to prisoners and staff.

References

BOP 1, 19, 33;
BPTP 1, 3, 6;
CAT 13, 16;

- Immediate protection from reprisals is provided to women who report misconduct or abuse by staff. ECHR 3, 8; EPR 24.2, 25.1, 31, 51–54; 60.4, 72.4, 73, 75;
 - Reports of misconduct are investigated by a competent and appropriately independent authority. ICCPR 10(1); RTWP 19–22, 42(1); SMR 6(1), 21, 27, 36, 46–48, 53(3), 57, 78
 - Staff are aware of ‘whistleblowing’ arrangements.
- Cross reference with:** complaints.

Disciplinary procedures

Disciplinary procedures are applied fairly and for good reason. Women understand why they are being disciplined and can appeal against any sanctions imposed on them.

Expectations

24. Women are subject to reasonable disciplinary procedures, which are applied fairly and for good reason.

Indicators	References
<ul style="list-style-type: none">• Policies are reasonable and fair and encourage staff to use disciplinary procedures only when necessary.• No unofficial or collective punishments are used, either individually or systematically. Women are never punished twice for the same offence.• Adjudication proceedings, whether conducted by the Prison Service or district court judges, are conducted in non-intimidating surroundings in a clear and fair manner. Adjudications are not conducted in the presence of all male personnel.• Adjudication hearings are always properly written out and recorded.• Adjudication findings and punishments are made fairly and consistently based on the evidence available. Mitigating circumstances are considered.• Cellular confinement or segregation for good order is never applied to pregnant women, those with infants or breastfeeding women.• Disciplinary sanctions for women do not include restriction on visits or contact with children.• There are quality control measures in place.• Adjudication data is monitored on a routine basis and covers all protected characteristics, in order to ensure emerging trends are identified and acted on if necessary. Adjudication data is also monitored by the Independent Monitoring Board.	BOP 30; EPR 9, 56–60; RTWP 22, 23; SMR 27, 29, 30, 35

25. Women subject to disciplinary procedures understand the charges and procedures they face.

Indicators	References
<ul style="list-style-type: none"> Where appropriate, charges of a serious nature are referred to an independent adjudicator and heard within 28 days of the referral. Women facing disciplinary charges are given time to prepare their case and can receive legal advice. Information on the adjudication process is available to women in a format and language they understand. During adjudication hearings women are provided with materials to make notes. Prisoners play an active role during adjudication hearings. Findings and punishments are fully explained to the prisoner. Women are made aware of the appeals procedure during their adjudication hearing. 	<p>BOP 30; CRPD 9, 21; EPR 30.1, 38, 59, 61; SMR 30(2, 3), 51(2)</p>

Cross reference with: safe and supportive relationships (incentives and earned privileges); equality and diversity.

Expectations – The use of force

26. Women are only subject to force which is legitimate, used as a last resort and subject to rigorous governance.

Indicators	References
<ul style="list-style-type: none"> All staff are trained in and promote de-escalation techniques. Restraints are never used on women during labour, birth or immediately following delivery. Any incidents of force are properly authorised and correctly and comprehensively recorded. Use of force is monitored by the prison and any emerging patterns are identified and acted on. Monitoring includes all protected characteristics, as well as the location and the range of women prisoners and staff involved. Handcuffs are only used when there is evidence to support their use and with the proper authority. 	<p>BOP 6, EPR 64, 65, 66, 68; RTWP 24; SMR 33, 34</p>

- Restraints are only used on women receiving end-of-life care in exceptional circumstances, based on a robust risk assessment that is reviewed at least daily.
- Video cameras are used to record planned interventions. Segregation staff are not routinely used for planned removals. Video recordings are promptly reviewed.
- The authorisation for staff wearing personal protective equipment (PPE) to manage prisoners is made on an individual basis each day by a senior manager. The use of PPE is monitored.

27. When women are physically restrained, it is for the minimum amount of time necessary, by trained staff using approved techniques. Following restraint, prisoners are appropriately monitored and supported.

Indicators

- An appropriately qualified health care professional attends all planned control and restraint (C&R) removals occurring within normal working hours.
- Planned removal teams always include women officers.
- Women subject to spontaneous C&R procedures or outside normal working hours are seen by an appropriately qualified health care professional as soon as possible.
- Staff working in women's prisons are aware of which women are pregnant and are specifically trained in the control and restraint of pregnant women.
- Use of force documentation is routinely scrutinised by a senior manager to ensure force is a last resort measure and lawful.

Cross reference with: self-harm and suicide prevention; safeguarding (protection of adults at risk) and women with complex needs; equality and diversity (pregnant women).

References

BOP 6;
 BPUF 1, 5,
 15, 18–20;
 CAT 10, 16;
 CCLEO 3;
 ECHR 3, 8;
 EPR 43, 49,
 64–66, 68.3;
 ICESCR
 10(2);
 RTWP 24, 33
 (1);
 SMR 27, 33,
 34, 47(2, 3),
 54(1, 2)

28. Women are located in special or unfurnished accommodation, or placed in mechanical restraints or strip clothing, only as a last resort and are subject to measures which protect their human dignity.

Indicators	References
<ul style="list-style-type: none"> • Women are only located in special or unfurnished accommodation, mechanical restraints or anti-ligature clothing after all other options have been explored and excluded. It is for the minimum time necessary, and appropriately authorised. Measures are taken to protect their human dignity. • Initial authorisation is for a period not exceeding two hours and then, if necessary, for subsequent two-hour periods. • Women are always released as soon as they are no longer violent and refractory, and are seen by a health care professional. • The use of any cell from which normal furniture has been removed or in which a woman is held in anti-ligature/ strip clothing, is authorised and recorded as use of special accommodation. • Women are not automatically strip searched or deprived of their normal clothing on placement into special or unfurnished accommodation. In circumstances where such actions prove necessary, reasons are recorded and normal clothing is returned at the earliest opportunity. • Suicidal or self-harming women are only held in unfurnished cells in exceptional circumstances with appropriate authorisation, and after all other methods, including continuous engagement, have failed. • Women in special or unfurnished accommodation are monitored at frequent and irregular intervals and at a minimum of every 15 minutes unless more frequent checks are authorised. A full record of monitoring checks is maintained. 	<p>BOP 1, 6; BPTP 1, 2; BPUF 1, 4, 5, 15, 18–20; CAT 10–11, 16; CCLEO 3; DPT 6; ECHR 3, 8; EPR 1, 39, 43, 47.2, 49, 51, 53, 64–66, 68, 68.2–3; ICCPR 10(1); ICESCR 10(2); RTWP 19–21, 24; SMR 27, 33, 34, 47 (2, 3) 54(1, 2)</p>

Cross reference with: self-harm and suicide prevention.

Expectations – Segregation

29. Women are kept safe at all times while segregated and individual needs are recognised and given proper attention.

Indicators	References
<ul style="list-style-type: none"> • Women are segregated only with proper authorisation and for appropriate reasons. A safety algorithm is completed by a member of health care staff within two hours of segregation. • There is a clear focus on providing care and support. • Cells used for segregation are fit for purpose, well-maintained and clean. • Women on an open ACCT, or women needing separation for non-punitive reasons, such as those with complex needs, are not held in the segregation unit except in exceptional circumstances, which are documented, and agreed by a senior manager. Such decisions are part of a care planned approach to meet the woman’s needs in a more appropriate environment. Segregated women are searched thoroughly and respectfully. Strip searches are only conducted where the need has been identified through risk assessment. • The number of staff necessary to unlock individual women in segregation for control purposes is decided on the basis of a daily risk assessment. • Transfers of women prisoners from one segregation unit to another are exceptional and only take place when authorised by the governors of the sending and receiving establishments or the deputy directors of custody. • A multidisciplinary staff group monitors adherence to the prison service order on segregation. Particular care is taken when women are segregated on residential units. There is evidence that they are satisfied that the staff culture supports the aim of individual management and care for segregated women. Regular monitoring and reports for the governor and deputy director of custody include: <ul style="list-style-type: none"> - the numbers segregated (in whatever location) - the length of stay - individual reports on those held for less than three months - the use of cellular confinement as punishment - the use of personal protective equipment 	<p>BOP 1, 5, 7, 33; BPTP 1, 2, 7; CAT 11, 16; DPT 6; EPR 1, 3, 13, 18.1–2, 18.10, 19.1, 39, 43.2–3, 49, 51.1–2, 53.1–2, 53.4, 54, 70; ICCPR 10(1); RTWP 19–21, 41; SMR 6(1), 10–14, 57</p>

- the proportion of all protected characteristics under adjudication and in segregation
- the number failing the algorithm
- the number on open ACCT processes and levels of self-harm
- the number of upheld complaints
- the number of segregation-to-segregation transfers
- the use of special accommodation.

30. Women are segregated safely and decently for the shortest possible period and are supported to reintegrate into the normal regime at the earliest opportunity.

Indicators	References
<ul style="list-style-type: none"> • A prisoner's segregation status is reviewed within 72 hours and then at least every fortnight by a multidisciplinary review group, chaired by a governor. Review timings are determined at the initial review and take account of individual circumstances. • Segregated women are actively involved in the review process. • Staff attending review boards offer individual contact with the prisoner between reviews and are aware of the prisoner's individual needs. • Segregated women are provided with the opportunity to speak to a senior manager out of the hearing of staff on request. • Women have daily access to a senior manager, chaplain and a health services professional, in private if requested, and a record of these visits is maintained. A member of the Independent Monitoring Board (IMB) team visits at least once a week. • All staff make daily, detailed records of prisoner's behaviour on individual history files and/or monitoring forms. Wing staff maintain regular contact with women segregated under Rule 45 to facilitate their return to normal location. • All staff having contact with a segregated prisoner record relevant details of their contact in individual history files. • Segregated women who have been assessed as meeting the criteria for transfer to a secure mental health facility under the Mental Health Act do not wait more than 14 days for such a move. In the meantime, they are supported by mental health services staff. 	<p>BOP 1; EPR 43, 53, 56, 59, 60; ICCP 10 (1); RTWP 33, 41</p>

- IMB representation is specifically invited, with adequate notice, for all good order or discipline (GOOD) reviews.
- Staff are appropriately trained and, as a minimum, custody staff are trained in de-escalation, equality and diversity, suicide prevention, mental health, personality disorder and motivational interviewing.
- Staff are aware of the policy relating to temporary separation of women and related governance arrangements.
- The prison has a published staff selection policy for the segregation unit, and those selected have been personally authorised by the governor and trained for their role.
- There is an appropriate gender mix of staff working with segregated women.

31. Segregated women understand the reasons for their segregation, the rules and regime available to them and how to access activities.

Indicators

- Women are informed of the reasons for their segregation in writing, in a format and language they can understand.
- Women understand the rules and regime which apply to them.
- A statement of purpose is prominently displayed in any segregation unit with pictures of the multi-disciplinary team who review segregation.

Cross reference with: health services; equality and diversity.

References

BOP 24;
 CAT 10, 16;
 EPR 8, 9, 12,
 39, 43.2–3,
 46.1, 47, 49,
 51.1, 51.4–5,
 52.2, 53.1–2,
 53.4–5, 53.7,
 60.5, 66,
 72.3, 74, 77,
 81, 83, 93.1;
 RTWP 16;
 SMR 27,
 36(1), 41(2,
 3), 47(2, 3),
 57, 82

32. Women are encouraged and enabled to access a range of purposeful activities during their time in the segregation unit. They have access to the same range of activities, facilities and services as women on normal location.

Indicators	References
<ul style="list-style-type: none"> • Equal access to activities, facilities and services include: <ul style="list-style-type: none"> - telephone and visits - showers - outside exercise for at least an hour every day - canteen and approved property (unless temporarily applied as an adjudication punishment) - the incentives and earned privileges scheme - meals collected from a servery wherever possible. • Women are provided with appropriate activities to occupy and stimulate them in their cells. Women located on the segregation unit long-term have a care plan put in place after four weeks to prevent psychological deterioration. • Within the constraints of security and good order, women have reasonable access to activities, which include: <ul style="list-style-type: none"> - the library - education - in-cell exercise - work - religious services - offending behaviour programmes - counselling. • The regime in segregation never falls below a basic level regime. • Women are able to attend mainstream activities where a risk assessment allows, and phased returns are used to encourage women to return to normal location. • Women have access to outside exercise and association with other women unless a risk assessment suggests this is inappropriate. 	<p>BPTP 6, 8; EPR 3, 19.4, 22, 24.1–2, 25.1–3, 26.2, 26.11, 27, 28.1, 28.5, 29.2, 43.2, 49, 51.1; RTWP 23, 26, 42; SMR 6(2), 13, 20, 21, 37, 40, 42</p>

Substance misuse

Women with drug and/or alcohol problems are identified at reception and receive effective treatment and support throughout their stay in custody.

Expectations

33. Women dependent on drugs and/or alcohol receive clinical treatment which is safe, effective and meets individual needs.

Indicators	References
<ul style="list-style-type: none">• Drug and/or alcohol dependent women are provided with appropriate first night treatment following screening and testing. Subject to confirmation, existing prescribing regimes are continued or equivalents provided.• Specialist staff complete a comprehensive assessment the day after a prisoner's arrival to determine a suitable stabilisation, maintenance, or detoxification programme.• Prescribing regimes are flexible, conform to national clinical guidelines, adequately meet the needs of drug or alcohol dependent women, including those who are pregnant, and are provided by specialist staff in a safe environment.• Prescribing for pregnant women occurs within a coordinated multidisciplinary approach, including specialist substance misuse and midwifery services.• Women are actively involved in the care planning and review process.• Specialist dual diagnosis services are provided for women who experience both mental health and substance-related problems.• A range of effective alcohol, drug and tobacco avoidance strategies are in operation.	CEDAW 12; EPR 40, 41.1, 42.1, 42.3 (d, j); 47.2; ICESCR 12; RTWP 6 (c, d), 15; SMR 24, 49(1), 69

Cross reference with: health services.

34. Women have prompt access to a range of psychosocial interventions and services, which are consistent with the assessed needs of the population.

Indicators	References
<ul style="list-style-type: none">• An effective drug and alcohol strategy is in place which shapes service provision. The drug and alcohol strategy is accompanied by a detailed action plan, informed by the needs analysis, which includes specific outcome-focused targets and clear accountabilities.	CEDAW 12; EPR 40, 42; RTWP 15

- An effective drug and alcohol strategy is in place which shapes service provision. The drug and alcohol strategy is accompanied by a detailed action plan, informed by the needs analysis, which includes specific outcome-focused targets and clear accountabilities.
- A multi-agency drug and alcohol committee feeds into, implements and monitors the strategy and ensures joint working between service providers.
- Women are informed of drug and alcohol services at the beginning of and throughout their time in custody and are encouraged by all staff to seek help according to their needs.
- Women, including those with alcohol problems, have prompt access to a range of psychosocial interventions which meet their identified need.
- Psychosocial interventions are integrated with clinical treatment.
- Drug and alcohol programmes are appropriate to the requirements of women, taking account of drug/alcohol use, length of time in custody, prior victimisation, co-dependency and all protected characteristics, where appropriate.
- Women can gain additional support through peer mentoring schemes and self-help groups.
- Women are able to participate in compact-based drug testing programmes where available, and those who choose not to be are not discriminated against. Appropriate testing arrangements are in place.

Cross reference with: resettlement – offender management and planning; reintegration planning – children, families and contact with the outside world (women involved in prostitution).

HM Inspectorate of Prisons
EXPECTATIONS

Section 2: **respect**

Prisoners are treated with respect for their human dignity.

- Residential units**
- Staff-prisoner relationships**
- Equality and diversity**
- Faith and religious activity**
- Complaints**
- Legal rights**
- Health services**
- Catering**
- Purchases**

Residential units

Women live in a safe, clean and decent environment within which they are encouraged to take personal responsibility for themselves and their possessions. Women are aware of the rules and routines of the prison which encourage responsible behaviour.

Expectations

1. Women live in a safe, clean and decent environment which is in a good state of repair and fit for purpose.

Indicators	References
<ul style="list-style-type: none">• Cells and communal areas are light, well decorated and are suitable for the purpose. Accommodation is properly certified. Women have their own bed, chair and lockable cupboard and provision for the storage of personal belongings is adequate. Women are able to personalise their cells without unnecessary restrictions. All toilets have lids and are screened, and in shared cells toilets/washing facilities are screened. Cells and communal areas:<ul style="list-style-type: none">- look and smell clean- are free from graffiti and offensive displays- are in good decorative order- are of a suitable temperature with heating facilities- are well ventilated, either naturally or by a system that is not oppressively noisy- are well lit, including adequate provision of natural daylight. Night time light is at a level that allows women to sleep while ensuring safety.• Women have access to drinking water, a toilet and washing facilities at all times.• Residential units are as calm and quiet as possible at night to enable rest and sleep.• There are sufficient telephones and access is managed so that all women can use the telephone once a day in private.• Notices are displayed in accessible and suitable ways for the prison population.	<p>BOP 1, 6; BTPP 1; ECHR 3, 8; EPR 1, 18.1–2, 19.1–3, 21, 22.5, 24.1; ICCPR 10(1), 17; RTWP 26; SMR 10–12, 14, 19, 20(2), 37; UDHR 12</p>

Cross reference with: equality and diversity – protected characteristics (women with disabilities, older women).

2. Women feel safe in their residential units, both cells and communal areas.

Indicators	References
<ul style="list-style-type: none"> Where women and men are held on the same site a discrete management and staffing group exists. Separate services and regimes are in place to ensure women's needs are met and that they are kept and feel safe. 	BOP 1, 8; BPTP 1; EPR 16(c), 18.5–8,
<ul style="list-style-type: none"> Unconvicted women are not required to share accommodation with sentenced women. 	18.10, 81.3, 96;
<ul style="list-style-type: none"> Communal areas, decoration and facilities meet the needs of the population and staff actively engage with women. 	ICCP 10(2)(a);
<ul style="list-style-type: none"> All women have access to an in-cell emergency call bell that works and is responded to within five minutes. 	RTWP 31, 33 (1);
<ul style="list-style-type: none"> Where appropriate, women have privacy keys to their cells/ rooms. 	SMR 8, 9(2), 53, 67, 69, 85
<ul style="list-style-type: none"> Observation panels in cell doors remain free from obstruction. Officers do not enter women's cells without knocking and waiting for a reply, except where there is an operational need. 	
<p>Cross reference with: bullying and violence reduction; equality and diversity.</p>	

3. Women are encouraged, enabled and expected to keep themselves, their cells and communal areas clean.

Indicators	References
<ul style="list-style-type: none"> Women have access to baths, showers and in-cell toilets in private. 	BOP 6; ECHR 3, 8;
<ul style="list-style-type: none"> Women have access to necessary supplies of their own personal hygiene items and sanitary products. 	EPR 19.4–7; ICCP 17;
<ul style="list-style-type: none"> Women are able to shower or bath daily, and immediately following physical exercise or work, before court appearances and before visits. 	RTWP 5; SMR 12–16, 19;
<ul style="list-style-type: none"> Freshly laundered bedding is provided for each new prisoner on arrival and then on at least a weekly basis. A system for the replacement of mattresses is in operation. 	UDHR 12
<ul style="list-style-type: none"> Sufficient cleaning materials are readily available. 	
<p>Cross reference with: courts, escorts and transfers; equality and diversity – protected characteristics (women with disabilities, older women).</p>	

4. Staff and prisoners are encouraged to resolve requests informally; when this is not possible prisoners understand how to apply for available services, and are able to do so easily.

Indicators	References
<ul style="list-style-type: none"> • Staff and prisoners are encouraged to resolve requests informally, wherever possible, before making a formal, written application. • Information on accessing services is provided in a format and language that is easily understood and is publicised prominently across the prison. • Women can easily and confidentially access and submit an application form. • All applications, whether formal or informal, are dealt with fairly and responded to promptly, with either a resolution or a comprehensive explanation of future action. • Women receive responses to their applications which are respectful, easy to understand and address the issues raised. • Formal application responses are signed and dated by the respondent. • There are effective and thorough quality assurance arrangements in place. • Women are fully aware of and understand the rules and routines of the prison, which encourage responsible behaviour. 	<p>BOP 5; BPTP 2; CRPD 9, 21; EPR 13, 30.1, 30.2, 38.1, 38.3, 56.2, 70.1–3, 102.1; RTWP 2; SMR 6(1), 35, 36, 51(2)</p>

5. Women have enough clean clothing of the right kind, size, quality and design to meet individual needs.

Indicators	References
<ul style="list-style-type: none"> • All women are able to wear their own clothes, and clothing restrictions are kept to a minimum. • Women have at least weekly access to laundry facilities to wash and iron their clothes. • Women are provided with enough clean underwear and socks to be able to change them daily. • All women are issued with enough warm weatherproof clothing and shoes to go out in all weather conditions. • Prison issue clothing is designed specifically for women, is clean, in good repair, and provided in a full range of sizes. 	<p>EPR 3, 20, 97, 102.2; SMR 17, 18, 57, 88</p>

6. Women have enough clean clothing of the right kind, size, quality and design to meet individual needs.

Indicators	References
<ul style="list-style-type: none"> • The amount of property in possession and storage that women are allowed takes account of individual needs. • Women can receive parcels and any unauthorised articles received are held in secure storage and returned to the woman on release. • A standard list detailing the possessions that women are allowed to keep is used in the prison and this is adequate to meet the needs of the population. • Women’s valuable property is routinely security marked before it is issued. • Women are able to access their stored property by application and on release. • Women are fairly compensated for clothing and possessions lost in storage. 	<p>ECHR Protocol 1(1); EPR 31.1–4, 31.7; SMR 43; UDHR 17</p>

Staff-prisoner relationships

Women are treated with respect by staff throughout the duration of their time in custody, and are encouraged to take responsibility for their own actions and decisions.

Expectations

7. Women are treated with humanity and respect for their human dignity at all times. Staff actively engage with women and relationships are positive and courteous.

Indicators	References
<ul style="list-style-type: none">• Staff and prisoners are always fair and courteous in their day-to-day dealings with one another.• Staff set a personal example in the way they carry out their duties at all times.• Staff positively engage with women at all times and positive interaction is encouraged by the senior management team. Senior managers lead by example and regularly engage with women on wings.• When staff need to relay sensitive or unwelcome news to women, this is done in private and with compassion.• Staff treat womens' cells and possessions with respect, subject to constraints and the smooth running of the prison.• Cell cards and the unit roll board list the first and second names of individual women.• Staff address women using their preferred name or title and never use insulting nicknames or derogatory or impersonal terms.• Staff are trained to understand the specific needs of women.• At least 60% of staff in direct contact with women and 60% of governor grade staff are female.	BOP 1, 5, 6; BTPP 1, 2; CCLEO 2; ECHR 3, 8; EPR 1, 13, 49, 72, 74, 75; ICCPR 7, 10(1), 17; RTWP 29, 31, 32, 33, 40, 41; SMR 6, 46(1), 48; UDHR 5

8. Prisoners are encouraged and supported to take responsibility for their actions and decisions.

Indicators

- Women are enabled and encouraged to take responsibility for their own needs and activities.
- Women are encouraged by staff to engage in all activities and routines, supporting punctuality, attendance and responsible behaviour.
- Women are effectively consulted about the routines and facilities of the residential unit. Women are informed of the outcome of the consultation and provided with justifiable reasons for any decision made.
- Inappropriate conduct by prisoners is challenged.
- Women can challenge decisions appropriately and are confident that their views are taken seriously.

References

EPR 5, 27.6, 50, 52.2, 87.1, 102.1; SMR 36, 48, 60(1), 65

9. Women have a named officer they can turn to on a day-to-day basis who is aware of their individual needs. The officer provides support and helps women to access the services they require or responds to any matters they raise in a timely manner.

Indicators

- Women know their named officer and are able to access them easily. Frequent changes of named officers are avoided. Named officers know the personal circumstances of their prisoners and their families and encourage effective links with them.
- Named officers provide input and advice on all matters relating to their prisoners and provide support to women on sentence/custody plans and resettlement issues.
- Staff are aware of external service providers and how to make referrals.
- Named officers and other wing staff maintain an accurate chronological diary of contact, identifying any significant events affecting them on at least a weekly basis.
- Entries are balanced and detailed and indicate interaction.
- Staff can easily access information relating to individual women which is based on comprehensive and up to date information about the woman's needs.

References

EPR 7, 50, 51.2, 74, 75, 83(b), 87; RTWP 29; SMR 48, 80, 81

- Where necessary, vulnerable/self-harming/older and disabled women have care plans as part of wing files, which feed into weekly reports and are regularly monitored.
- Where a named officer system is not used, the prison can demonstrate it has an equally effective alternative.

Cross reference with: offender management and planning; safe and supportive relationships (incentives and earned privileges).

Equality and diversity

The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), transgender issues, sexual orientation and age.

Expectations – Strategic management

10. By employing fair processes the prison ensures that no prisoner or group is unfairly disadvantaged.

Indicators	References
<ul style="list-style-type: none">• The prison has clear systems in place, which are known and used by all staff to identify and take appropriate action to minimise all forms of discrimination or disadvantage. This includes an awareness of multiple inequalities and dual discrimination.• Arrangements are in place to identify and distinguish the different forms of discrimination, including the unconscious and covert forms of discrimination detected in processes, attitudes and behaviour. Staff are appropriately trained and supported to identify and respond to the various forms.• Effective and regular monitoring is in place, covering all protected characteristics to ensure fair treatment and access to services. Where necessary, impact assessments are conducted and any remedial action is taken promptly, documented and evaluated.• Equality monitoring covers nationally agreed criteria and locally identified areas of concern and interest.• Results of equality monitoring are communicated to staff in a format which is easy to understand and appropriate action is taken when necessary.• Incident reporting systems are developed to facilitate the reporting of all types of incidents for all protected characteristics, ensuring confidentiality at all times.• Incident reporting forms are freely available and help is available for making a complaint.	<p>BOP 1, 5, 7, 33; BPTP 1, 2, 3; CAT 11–13, 16; CEDAW 2; CERD 2; CRPD 5; DEDRB 2; DPT 6, 8, 9; EPR 1, 8, 13, 34.1, 38, 70, 72, 75, 81; ICCPR 2(1); PEIDT 2; RTWP 25(1), 54; SMR 6, 27, 47(2, 3), 35, 36, 48</p>

- Women know how to report an incident and are supported to do so. They have confidence in the incident reporting system and are safe from any repercussions.
- Responses to complaints are timely and deal directly with the woman's concerns, while protecting the complainant's anonymity as far as possible.
- Discriminatory language and conduct is challenged.
- Allegations and incidents are treated consistently and investigated thoroughly, with external validation of the quality and integrity of the process. Incidents are routinely reported and patterns/trends are identified, discussed in a multidisciplinary forum involving managers and prisoners, and lead to actions which are monitored for success.
- There are effective interventions in place to deal with both the victim and the perpetrator (cross reference with: bullying and violence reduction).

11. The prison demonstrates strong leadership in delivering a coordinated approach to eliminating all forms of discrimination.

Indicators	References
<ul style="list-style-type: none"> • The governor/director leads by example in promoting equality and diversity and the commitment from staff that is necessary to tackle all forms of discrimination. 	BOP 5; BPTP 2, 3; CRPD 5;
<ul style="list-style-type: none"> • The prison has an equality and diversity policy in place that outlines how the needs of all groups within the prison, including young adults, will be recognised and addressed. There is understanding of how gender interacts with other protected characteristics. 	DEDRB 4; DHRIN 5; DRM 4; CEDAW 2;
<ul style="list-style-type: none"> • The prison has a single, clear and effective structure for overall governance of all aspects of equality and diversity in the prison. 	CERD 5; EPR 13, 34.1, 38, 72, 75;
<ul style="list-style-type: none"> • Where necessary, there are designated staff with responsibility for each of the protected characteristics actually or potentially represented in the prisoner population. 	SMR 6, 46(1), 48, 50(1)
<ul style="list-style-type: none"> • There are sufficient trained women on the senior management team and in the staff group to ensure that women's gender-specific needs are readily recognised and met. 	

- Equality issues are regularly and frequently discussed in a forum involving managers, staff and prisoners. These lead to actions which are monitored for success.
- There is regular and effective input by external community representatives.
- Designated equality staff for each strand feed into the violence reduction strategy.
- There is a live action plan for each of the protected characteristics.
- The prison is meeting its legal obligations under the Equality Act 2010.
- The governor ensures his/her general duty under the Equality Act 2010 is discharged by any contractors who offer services directly to prisoners or by any employer of women who work out on temporary licence.

12. Staff and prisoners collaborate to foster good relationships, promote equality and diversity, and provide support.

Indicators	References
<ul style="list-style-type: none"> • Women know the identity of relevant equality and diversity representatives covering each protected characteristic, and are easily able to contact them. 	CRPD 8;
<ul style="list-style-type: none"> • Information concerning access to services is provided in a language and format that prisoners understand. 	DEDRB 4;
<ul style="list-style-type: none"> • Understanding and support for each protected characteristic is increased by regular events (celebrations, education, etc), and the involvement of appropriate external organisations. 	DHRIN 5;
<ul style="list-style-type: none"> • Communication material in all areas of the prison promotes positive images of women and reflects the diversity of the population and the wider community. 	DRM 4;
<ul style="list-style-type: none"> • Results of equality and diversity monitoring are communicated in a language and format that is easy to understand and is accessible. 	CEDAW 2;
<ul style="list-style-type: none"> • Women are made aware of behaviour and language that is unacceptable through a well publicised policy. 	CERD 5;
<ul style="list-style-type: none"> • A range of groups or schemes for mutual support are available within the prison for women from diverse groups. 	EPR 7, 30.1,
<ul style="list-style-type: none"> • Where there are small numbers of individuals from a minority group, one to one support is easily accessible. 	38.1, 38.3;
	SMR 35, 51(2), 80, 81

- External support groups and networks are effectively promoted and women are helped to make contact with them.

Cross reference with: equality and diversity – protected characteristics.

13. Staff promote a respectful and safe environment, in which each of the distinct protected characteristics of women is recognised and addressed with respect and dignity.

Indicators	References
<ul style="list-style-type: none"> • Staff are effectively trained in working with women. • Staff promote and model awareness of equality, enabling them to anticipate and address the needs of a diverse population. • All staff demonstrate awareness and commitment to the prison’s equality and diversity objectives and are able to show how they incorporate these into to their day to day working. • A named person has overall responsibility for equality and diversity. The need for individual designated equality staff is assessed for each of the protected characteristics. The equality coordinator and staff with specific equality responsibilities are given sufficient time and support for these roles, with clear job descriptions and objectives. • All protected characteristics are recognised and addressed, irrespective of the number of women in the population of that group. • Women convicted of a current or previous racially aggravated offence, or hate crime, or who were involved in a racist or other hate crime bullying incident, are identified and managed appropriately. • Staff lead by example, promoting equality and diversity through active engagement with all women. • Managers ensure that specialist staff (for example, chaplaincy, health care, education) work with and assist uniformed staff to maintain awareness of the changing needs of diverse groups. • Staff with specific equality and diversity responsibilities ensure that the equality-related needs of all new arrivals are met promptly. 	<p>BOP 1, 5; BPTP 1–3; EPR 1, 13, 15.1, 16(d), 75, 76, 81, 103.2; ICCPR 10(1); RTWP 29–33; SMR 6, 47(2, 3), 48</p>

- Assessments on arrival to the prison cover all protected characteristics and staff are adequately trained to carry out assessments.

Cross reference with: early days in custody (cell sharing risk assessments).

14. Women play a central role in eliminating all forms of discrimination and are consulted frequently to strengthen the support available.

Indicators	References
<ul style="list-style-type: none"> • Prisoner equality representatives are well known, have appropriate job descriptions and meet regularly, both with equality staff and as part of a wider forum including managers, staff and prisoners. • Through regular consultation meetings and surveys, women are able to raise issues on any aspect of equality. • Equality representatives are able to develop their roles to support other women. • Women have access to staff and outside agencies on a regular basis to answer queries and seek advice. • Where possible, a recognised peer support scheme is in place for women with a range of diverse needs. 	EPR 50, 87.1, 102.1; SMR 65

15. Women of all racial groups are treated equitably and according to their individual needs.

Indicators	References
<ul style="list-style-type: none"> • There are arrangements to educate both staff and prisoners to raise awareness of race equality. • Action is taken to identify and minimise racist victimisation and interventions for challenging racism, including mediation, are available to protect victims. • A process is in place to identify any woman convicted of a current or previous racially aggravated offence or of an incident of racist bullying in prison, and to alert staff to these individuals (cross reference with: early days in custody – cell sharing risk assessments). • Sufficient attention is paid to the distinct needs of women from the Gypsy, Roma and Traveller communities. 	BOP 5; BPTP 2, 3; CERD 2, 5(b), 6, 7; DRM 2, 4; EPR 13, 16(c), 38.1–2, 52.1–2, 81.3; SMR 6

16. Women of all nationalities are treated equitably and according to their individual needs.

Indicators	References
<ul style="list-style-type: none"> • Women are provided with information about their immigration status and immigration procedures in different languages/formats and helped to understand them (cross reference with: early days in custody; legal rights; learning and skills and work activities – library). 	BOP 5, 16(2); BTP 2, 3, 10; DHRIN 5, 6, 10;
<ul style="list-style-type: none"> • Women understand and receive their entitlements and can participate fully in the activities/services of the prison. 	DRM 2, 4;
<ul style="list-style-type: none"> • Women have access to accredited translation and interpreting services wherever accuracy or confidentiality is important. 	EPR 13, 24 (1, 2, 3), 37, 38, 74, 81;
<ul style="list-style-type: none"> • Accurate records are kept of staff and prisoners who are able to speak languages other than English. 	RTWP 2(1), 26;
<ul style="list-style-type: none"> • Immigration detainees held solely under administrative powers are not held in prisons other than in exceptional circumstances following risk assessment. 	SMR 6, 37, 38, 51(2)
<ul style="list-style-type: none"> • Staff are aware of the distinct needs and cultural preferences of foreign nationals, especially those nationalities significantly represented in the prison. 	
<ul style="list-style-type: none"> • Staff are aware of issues around human trafficking and how to identify potential victims. Relevant information is provided to women. 	
<ul style="list-style-type: none"> • Women have access to accredited, independent immigration advice and support agencies (cross reference with: legal rights). 	
<ul style="list-style-type: none"> • Foreign national women receive practical help to keep in touch with family abroad who they do not see, including a regular free telephone call at an appropriate time of day and of sufficient length to enable women to maintain good contact with their children and the carers. There are opportunities to exchange UK-based entitlements to visits and letters for appropriate contact with family and friends abroad. 	
<ul style="list-style-type: none"> • Women are informed as soon as possible of any IS91 authority to detain, in a language that they understand. They receive notification of removal directions at least 72 hours in advance. 	

- Women held on immigration grounds alone have access to a regime and facilities commensurate with their status. This includes supervised access to the internet and social networking sites subject to risk assessment.

Cross reference with: legal rights; reintegration planning – victimisation, abuse and vulnerability (human trafficking).

17. Women of all religious groups are treated equitably and according to their individual needs.

Indicators

- Staff are aware of religious diversity and the way this interacts with cultural and racial identities.
- Action is taken to identify and minimise religious discrimination and intolerance. There are interventions in place for challenging religious discrimination and the protection of victims.
- Monitoring by religious affiliation is regularly used to match provision to need in the prison.
- Dietary and other lifestyle requirements of approved religions represented in the prison are properly fulfilled.

References

BOP 5;
BPTP 2, 3;
DEDRB 1, 2, 4, 6;
DRM 2, 4;
ECHR 9;
EPR 13, 22.1, 29, 74, 81;
ICCPR 18, 27;
RTWP 54;
SMR 6, 41, 42;
UDHR 18

18. Women with disabilities (both physical and mental impairments and learning disabilities and difficulties) are treated equitably and according to their individual needs.

Indicators

- Women with disabilities are identified systematically on arrival, and are given (where appropriate) a multidisciplinary care plan which is kept up to date. Any social care needs are met, including through an organised peer support scheme.
- Women have access to information in a format and language they can easily understand, for example DVD, easy read text with illustrations and Braille (cross reference with: early days in custody – induction; learning and skills and work activities – library).

References

BOP 5;
BPTP 2;
CRPD 4, 5, 6, 9, 14(2), 15, 17, 21;
EPR 13, 15.1, 25, 30.1, 42, 74, 81.3;

- Staff are aware of all women with disabilities who would need help in the event of an emergency and personal emergency evacuation plans (PEEPs) are in place (cross reference with: residential units). SMR 6, 24, 25, 35, 69
- Dedicated cells adapted for use by women with disabilities are available. Ongoing adaptations are made if the needs of the occupant change (cross reference with: residential units).
- Women with disabilities which affect their mobility are assisted to move around the prison (cross reference with: residential units; purposeful activity).
- Reasonable adjustments are made to ensure that women with disabilities, including those with learning disabilities/difficulties, have equitable access to the full regime and facilities (cross reference with: purposeful activity).
- Women who are unfit to work due to a disability are unlocked during the day and provided with appropriate and sufficient regime activities (cross reference with: residential units; time out of cell).

19. Prisoners of all gender identities are treated equitably and according to their individual needs.

Indicators	References
<ul style="list-style-type: none"> • Transgender people have access to the items they use to maintain their gender appearance. 	BOP 5; BTP 2;
<ul style="list-style-type: none"> • Transgender people are supported via specific support groups/schemes within the prison and through referral to external support networks. 	ECHR 8; EPR 5, 7, 13, 74, 81.3;
<ul style="list-style-type: none"> • Women with gender dysphoria have individualised care plans that address their specific needs and requirements. 	SMR 6
<ul style="list-style-type: none"> • One to one support or counselling is provided, where necessary. 	
<ul style="list-style-type: none"> • There are arrangements to educate staff, enabling them to adequately support women in transition. 	
<ul style="list-style-type: none"> • People who consider themselves transgender and wish to begin gender reassignment are permitted to live permanently in their acquired gender. 	

20. Women of all sexual orientations are treated equitably and according to their individual needs.

Indicators

- Staff training and development promotes equal respect for women of all sexual orientations and raises awareness of the discrimination faced by lesbian and bisexual women.
- The prison actively engages with women to ensure consultation can take place in a safe, confidential environment free from any repercussions and further discrimination.
- There are clear guidelines about what behaviours are acceptable.
- Action is taken to identify and minimise homophobic language and behaviour and interventions for challenging homophobic/discriminatory bullying are in place.
- Women who are lesbian or bisexual are supported via specific groups/schemes within the prison and through referral to external support networks.
- There are no unreasonable restrictions on displays of affection between women.

References

BOP 5;
BPTP 2;
EPR 3, 5, 7,
13, 51.1, 74,
81.3

Cross reference with: safe and supportive relationships.

21. Young women are treated equitably and according to their individual needs.

Indicators

- Staff are aware of the distinct needs of young women, recognising and responding to individual levels of maturity.
- Comprehensive risk assessments are in place to ensure young women are and feel safe from other prisoners.
- Young women arriving from the children and young people's estate are carefully prepared for transfer into the adult estate, identified systematically on arrival and actively supported.
- Young women are given, where appropriate, a multidisciplinary care plan which is kept up to date and reviewed regularly.
- Behaviour management processes are applied proportionately to young women.

References

EPR 74, 81.3;
RTWP 2 (1),
36–38;
SMR 66

- Young women are consulted about the range of age-appropriate activities offered.
- Resettlement support reflects the specific needs of young women.
- Staff are aware of the needs and entitlements of young women who have been looked after children, and these are met.

Cross reference with: early days in custody.

22. Older women are treated equitably and according to their individual needs.

Indicators	References
<ul style="list-style-type: none"> • Following initial assessment on arrival, older women have a care plan, where appropriate, that involves the required range of staff and is reviewed regularly (cross reference with: early days in custody). • Any special accommodation for older women has been designed based on advice from the NHS, social services and relevant voluntary agencies (cross reference with: residential units; health services). • All staff working with older women know how to recognise the signs of mental health problems and the onset of dementia (cross reference with: health services). • Older women who are retired or unfit to work are unlocked during the day and provided with access to appropriate and sufficient regime activities (cross reference with: purposeful activity). • Minimum retirement pay is set at a level that is sufficient for those who do not have another source of income. • Women over retirement age do not have to pay for their TV. 	<p>BOP 5; BPTP 2; EPR 13, 15.1, 16, 25, 74, 81.3; POP 4, 5, 11, 12, 14, 17; SMR 6, 24, 25, 69</p>

23. Pregnant women and those caring for children in prison are fully supported throughout their time at the prison by appropriately trained staff.

Indicators	References
<ul style="list-style-type: none"> • Care planning starts from the earliest knowledge of pregnancy, or following the mother's admission to custody, to support decision making. • Women can choose birthing partners or access community support services to assist them in making choices and plans for their pregnancy and birth. 	<p>CERD 5; CEDAW 12 (2); CRC 3; DRM 1;</p>

- Initial planning meetings and review meetings are attended by the mother, her supporter/co-parent, and residential staff. EPR 34, 36, 81.3;
- Planning and review meetings focus on the child's needs and how the mother can best be helped and supported to meet them. The mother's sentence plan complements and supports the child's care plan. ICESCR 10 (2); RTWP 5, 6 (c), 9, 33, 39, 48–52;
- An individual risk assessment process is used to decide which location in the prison is most appropriate for pregnant women. SMR 23
- Ante-natal services are comparable to those in the community.
- Pregnant women and those who have recently given birth receive advice on health, exercise and diet from a registered health care practitioner, and are encouraged follow it.
- Post-natal care is comparable to that available in the community.
- Maternity leave arrangements provide sufficient opportunity for individual women to recover from birth and learn to care for their baby.
- Child development is monitored and arrangements are in place to access relevant services and specialists if issues arise.
- Mothers and staff have the knowledge and training to deal with child emergencies, including resuscitation and choking.
- Mothers are able to exercise parental responsibility through informed choices.
- Mothers from minority ethnic backgrounds and with differing childcare traditions are supported and the facilities and decor reflect a multiracial and multicultural community.

24. Women who are separated or separating from their children are given appropriate support.

Indicators

- Decisions about when a child is separated from its mother are based on individual assessments and the best interests of the child.
- Appropriate support is provided when a pregnancy ends prematurely.

References

BOP 5(2);
BPTP 2, 3;
CEDAW
12(2);
CRC 3, 5, 9,
18(2);

- Where a child is separated from its mother before the mother's discharge date, the mother is fully supported both emotionally and practically in making the arrangements for separation. EPR 34.1, 34.3, 36, 76, 81, 102.1, 103;
- Counselling services are available for those who have experienced loss or bereavement, including post-adoption. ICESCR 10(2); RTWP 5, 6(c), 33, 48, 50–52; SMR 6(2), 23, 47(2, 3)

25. Mothers and babies are provided with a safe, supportive and comfortable environment which prioritises the care and development of the child.

Indicators	References
<ul style="list-style-type: none"> • The prison provides facilities for mothers and babies which are clean, comfortable, safe and stimulating for both mother and child. 	BOP 5(2); CEDAW 5 (b),12(2);
<ul style="list-style-type: none"> • All staff working with children have undergone specific recognised training including child protection issues and infant resuscitation and have been subject to appropriate Disclosure and Barring Service (DBS) checks. 	CRC 3, 5, 18(2); EPR 5, 13, 19–21,
<ul style="list-style-type: none"> • Prison officers do not wear formal uniform in mother and baby units. 	24.4–5, 36, 40, 87.1;
<ul style="list-style-type: none"> • Mother and baby units are always supervised by a trained member of staff, and never by a lone male officer at night. 	ICESCR 10(2);
<ul style="list-style-type: none"> • Mothers are able to freely leave their rooms at night. 	RTWP 5,
<ul style="list-style-type: none"> • Mothers are able to cook for their children and receive support to do so. 	10, 29, 33, 48–52;
<ul style="list-style-type: none"> • Mattresses, bedding, clothing and all other equipment are checked to ensure they are in an appropriate condition. 	SMR 6, 14,
<ul style="list-style-type: none"> • Provision of care for the mother and baby is consistent with the standards and procedures provided in the community. 	17, 19, 23, 37, 92
<ul style="list-style-type: none"> • There is a clear, effective and fair admissions policy. Women have access to information that is easy to understand about the prison, its statement of purpose and function and written procedures and documentation for application, admission and separation. 	

- Admission, review and separation policies and childcare and protection arrangements are agreed with the Local Safeguarding Children Board.
- Children have opportunities to experience community activities and are prepared to leave the prison in accordance with their development needs and best interests.
- Visiting arrangements are as natural as possible for co-parents visiting their children, for grandparents and for the child's siblings. Additional visits can easily be arranged if necessary.

Faith and religious activity

All women are able to practise their religion fully and in safety. The chaplaincy plays a full part in prison life and contributes to women's overall care, support and resettlement.

Expectations

26. Women are enabled and encouraged to practise their religion fully and in safety. Different religious faiths are recognised and respected.

Indicators	References
<ul style="list-style-type: none">• All women have access to corporate worship/faith meetings each week and access to chaplains of their faith, in private every week.• Women know the timings of religious services and these are well advertised. Timings are appropriate to the different religions.• Regime activities are arranged so that women are able to attend corporate worship.• Chapels, multi-faith rooms and worship areas are equipped with facilities and resources for all faiths and are accessible for all women to allow contemplation, reflection and prayer.• Women are able to attend classes and groups in addition to corporate worship for the purposes of nurturing faith.• Alternative or additional provisions are made where it is deemed unsuitable for women to attend religious services.• Women are able to obtain, keep and use artefacts that have religious significance, provided they do not pose a risk to safety or security.• Searches of staff, visitors, prisoners and their property are conducted in a religiously and culturally sensitive manner.• Women are able to celebrate all major religious festivals and these are actively promoted to all.• Monitoring of the different religions in the prison population is comprehensive, accurate and reviewed regularly to shape service provision.	BPTP 3; DEDRB 1, 6; DRM 2–4; ECHR 9; EPR 29, 54; ICCP 18, 27; RTWP 19–21; SMR 6(2), 41, 42, 78; UDHR 18

Cross reference with: equality and diversity; reintegration planning – children, families and contact with the outside world.

27. Women are fully supported by the chaplaincy, which contributes to prisoners' overall care, support and resettlement.

Indicators	References
<ul style="list-style-type: none"> • Chaplains are involved immediately when a prisoner is near to death or has died, to support the dying prisoner, relatives, other women and staff. 	EPR 7, 24.9, 87.1, 107.4;
<ul style="list-style-type: none"> • Chaplains are able to provide support and access to appropriate services for women who are experiencing bereavement or loss, especially those whose children have been taken into care or adopted. 	SMR 41, 44(1), 80
<ul style="list-style-type: none"> • Chaplains demonstrate religious tolerance and cooperation with one another. 	
<ul style="list-style-type: none"> • Chaplains work closely with other staff in the prison for the benefit of prisoners. 	
<ul style="list-style-type: none"> • Chaplains establish and maintain links with faith communities outside the prison according to women's individual needs. 	
<ul style="list-style-type: none"> • Chaplains are consulted about women they are involved with, at appropriate times, for example when sentence plans are reviewed, or release on licence is being considered. 	

Cross reference with: safe and supportive relationships; equality and diversity; resettlement.

Complaints

Effective complaints procedures are in place for women, which are easy to access, easy to use and provide timely responses. Women feel safe from repercussions when using these procedures and are aware of an appeal procedure.

Expectations

28. Women have confidence in complaints procedures, which are effective, timely and well understood.

Indicators	References
<ul style="list-style-type: none">• Women are encouraged, where appropriate, to solve areas of dispute informally, before making official complaints.• All complaints, whether formal or informal, are dealt with fairly and responded to promptly, with either a resolution or comprehensive explanation of future action.• Women receive responses to their complaints that are respectful, easy to understand and address the issues raised. Complaints are signed and dated by the respondent.• Responses are evidence-based, factual and fair and address the issues raised in the complaint.• Women feel and are able to ask for help in completing their complaint and in copying relevant documentation.• Complaints deemed urgent by prisoners are fully assessed and responded to.• An effective monitoring system is in place to analyse complaints (both upheld and refused) each month, by all protected characteristics and more widely (by location, prisoner type, etc) to identify patterns and make any appropriate changes.• Women are consulted regularly about the internal complaints system to monitor and maintain confidence in the system.• Information about complaints, including how to access the Independent Monitoring Board (IMB) and the Prisons and Probation Ombudsman (PPO), is reinforced through notices and posters displayed prominently across the prison in a range of formats and languages.• All women know how to contact members of the IMB and the PPO, and can do so in confidence.	<p>BOP 7, 29(2), 33; CAT 11, 13, 16; CRPD 9; DPT 6, 8; EPR 30.1, 56.2, 70, 87.1, 102.1; OPCAT 20(d); PEIDT 2, 5(b); RTWP 2 (1); SMR 35(1), 36, 65</p>

- There is an effective and thorough quality assurance system in place and the complaints procedure has been impact-assessed.

Cross reference with: equality and diversity; staff-prisoner relationships.

29. Women feel safe from repercussions when using complaints procedures and are aware of an appeal procedure.

Indicators

- Women are not pressurised to withdraw any complaints.
- Women who make complaints against staff and/or other prisoners are protected from possible recrimination. Protection measures are in place and put into practice.
- Complaints against staff are taken seriously and restrictions on involvement from staff who are the subject of a complaint are implemented where necessary.
- Complaints are investigated by staff at an appropriate level.
- Women know how to appeal against decisions. Appeals are dealt with fairly and responded to within five days.
- Women receive help to pursue complaints and grievances beyond the prison/with external bodies, if they need to do so. They receive help in contacting legal advisors or making direct applications to the courts.

References

BOP 7, 17, 18, 33;
 CAT 13, 16;
 DPT 8, 9;
 EPR 23, 70;
 PEIDT 2, 3(b);
 RTWP 7(3), 25(1);
 SMR 36(3)

Legal rights

Women are fully aware of, and understand their sentence or remand, both on arrival and release. Women are supported by the prison staff to freely exercise their legal rights.

Expectations

30. Women are informed of and understand their sentence, or remand in custody, including the opportunities and terms of release and the consequences of breach of licence.

Indicators	References
<ul style="list-style-type: none">• All women can readily access effective advice from trained legal services staff and are referred to specialist practitioners if necessary. Available advice or referral schemes include, but are not limited to:<ul style="list-style-type: none">- bail for unsentenced women- criminal case review commission- immigration advice for foreign nationals- confiscation orders and civil penalties- specialist support for victims of human trafficking.• Recalled women are quickly identified and promptly receive documented explanation about the reason for recall, their right to make representations or appeal and the possibility of an oral hearing.• Women are provided with verbal and written information about childcare proceedings and how to access advice services in relation to their parental rights and children's welfare.• Women subject to licence conditions on release have the requirements of the licence explained to them and have the opportunity to discuss their rights and responsibilities prior to release.	<p>BOP 11, 13, 14, 17, 18, 39; BPRL 5; CRC 5, 9(3); ECHR 5(4); EPR 23, 24.5, 30.3, 37.4, 98; RTWP 13, 33 (1), 42 (4); SMR 38</p>

Cross reference with: learning and skills and work activities; resettlement; equality and diversity (foreign nationals).

31. Women are supported by the prison staff to freely exercise their legal rights.

Indicators	References
<ul style="list-style-type: none"> • Staff are proactive in enabling women to pursue their legal rights, and no formal or informal sanctions operate to deter women from doing so. 	BOP 5, 13, 14, 17, 18, 32;
<ul style="list-style-type: none"> • Staff who help women to exercise their legal rights have ready access to telephones, faxes, printers and computers with internet access. Staff use the community legal advice website. 	BPRL 5, 8; ECHR Protocol 1(3);
<ul style="list-style-type: none"> • Women can telephone the community legal advice helpline, free of charge. 	EPR 23, 24.11, 59(c), 70.7, 98;
<ul style="list-style-type: none"> • Women can freely and confidentially communicate with their lawyers by telephone, fax and letter. 	ICCPR 25;
<ul style="list-style-type: none"> • Letters from lawyers to women remain confidential and are not opened by prison staff. 	SMR 35, 93; UDHR 21
<ul style="list-style-type: none"> • Women requiring help with reading/writing legal correspondence are offered help. 	
<ul style="list-style-type: none"> • Women who choose to represent themselves in court are given stamps and writing materials free of charge as needed to pursue their case. They have access to a computer and printer to type court correspondence and documents. 	
<ul style="list-style-type: none"> • Private legal visits are permitted, and suitable facilities are provided to accommodate them. 	
<ul style="list-style-type: none"> • Women can complain about lawyers who provide an insufficient level of service. Legal services staff provide guidance on making complaints to the Legal Ombudsman. Notices, leaflets and complaints forms in relation to the Legal Ombudsman are available. 	
<ul style="list-style-type: none"> • Women who are eligible to vote are registered on the electoral register. Eligible women not on the electoral register are given help to register. Eligible women can receive campaigning material and political manifestos in advance of election day. Arrangements are made to ensure all eligible women can freely exercise their right to vote. 	
<ul style="list-style-type: none"> • The importance of civic responsibility is effectively promoted to, and understood by, all women. 	

Cross reference with: learning and skills and work activities.

Health services

Women are cared for by a health service that assesses and meets their health needs while in prison and which promotes continuity of health and social care on release. The standard of health service provided is equivalent to that which women could expect to receive elsewhere in the community.

Expectations – Governance arrangements

32. Women are cared for by a health service that accurately assesses and meets their health needs while in prison and which promotes continuity of health and social care on release.

Indicators	References
<ul style="list-style-type: none">• Health services are informed by the assessed needs of the prison population and are planned, provided and quality assured through integrated working between the prison and its local health economy.• The commissioning arrangements adhere to Department of Health quality and regulatory frameworks.• Serious and untoward incidents are reported and monitored.• Services promote wellbeing and meet the health and social care needs of the population.• There is a partnership board that includes representatives of all health care providers.• There is a patient forum that is representative of the current prison population.• Clinical governance arrangements are in place, which include the management and accountability of staff.• Staffing levels and skills mix, throughout the 24-hour period, include appropriately trained medical, nursing, administrative, and other allied health professionals or specialist staff to reflect women's needs.• Women are treated by staff who receive ongoing training, supervision and support to maintain their professional registration, where appropriate, and continue their professional development. Staff credentials are regularly checked (registration, Criminal Records Bureau, etc).• Women are treated by staff who have received training in the health implications of sex work, sexual violence, domestic violence and human trafficking.	<p>BOP 24; CAT 11, 16; CEDAW 12 (1); DPT 6; EPR 16(a), 39–43, 46, 50, 81, 87.1, 89.1; ICESCR 12; RTWP 6, 8, 14, 17, 33 (1); SMR 22, 24, 25, 47(3)</p>

- There is evidence of treatment plans for patients which reflect national clinical guidance. Such plans are evidence-based and subject to clinical audit.
- Systems are in place for prevention of communicable diseases. In the event of an outbreak of a communicable disease, the response is prompt and effective, in liaison with local NHS services, including the identification and tracing of contacts.
- Information sharing protocols exist with appropriate agencies to ensure efficient and confidential sharing of relevant health and social care information. Care Quality Commission/Healthcare Inspectorate Wales have registered all health care providers.

Cross reference with: reintegration planning – victimisation, abuse and vulnerability (human trafficking).

33. Women benefit from evidence-based health services which are safe and accessible and which maintain decency, privacy and dignity and promote their wellbeing.

Indicators	References
<ul style="list-style-type: none"> • All women have equity of access to health services. • All rooms used for health services are fit for purpose and have appropriate infection control measures. Monitoring arrangements are in place. • Patients receive health services that are not unnecessarily restricted by security procedures. • There are arrangements in place to ensure women have rapid access to emergency services. • Patient safety during clinical activity requiring specialist equipment meets standards laid down by regulatory bodies. Available emergency equipment is appropriate for the client group and includes equipment for children and labour if required. It is regularly checked and maintained, and staff understand how to access and use it effectively. • There are effective arrangements in place to gain and review women's consent and act on it, while ensuring women's capacity to understand. 	<p>BOP 1, 5, 6; BPTP 1–3, 9; CEDAW 12; ECHR 3, 8; EPR 1, 3, 5, 13, 18.1, 19.1, 39–41, 43, 72.1, 102.2; ICCPR 10(1), 17; ICESCR 12; PME 1; PPPMI 1(2), 11, 20; RTWP 10, 18; SMR 6, 10, 24, 27</p>

Cross reference with: security.

34. Patients are treated with respect in a professional and caring manner which is sensitive to their diverse needs, by appropriately trained staff.

Indicators	References
<ul style="list-style-type: none"> Health care staff introduce themselves to new women on the wing and wear identification that clearly displays their name and status. 	BOP 5(2); CEDAW 12 (1);
<ul style="list-style-type: none"> Un-biased evidence-based information services about choices in pregnancy are available 	CRPD 20; EPR 7, 8, 41, 81.3;
<ul style="list-style-type: none"> Antenatal services equivalent to those provided in the community are available for pregnant women. 	POP 11;
<ul style="list-style-type: none"> Each health services centre has a lead nurse or manager, with sufficient seniority and knowledge, who has responsibility for the overall care of older women. 	ICESCR 10(2);
<ul style="list-style-type: none"> There are formal arrangements between the prison and health services for the identification and safeguarding of adults at risk, including appropriate use of the National Referral Mechanism. 	RTWP 10, 48; SMR 23(1)
<ul style="list-style-type: none"> Specific training is undertaken by all health services staff who work with older women, including how to recognise the signs of mental health problems and how to identify social care needs. This includes training for dementia screening, learning disabilities and depression. 	
<ul style="list-style-type: none"> Women are informed of and can see a doctor or practitioner of their own gender and are aware that they can request this service. 	
<ul style="list-style-type: none"> There are formal arrangements with local health and social care agencies for the loan of occupational therapy equipment and specialist advice to ensure patients are able to access mobility and health aids. 	

Cross reference with: equality and diversity; safeguarding (protection of adults at risk) and women with complex needs; residential units.

35. Women are aware of the prison health services available and how to access them.

Indicators	References
<ul style="list-style-type: none"> • Women are given information about prison health services, in a format and language they can understand, which explains how to access services. • Women know how to comment/complain about their care and treatment and are supported to do so when necessary. • Women who make complaints against staff and/or other prisoners are not discriminated against and are protected from possible recrimination. • Responses to complaints are timely, easy to understand, dealt with by a health professional and deal directly with the prisoner's concerns. 	<p>BOP 7, 33; CAT 13, 16; CRPD 9, 21; DPT 8; CEDAW 12 (1); EPR 30.1, 38.1, 38.3, 70; PEIDT 3(b); PPPMI 21; RTWP 2, (1), 7(3); SMR 35, 36</p>
Cross reference with: complaints.	

36. All women receive information about health promotion and the control of communicable diseases.

Indicators	References
<ul style="list-style-type: none"> • Women have access to disease prevention programmes and screening programmes that mirror national and local campaigns. • Health promotion includes information on optimising physical health, including oral health and mental health/wellbeing. • Women are informed about blood-borne viruses and other problems that may arise from substance use, and are given access to specialist services. • Women have access to age-appropriate screening programmes, and immunisation and vaccination programmes. • Barrier protection and related advice is freely available to all women. 	<p>CEDAW 12(1); ICESCR 12; RTWP 14, 17, 18; SMR 15, 17(2), 78</p>

Expectations – Delivery of care (physical health)

37. Women’s immediate health and social care needs are recognised on reception and responded to promptly and effectively.

Indicators	References
<ul style="list-style-type: none"> • A reception screening tool is used to identify and document particular needs, including: <ul style="list-style-type: none"> - women’s capacity to understand and consent (Mental Capacity Act 2005) - stabilisation or detoxification of those with substance misuse/withdrawal needs - mental health problems - learning difficulties/disabilities - sensory impairments - nutritional needs - possibility of pregnancy - disabilities - any ongoing treatment or care identified. • Following reception screening, a comprehensive health assessment is carried out and recorded by trained staff no later than 72 hours after the prisoner’s arrival into custody, including: reproductive history, contraception, history of sexual abuse, domestic violence and sex work, as appropriate. • Women arriving outside of prison reception hours still receive essential health care services and support. • The prisoner’s GP and any relevant care agencies are contacted at the beginning of custody, with the prisoner’s consent, to provide relevant information to ensure continuity of care. 	<p>BOP 24; CEDAW 12; EPR 16(a), 31.6, 39, 40.4, 42, 43; ICESCR 12; RTWP 6; SMR 24</p>

Cross reference with: early days in custody; substance misuse.

38. Women's individual health care needs throughout their duration at the prison are addressed through a range of care services.

Indicators	References
<ul style="list-style-type: none"> • Patients are involved and consulted when planning their own care and treatment. • Effective systems, including regular review, in line with good practice, are in place for the management of patients with long-term conditions. • Out of hours and emergency medical cover is well organised, responsive and effective. • An effective appointment system is in operation, which ensures consultations take place at times that allow enough patient contact time. • Primary services include GP surgeries, practice nurse appointments, nurse-led life-long conditions clinics and allied health professionals such as dentists, dieticians, opticians, pharmacists, physiotherapists, podiatrists and triage. • Women have easy access to a female GP. • Health services staff provide a community-based service on the wings, when required. • Every prisoner has accurate personalised care, treatment and support records which are held securely and maintain dignity and confidentiality. Protocols exist to ensure secure information sharing. • The delivery of women's care is appropriately delegated to suitably qualified, competent and supervised staff. 	<p>BOP 24, 26; CEDAW 12; ECHR 8; EPR 39–41, 42.3(a), 72.3, 77, 81, 89.1; ICESCR 12; PPPMI 6; RTWP 8, 10; SMR 24, 25</p>

39. Women with health care needs requiring 24-hour nursing care are supported by health staff and accommodated in appropriate facilities that meet their individual needs.

Indicators	References
<ul style="list-style-type: none"> • Admission criteria for health services bed spaces are on assessment of clinical need only. • Twenty-four hour nursing care facilities are not used by default to accommodate women with disabilities or those having difficulty coping within the prison. 	<p>CEDAW 12; EPR 25, 39, 40, 46; SMR 22(2), 24, 25</p>

- Women in 24-hour nursing care facilities have access to a regime that provides therapeutic, meaningful and constructive activities. The activities available are the same as for other women unless their clinical condition precludes it.
- All rooms used for health services are fit for purpose and have appropriate infection control measures and monitoring arrangements in place.
- There are arrangements in place, including appropriate assessment and care planning for continuity of care, when women are transferred back to main prison wings.

40. Women assessed as requiring secondary care services are able to access them without undue restrictions to ensure continuity of care.

Indicators	References
<ul style="list-style-type: none"> • Women continuing secondary care, diagnostics and treatment are not moved inappropriately between prisons. 	CEDAW 12(1);
<ul style="list-style-type: none"> • Women are not unnecessarily restricted by security procedures to attend arranged appointments. Security measures are appropriately risk-assessed and proportionate. 	EPR 3, 40.3, 46.1, 102.2; SMR 22(2);
<ul style="list-style-type: none"> • Women are referred promptly and are not subject to undue waiting times. 	24, 27

Cross reference with: security.

Expectations – Pharmacy

41. Women are cared for by a pharmacy service which assesses and meets their needs and is equivalent to that in the community.

Indicators	References
<ul style="list-style-type: none"> • Women have direct access to advice from pharmacy staff who have the appropriate skills, training and level of competence. 	BTPP 9; CEDAW 12(1);
<ul style="list-style-type: none"> • Women are given information about the benefits and risks of medications and the self-administration of medication in a format they are able to understand. 	EPR 31.7, 39, 40
<ul style="list-style-type: none"> • There is suitable documented risk assessment of the medication and the patient before self-administration of medication is considered. 	

- All clinically necessary medications are prescribed and administered at times which provide best therapeutic effect for patient care.
- Systems are in place to ensure all medicines are handled safely and securely with safe pharmaceutical stock management and use.
- Women receive medicines that are prescribed safely and in line with evidence-based practice and agreed protocols, including disease management guidelines, 'special sick' policies and a local formulary.
- All supervised medicines are administered safely and in line with professional accountabilities. Self-administered medicines are dispensed appropriately and facilities are available for secure storage by prisoners.
- Drug interactions are monitored and any interactions identified are responded to promptly.
- Systems are in place for the governance of medicines management and monitoring of prescribing trends.

Expectations – Dentistry

42. Women are cared for by a dental health service that assesses and meets their needs and is equivalent to the standard and range in the community.

Indicators	References
• Women have timely access to dental checks and treatment, regardless of their sentence.	BPTP 9; CEDAW
• Women are given advice and information on oral health.	12(1);
• Emergency dental cover is well organised, responsive and effective.	EPR 39, 41.5; SMR 22(3)
• Women's dental health services, including the safety of the practising environment, cross infection control and quality of care, are assured by independent inspection and monitoring under the same arrangements used by the commissioning body for other dentists in primary dental care.	

Expectations – Delivery of care (mental health)

43. Women with common mental health problems are recognised and supported by health staff and specialist services at the prison, and have unhindered access to help in pursuing recovery.

Indicators	References
<ul style="list-style-type: none"> • Custody staff have the appropriate training to recognise and take appropriate action when women may have mental health problems. 	BOP 24; CEDAW 12(1);
<ul style="list-style-type: none"> • Custody staff work effectively with health staff to ensure a prisoner’s care. 	EPR 12, 16(a), 40.4, 42.1, 42.3(b), 43, 47.2, 81, 89.1;
<ul style="list-style-type: none"> • Training covers learning disabilities and personality disorders. 	
<ul style="list-style-type: none"> • Multi-professional primary mental health services are available from staff with appropriate skills. 	
<ul style="list-style-type: none"> • Primary mental health services include talking and other appropriate therapies, recovery-based support and guided self-help for women with mild to moderate mental health problems. 	ICESCR 12; PPPMI 1(1), 20(2); RTWP 12, 13, 16;
<ul style="list-style-type: none"> • Services are available to women who need additional therapeutic/meaningful support for emotional, behavioural and common mental health problems. 	SMR 22(1), 24, 25, 47(2, 3)
<ul style="list-style-type: none"> • Women are encouraged to take an active part in their own recovery and in care planning. 	
<ul style="list-style-type: none"> • When transferred from another prison, women receive a comprehensive reception screen, including a review of all previous interactions with health services. 	
<ul style="list-style-type: none"> • Where it is identified that a prisoner has had previous contact with mental health services in the community, a referral to the mental health in-reach team (MHIRT) or stepped care services (one and two) is always made, and information about previous history actively sought and subsequently used. 	

Cross reference with: safeguarding (protection of adults at risk) and women with complex needs; learning and skills and work activities; residential units; substance misuse; resettlement.

44. Women’s severe and enduring mental health needs are recognised and supported by health staff and specialist services at the prison, and they have unhindered access to help.

Indicators	References
<p>Indicators in addition to those for common mental health problems:</p> <ul style="list-style-type: none"> • Multi-professional, secondary and tertiary mental health services (stepped care services three and four) are available from staff with appropriate skills. • Women with severe and enduring mental health problems receive a comprehensive assessment that includes their mental and physical health, drug and alcohol misuse, social, custodial, resettlement and advocacy needs. They receive multidisciplinary input to address identified needs, which is coordinated under the Care Programme Approach. • Women with serious and enduring mental health problems are transferred under the Mental Health Act to specialist secondary and tertiary care if clinically indicated, and their care is not compromised if transferred to another prison. • Women needing assessment by specialist mental health services are seen and transferred expeditiously, within the current relevant government department’s target for transfer, to secondary and tertiary care as clinically indicated. 	<p>BOP 24; CEDAW 12 (1); EPR 12, 39, 42.3(b), 43, 46.1, 47.2, 89.1; ICESCR 12; PPPMI 1(1), 20(2); RTWP 12, 15; SMR 22(2), 24, 25, 82</p>
<p>Cross reference with: residential units; substance misuse; resettlement.</p>	

Catering

Women are offered varied meals to meet their individual requirements and food is prepared and served according to religious, cultural and prevailing food safety and hygiene regulations.

Expectations

45. Women have a varied, healthy and balanced diet which meets their individual needs, including religious, cultural or other special dietary requirements.

Indicators	References
<ul style="list-style-type: none">• Women have a choice of meals including an option for vegetarian, vegan, religious, cultural and medical diets. All menu choices are provided to the same standard. Menu options take account of:<ul style="list-style-type: none">- specific religions- foreign national women- women with medical requirements- pregnant women.• Daily menu options are advertised and are available to meet the needs of minorities.• Women's meals are healthy and nutritional and always include one substantial hot meal each day. Women on transfer or at court do not miss out on their main meal.• Women have access to drinking water (including at night time) and the means of making a hot drink after evening lock up.• Women are consulted about the menu and can make comments about the food. The variety of options is broadly representative of the population. Healthy eating is encouraged.• Lunch and dinner are served at normal meal times.• Pregnant women and nursing mothers receive appropriate extra food supplies.• Women are given the opportunity to cater for themselves and for their children, where appropriate.	BTPP 3; CEDAW 12 (2); DEDRB 1; DRM 2; ECHR 9; EPR 5, 19.1, 22, 29, 34.1, 38.2, 50, 70, 87.1; ICCPR 18, 27; ICESCR 10(2), 11(1); RTWP 1, 48, 54; SMR 6(2); 14, 20, 35(1), 36, 60(1), 65; UDHR 18

46. Women’s food and meals are stored, prepared and served in line with religious, cultural and other special dietary requirements and prevailing safety and hygiene regulations.

Indicators

- All areas where food is stored, prepared or served conform to the relevant food and safety hygiene regulations.
- All areas where food is stored, prepared or served are properly equipped and well managed.
- Religious, cultural or other special dietary requirements relating to all aspects of food preparation and storage are fully observed and communicated to women.
- Prisoners and staff who work with food are health screened and trained, and wear proper clothing. Wherever possible, women are able to gain relevant qualifications.
- Staff supervise the serving of food in order to prevent tampering with food and other forms of bullying.
- Where possible women are able to eat communally.

Cross reference with: equality and diversity (faith); health services.

References

BPTP 3;
 DEDRB 1;
 DRM 2;
 ECHR 9;
 EPR 3, 5,
 19.1, 22,
 25.2, 29,
 38.2, 39, 49,
 81;
 ICCPR 18,
 27;
 SMR 6(2);
 14, 20, 27,
 47(2, 3),
 74(1);
 UDHR 18

Purchases

Women can purchase a suitable range of goods at reasonable prices to meet their diverse needs, and can do so safely.

Expectations

47. Women can purchase a suitable range of goods at reasonable prices to meet their diverse needs, and can do so safely.

Indicators	References
<ul style="list-style-type: none">• Women have access to a wide range of all products on offer and the range and cost of items are comparable to that of a local supermarket.• Women are able to buy an adequate range of items to meet their immediate needs on the day of arrival and can make and receive a full canteen order quickly after that.• The list of goods available to women is publicised prominently on every residential wing, in a range of formats and languages that are easy to understand.• Any price changes during the last six months can be justified by changes in prices outside the prison and any restrictions on products are based on proportionate risk assessments.• Women are able to buy items within 24 hours of arrival.• Women arriving at reception without private money are offered an advance of up to one week's pay, to use for purchases, with repayment staged over a period of time.• If women are away from the prison on any form of authorised absence on the day they would normally purchase goods, they are able to order purchases on the same day, and receive all items ordered by the following day.• Women can place orders at least once a week.• All women are able to access accurate and up to date records of their finances, and to do so free of charge.• Women are able to order items from catalogues, and are not charged an administration fee if they do so.• Delivery of bagged items has visible and active supervision by staff.• Women can access a newspaper every day if they wish to, and can buy all approved magazines within one week of the publication date.	<p>BOP 28; BPTP 3; EPR 3, 5, 24.10, 27.6, 30.1, 31.5, 38, 50, 87.1; SMR 6, 35, 39, 60(1)</p>

- A wide range of approved hobby materials is available, and women can purchase approved hobby materials from external sources.
- Staff systematically consult with prisoner representatives about what items they would like to see on the purchases list or available through alternative means.

Cross reference with: equality and diversity (faith); health services; early days in custody.

HM Inspectorate of Prisons
EXPECTATIONS

Section 3: **purposeful activity**

Women are able, and expected, to engage in activity that is likely to benefit them.

Time out of cell

Learning and skills and work activities

Physical education and healthy living

Time out of cell

All women are actively encouraged to engage in activities available during unlock and the prison offers a timetable of regular and varied activities.⁵

Expectations

1. Women have regular and equitable access to a range of out of cell activities.

Indicators	References
<ul style="list-style-type: none">• Women have at least 10 hours out of their cell on weekdays, other than in exceptional circumstances.	BOP 5; BTPP 2;
<ul style="list-style-type: none">• Daily routines for women, including association and exercise, are publicised on every residential unit, and adhered to consistently.	CRPD 14(2), 30;
<ul style="list-style-type: none">• Women are consulted about the activities provided which should meet their diverse needs.	EPR 4, 13, 25, 27, 30.1, 50;
<ul style="list-style-type: none">• Out of cell activities, including association and exercise, are not cancelled unnecessarily. Reasons for cancellation are explained.	POP 16; RTWP 42;
<ul style="list-style-type: none">• Other than for disciplinary reasons, women unable to attend learning or work activities are provided with suitable wing activities during activity periods.	SMR 6, 21, 35(1), 78
<ul style="list-style-type: none">• Women are given the opportunity of at least one hour of evening association every day, except when in temporary segregation.	
<ul style="list-style-type: none">• Women, including those in health services and segregation, are given the opportunity for at least one hour of exercise in the open air every day.	

Cross reference with: equality and diversity; disciplinary procedures – segregation; health services.

⁵ Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

2. Women are actively encouraged to engage in out of cell activities and feel safe to do so.

Indicators

- Women are unlocked on time to attend any out of cell activities.
- Timetabling arrangements maximise the use of resources and staff time and allow work, training and education activities to take place on time with minimal interruptions.
- Out of cell activities, including association and exercise, are supervised effectively by staff, and women feel safe, especially those who may be at risk of self-harm or bullying. Staff are aware of women's non-participation in out of cell activities.
- Staff actively engage with women during association and exercise time, and contribute to the quality of their free time.
- Women are encouraged to take part in recreational activities, which focus on building positive relationships, self-esteem, confidence and assertiveness.
- All women have suitably equipped areas for group social activities and exercise.

References

EPR 4, 25, 27, 49, 50, 52.2, 72, 74, 75;
RTWP 29, 42;
SMR 25(2), 27, 48, 78

Cross reference with: learning and skills and work activities; safe and supportive relationships; equality and diversity; residential units.

Learning and skills and work activities

All women can engage in activities that are purposeful, benefit them and increase their employability. Women are encouraged and enabled to learn both during and after their sentence. The learning and skills and work provision is of a good standard and is effective in meeting the needs of all prisoners.

Expectations

3. Outcomes for women are improved by effective management of learning and skills and work. Strategic planning is clear, realistic and promotes high standards. Provision is well coordinated and efficient.

Indicators	References
<ul style="list-style-type: none">• Data collected on outcomes and skills needs are accurate and sufficient and are used effectively in setting and meeting demanding targets and in evaluating the provision to improve outcomes for women.• The learning and skills and work provision is based on an effective women-centred analysis of the needs of the prisoner population, relevant research and local and national labour market need.• Partnerships in providing learning and skills and work provision are well coordinated and lead to demonstrable benefits for women. There is a regular partnership meeting that includes a senior prison manager and all learning and skills and work providers.• The prison has productive links with suitable employers.• Staff have appropriate qualifications and expertise.• Arrangements to assure and improve the quality of learning and skills and work are sound and have demonstrable and sustained impact.• Management and staff structures for learning and skills and work are sufficient to progress plans for improvement.• Ambitious and relevant targets successfully improve outcomes for women over time.• Staff, at all levels, contribute to securing sustained improvements for women.	<p>CEDAW 10, 11; EPR 6, 7, 25, 81, 89.1, 103, 106; RTWP 29, 33 (1), 42, 46; SMR 49(1), 47(2, 3), 71(4), 72</p>

- Self assessment of learning and skills and work is timely and accurate, and reports are suitably inclusive of the views of prisoners, staff, partners and stakeholders.
- Clear and realistic action and development plans ensure tangible improvement to the outcomes for women.

4. All women are occupied purposefully during the core day.

Indicators

- A sufficient quantity of purposeful activity places are accessible to the prison population.
- Women are occupied in activities that benefit them, enhance their self-esteem, and improve their wellbeing and chances of successful resettlement.
- Allocation to activity places is timely, equitable, transparent and appropriate.
- Establishments accurately record the purposeful activity hours in which women participate.
- Women are not prevented or deterred from participating in activities through disincentives, unofficial punishments or clashes in their personal schedules.
- Pay rates are equitable.
- Women are given opportunities to use their skills for the benefit of other women (for example in peer mentoring and support roles).

References

CEDAW 10, 11;
 BPTP 2, 6, 8, 10;
 EPR 4, 6, 13, 25, 26, 28, 103, 105, 106;
 POP 4, 16;
 RTWP 42, 46;
 SMR 6, 58, 59, 65, 66, 71, 75–77

Cross reference with: time out of cell; equality and diversity.

5. Women benefit from learning and skills and work provision that is of a high standard and meets their needs.

Indicators

- All women receive timely and accurate initial assessment, taking account of any records of prior learning and achievement, to provide a clear understanding and record of their learning and skills needs, including social and life skills, literacy, numeracy and language support, employability and vocational training.
- Women are provided with effective careers advice and guidance.

References

CEDAW 10, 11;
 BPTP 6, 8, 10;
 EPR 6, 25, 26, 28, 52, 89.1, 103, 105, 106, 107.3;

- Prisoner participation in learning and skills and work activities is based on identified sentence planning and individual learning needs. ICESCR 7(b); POP 4, 16; RTWP 42, 45, 46;
- Women receive a high standard of teaching, training and learning which inspires, challenges and enables them to build on and extend their knowledge, skills and understanding. SMR 58, 59, 65, 66, 69, 71, 72(1), 75, 77
- Facilities and resources meet the diverse needs of women, and provide safe and effective support for learning and skills and work.
- Work environments are appropriate, representative of those outside of prison and improve the employability of prisoners.
- Women are involved in setting achievable and clearly defined individual learning goals which are based on identified needs.
- Women receive timely and accurate reviews and records of their progress and achievements.
- The range of learning and skills and work activities is sufficient to meet womens' needs.
- Provision is diverse and not based on gender stereotypes.
- Women are able to combine work and study.
- Women eligible for release on temporary licence attend work or education placements in the community that increase their employability on release.
- Women receive effective and timely information, advice and guidance on learning and skills and work to meet their immediate and longer-term needs.
- Women benefit from individual care and support that promotes learning and development and helps them achieve their potential.
- Learning and skills and work promote equality and recognise diversity.

Cross reference with: strategic management of resettlement; reintegration planning – finance, benefit and debt.

6. Women involved in learning and skills and work achieve learning goals that meet their identified needs, and increase their employability.

Indicators	References
<ul style="list-style-type: none"> Women, including those in work, achieve challenging learning goals which include suitable qualifications. In the absence of such qualifications, developed skills are recognised and recorded. 	CEDAW 10, 11; BOP 5; BPTP 2, 6, 8, 10;
<ul style="list-style-type: none"> Women enjoy their learning, make progress and produce work of a standard relative to their prior achievement and potential. 	EPR 6, 13, 25, 26, 28, 52, 103, 105, 106;
<ul style="list-style-type: none"> Women develop relevant knowledge, skills and understanding which contribute to their personal development and economic and social wellbeing. 	POP 4, 16;
<ul style="list-style-type: none"> Women acquire English, mathematics and functional skills to meet their identified needs. 	RTWP 42, 45, 46;
<ul style="list-style-type: none"> Women wishing to be self-employed receive specialist support and encouragement. 	SMR 6, 58, 59, 65, 66, 71, 72(1), 74(1), 75, 77
<ul style="list-style-type: none"> There are no significant variations in the achievement of different groups of women. 	
<ul style="list-style-type: none"> Women attend learning and skills and work activities regularly and punctually. 	
<ul style="list-style-type: none"> Women use safe working practices and feel safe when involved in learning and skills and work. 	

7. Women benefit from regular access to a suitable library, library materials and additional learning resources that meet their needs.

Indicators	References
<ul style="list-style-type: none"> All women receive a timely and effective library induction. 	BOP 28;
<ul style="list-style-type: none"> The quantity and quality of library materials is sufficient to meet the prison population. 	CRPD 9, 21; ECHR 10;
<ul style="list-style-type: none"> Library materials are reflective of the diverse needs of the women held and include a range of formats and languages. 	EPR 23.6, 28.5, 38.1, 38.3, 98.2;
<ul style="list-style-type: none"> Relevant, comprehensive and up to date legal textbooks and Prison Service Orders (PSOs) are readily available to women. 	ICCPR 19;
<ul style="list-style-type: none"> Women have suitable time to access materials if they are unable to take them away from the library. 	POP 16;
<ul style="list-style-type: none"> Women have appropriate access to a range of additional learning resources. 	SMR 40, 77; UDHR 19

Cross reference with: equality and diversity; legal rights.

Physical education and healthy living

All women understand the importance of healthy living, and are encouraged and enabled to participate in physical education in safe and decent surroundings.

Expectations

8. Women understand the importance of healthy living and personal fitness.

Indicators	References
<ul style="list-style-type: none">• Women know how to improve their health and wellbeing.	CEDAW 10 (g);
<ul style="list-style-type: none">• Healthy living and personal fitness are effectively promoted to women.	ICESCR 12 (1);
<ul style="list-style-type: none">• A positive attitude to body image is promoted.	EPR 27.3,
<ul style="list-style-type: none">• Healthy living and personal fitness objectives form an explicit part of sentence planning.	27.4, 39, 103

9. Women benefit from physical education and fitness provision that meets their needs.

Indicators	References
<ul style="list-style-type: none">• Women receive an appropriate and timely induction into physical education and fitness activities.	CEDAW 10 (g);
<ul style="list-style-type: none">• Women engage safely in a range of physical education, fitness and associated activities, based on an effective assessment of their needs.	EPR 19.3–4, 27, 39, 52, 81;
<ul style="list-style-type: none">• Physical education, fitness facilities, resources and activities meet the needs of individuals and the population as a whole.	SMR 13, 21, 47(2, 3),
<ul style="list-style-type: none">• Women benefit from structured training programmes which develop their skills and enhance their understanding of physical education.	49(1), 69
<ul style="list-style-type: none">• Physical education and fitness staff have appropriate qualifications and expertise.	
<ul style="list-style-type: none">• All women are able to use the physical education facilities at least twice a week and are able to shower in safety and privacy after each session.	
<ul style="list-style-type: none">• The physical education and fitness provision is effective at improving and maintaining the physical fitness of women.	

Cross reference with: residential units; equality and diversity (older women, women with disabilities, pregnancy and maternity).

HM Inspectorate of Prisons
EXPECTATIONS

Section 4: **resettlement**

Women are prepared for their release back into the community and effectively helped to reduce the likelihood of reoffending.

Strategic management of resettlement
Offender management and planning
Reintegration planning

Strategic management of resettlement

Planning for a prisoner's release or transfer starts on her arrival at the prison. Resettlement underpins the work of the whole prison, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need. Good planning ensures a seamless transition into the community.

Expectations

1. The needs of women are met by effectively coordinated and targeted resettlement services that draw adequately from external statutory and voluntary agencies, as well as internal resources.

Indicators	References
<ul style="list-style-type: none">• A comprehensive strategy shapes resettlement services, and reflects the specific needs of women. The strategy is kept up to date by regular analysis of the resettlement needs of the population.• The analysis of resettlement needs is based on an adequate range of sources, and sufficient attention is paid to all protected characteristics, as well as to specific groups such as those with indeterminate and long-term sentences, looked after children, young adult, foreign national women and those on recall and remand.• The services provided across all resettlement areas are consistent with both the assessed needs of the population and the strategic approach to resettlement at the prison.• Women deemed suitable for open conditions, but held in closed conditions, have access to resettlement opportunities befitting the risks they present.• Release on temporary licence is a key part of the resettlement strategy and is used to good effect in individual sentence plans.• There are effective links with external statutory and voluntary agencies, including women-specific services, which assist with resettlement during and after custody.• Resettlement services across all pathways are monitored and their effectiveness is measured. They are reviewed with input from both service providers and prisoners, and action is taken to address any weaknesses in provision.	<p>BPTP 2, 3, 10; EPR 6, 7, 83, 91, 103, 104.2, 107; RTWP 45, 46, 55; SMR 58–61, 64–66, 80, 81</p>

- Resettlement outcomes for women following their release from prison are effectively monitored and feed into the ongoing development and improvement of the prison's resettlement strategy.

2. **Women's needs are met and the likelihood of reoffending reduced by a 'whole prison' approach to resettlement which begins on their arrival.**

Indicators	References
• Governance structures are clear and well defined and steer the work of all agencies providing resettlement services.	EPR 6, 72.2–3, 81,
• There are clear strategic links between the public protection strategy, the offender management unit and the resettlement work of the prison.	83, 89, 103, 107;
• Staff delivering resettlement and offender management services are aware of the specific needs of women in prison and are adequately trained and supervised.	SMR 47(2, 3), 58, 59, 65, 66;
• All staff are clear about their responsibilities to support the resettlement/rehabilitation process.	RTWP 29, 33 (1)

Offender management and planning

All women have a sentence based on an individual assessment of risk and need, which is regularly reviewed and implemented throughout and after their time in custody. Women, together with all relevant staff, are involved in drawing up and reviewing plans.

Expectations

3. Each prisoner's risk of harm to others is kept to a minimum and their likelihood of reoffending reduced.

Indicators	References
<ul style="list-style-type: none">• An accurate and timely assessment of the risk of harm to others is undertaken in all cases. Where required there is a full analysis of the risk of harm to others, and a comprehensive plan for its management.• Sufficient attention is given to any experiences of childhood abuse, trauma, domestic violence, victimisation and mental illness.• The analysis and plan consider the risk of harm to others both during the custodial period and following release.• Where required there is a timely and sufficient assessment of the likelihood of reoffending, including factors relating to a woman's resettlement.• Sentence plans are based on the assessment of the likelihood of reoffending and the risk of harm to others, and contain outcome-focused objectives identifying relevant interventions that are timed and sequenced appropriately.• Sentence plans contain objectives about regular contact with supportive family/friends.• Sentence planning is well integrated with other departments, including residential staff.• The risk management plan accurately describes how the work with the prisoner will address risk of harm issues and protect actual and potential victims.• The risk management plan is shared with all relevant others. Staff in all departments are aware of public protection and risk management issues and there is prompt and accurate communication regarding individual women.• Planned reductions in the risk of harm to others and likelihood of reoffending are evidenced and measurable.	<p>BPTP 4, 10; EPR 16, 51.3, 52.1–3, 72.3, 83(b), 102.1, 103, 104.2; RTWP 6 (b, e), 12, 13, 29, 40, 41; SMR 69, 80</p>

- Reviews are undertaken at appropriate intervals and following a significant change/event. Appropriate reviews are undertaken to inform major decisions including transfers to other prisons, release on temporary licence and release on home detention curfew (HDC). Reviews are informed by feedback from relevant departments and wing staff.
- HDC assessments are up to date. Processes are robust and decisions are defensible. All women risk assessed and approved for HDC are released on the earliest eligible date.
- Where appropriate the families/supporters of prisoners are encouraged to attend sentence planning boards.
- In statutory victim contact cases, relevant and accurate information is exchanged in a timely manner between offender managers, prison staff and the victim liaison officer, and used to promote victim safety for the duration of the sentence.
- Multi-agency structures for protecting and safeguarding the public are used effectively. Relevant cases are referred in a timely manner to the local multi-agency public protection panel for release planning.
- There is routine management oversight of assessment and sentence planning in all high risk of harm cases or those involving child protection issues.

4. **Women understand and are motivated to meet sentence plan targets and are supported at the prison in their efforts to achieve them.**

Indicators

References

- | | |
|---|--|
| <ul style="list-style-type: none"> • Progression of the sentence plan is driven by the offender manager and/or a prison based offender supervisor or named officer who works with the prisoner to ensure key decisions about interventions and activities reflect this plan. • Contact with the offender manager/supervisor is proportionate to assessed levels of risk and need. The contact effectively supports the sentence plan and prisoners' engagement with it. • Women are enabled to participate meaningfully in the sentence and custody planning process. • Potentially discriminatory or disadvantaging factors and any other individual needs are fully assessed at an early stage. If identified, actions to minimise their impact are taken and are included in planning documents. | BPTP 10;
EPR 7, 17,
24.2, 72.3,
74, 81.1–2,
102.1, 103,
107.4–5;
RTWP 4, 29,
40, 41, 45,
46;
SMR 66(3),
69, 80 |
|---|--|

- Where required, women are transferred as soon as is practicable to appropriate prisons to progress in their sentence plans.
- There is continuity in the delivery of interventions especially following transfers between prisons and on release into the community.
- Women are given the opportunity to spend their last months in custody in the prison closest to their discharge address.
- A central case record holds up to date details of contact with the prisoner and work done to achieve objectives. Information about women is managed and stored with respect for confidentiality.
- A quality assurance system is in place to monitor assessments and sentence plans and the work of offender supervisors in order to ensure an individual's risk of harm to others and needs are effectively addressed.

Expectation – Public protection

5. Any imposed restrictions or requirements placed on women are proportionate to managing their risk and protecting the public. Women are appropriately assessed and decisions are clearly communicated.

Indicators	References
<ul style="list-style-type: none"> • Requirements for women to participate in activities or interventions, both in custody and the community, and any restrictions placed on them, protect the public and are proportionate to the risk they present, justifiable and subject to appropriate oversight. • Women are informed of the arrangements for managing the risk of harm they pose to others, the implications for them personally and the avenues available to them for challenge. • Restrictions on access to any activity are fair and clearly communicated to the prisoner. • The risk to previous or potential victims is considered and managed when planning for release. • The best interests and safety of the child are considered when a woman's access to her children is being assessed. 	BPTP 4, 10; CRC 3, 9(3); ECHR 8; EPR 3, 24.2, 30.1, 49–51, 52.2, 53, 70.1, 102.2; RTWP 41 (a), 42 (1); SMR 27, 35

Cross reference with: security.

Expectation – Allocation

6. Women are located as close to home as possible, in prisons that are able to meet their resettlement needs.

Indicators	References
<ul style="list-style-type: none"> Allocation decisions are based on proximity to home and the availability of resettlement interventions to meet need. 	BOP 20; BPTP 10;
<ul style="list-style-type: none"> Allocation documentation contains accurate and detailed information, taking account of the individual needs of the prisoner, especially any caring responsibilities, and ensuring any medical needs are documented. 	EPR 3, 16(b), 17, 30.1, 38.1, 38.3, 49, 51–53,
<ul style="list-style-type: none"> Closeness to home is given higher priority for women with young children. 	102.2, 103.2; RTWP 1, 4,
<ul style="list-style-type: none"> Allocation reviews are undertaken at the appropriate time. Reviews involve the prisoner and all relevant departments. Women are informed of the outcome, how to appeal and how they can progress. 	40, 41, 45; SMR 8, 9(2), 27, 35, 51
<ul style="list-style-type: none"> Unsentenced women are held in the most convenient local prison for their domestic and legal visits. 	(2), 57, 58, 67, 69
<ul style="list-style-type: none"> Women serving sentences of four years and more have planned progressive moves in accordance with their sentence plan targets. 	
<ul style="list-style-type: none"> The reasons for restricted status decisions are fully explained in writing, communicated to the prisoner and reviewed when there is a significant change in circumstances, and at least annually. 	
<ul style="list-style-type: none"> Immigration detainees and women deemed suitable for open conditions have a less restricted regime. 	
<ul style="list-style-type: none"> Foreign national women are considered for open conditions on the same basis as other women. 	
<ul style="list-style-type: none"> Women are transferred to the prison closest to their release address at least three months before their release date. 	

Cross reference with: security; health services; equality and diversity.

Expectation – Indeterminate sentence women

- 7. Women serving an indeterminate sentence (including those serving sentences for public protection) and those on long sentences are informed of and understand their sentence. They receive specialist advice and support to enable them to progress in their sentence.**

Indicators	References
<ul style="list-style-type: none"> • Women who face an indeterminate sentence are identified on remand, given support and have the elements and implications of an indeterminate sentence explained to them and, where appropriate, to their families. 	EPR 6, 30.1, 51, 81, 103, 107;
<ul style="list-style-type: none"> • Suitably trained staff explain tariffs to women serving indeterminate sentences and, where appropriate, their families. 	RTWP 2 (1), 4, 26, 29, 40, 41, 43;
<ul style="list-style-type: none"> • Women serving indeterminate sentences are held in prisons which can meet their sentence planning needs as soon as practicable after the prison has contributed to the multi-agency risk panel. 	SMR 35(1), 47(2, 3), 69
<ul style="list-style-type: none"> • Prisons holding women serving indeterminate sentences, regularly hold events which enable women to understand and engage with risk reduction and their eventual reintegration. 	
<ul style="list-style-type: none"> • Sentence plans and any relevant care plans and lifer documentation take full account of the individual needs and risks that the prisoner presents, and are prepared on time. 	
<ul style="list-style-type: none"> • Women serving long or indeterminate sentences have regular opportunities for extended visits with their family/ supporters. 	
<ul style="list-style-type: none"> • Women serving indeterminate sentences are equipped with necessary life skills such as cooking, paying bills and managing tenancies, in preparation for living independently in the community. 	
<ul style="list-style-type: none"> • Parole assessments are up to date, processes are robust and decisions are defensible. All women risk assessed and approved for parole are released on the earliest eligible date. 	

Reintegration planning

Women's resettlement needs are addressed prior to release. An effective multi-agency response is used to meet the specific needs of each individual prisoner in order to maximise the likelihood of successful reintegration into the community.

Expectations

- 8. All women, including those on remand or serving short sentences, have a custody plan that includes targets to address identified resettlement needs. These targets are monitored and reviewed until the point of release.**

Indicators

References

- | Indicators | References |
|--|--|
| <ul style="list-style-type: none">• Immediate practical and emotional needs as well as longer-term resettlement needs are assessed during induction and referrals made to relevant agencies to provide support. | BPTP 10;
EPR 33.3, 51,
103, 107; |
| <ul style="list-style-type: none">• A designated staff member takes responsibility for tracking progress against these targets and reviewing these periodically, acting on new issues as they arise. | RTWP 2, 4,
12, 29, 33
(1), 40, 45, |
| <ul style="list-style-type: none">• Custody plans take account of the entitlements and needs of looked-after children and young adults. | 46, 47, 55; |
| <ul style="list-style-type: none">• The prisoner receives a copy of their sentence/custody plan which outlines the staff member overseeing it, the prisoner's responsibilities in taking forward any of the targets and actions to be taken on their behalf. | SMR 60(2),
64, 65, 80,
81 |
| <ul style="list-style-type: none">• The specific resettlement targets for each prisoner are checked prior to discharge and in good time for any outstanding issues to be addressed. | |
| <ul style="list-style-type: none">• Risk of harm assessments are considered when planning for a prisoner's reintegration. | |

Cross reference with: offender management and planning.

- 9. Women, at the point of release, receive adequate provision for re-entering the community.**

Indicators

References

- | Indicators | References |
|--|------------------|
| <ul style="list-style-type: none">• Suitable clothes and bags are available to discharged women who do not have them. | BPTP 10;
ECHR |
| <ul style="list-style-type: none">• Facilities are available before discharge to launder clothes that have been in storage for long periods. | Protocol 1(1); |

- On release women receive all their property. EPR 26.12, 33, 107.4–5;
- Where eligible, women receive funds from grants, and money owed to them from their prison accounts to assist with reintegration. RTWP 46, 47;
- There are through-the-gate services to help newly released women access the relevant support in the community, including gender-specific services. Where appropriate, these are immediately available to women on release. SMR 64, 81; UDHR 17
- Women are provided with practical travel information as necessary.

Expectations – Children, families and contact with the outside world

10. Women’s family situations are identified and support plans are developed to proactively assist them in maintaining contact.

Indicators	References
<ul style="list-style-type: none"> • Key staff, including family support workers, offender supervisors, and personal officers know the home circumstances of the women in their care. This includes: <ul style="list-style-type: none"> - distance from home - names and ages of dependents - care arrangements - child protection issues - visiting arrangements - potential victim status, for example domestic violence, human trafficking or involvement in prostitution. • Primary carers are identified. Women have individual support plans to assist them to maintain good contact with supportive family and friends. • Women who do not receive visits are identified and receive individual support and help. • Sentence plans contain objectives about maintaining contact with supportive family members or friends. 	ICESCR 10 (1); CEDAW 5 (b); CRC 3; EPR 16 (d), 24.1, 24.5, 25.4, 34.2, 103; RTWP 2, 3, 4, 6, 26, 40, 41; SMR 37, 61, 79, 80

11. Women and their families receive ongoing active support to maintain or re-establish relationships, where it is appropriate.

Indicators	References
<ul style="list-style-type: none"> • There is a specialist family support worker to help women maintain contact with their children and fulfil their parental responsibilities, to support those undergoing separation and child protection procedures, and to assist those seeking to re-establish contact with family members. • There is effective information sharing between the family support worker, offender supervisors and other staff. • Women have access to programmes/interventions for improving parenting skills, understanding the impact of their imprisonment on their children and maintaining relationships from prison. • Women can access help to prepare for contact with a child, and to provide appropriate support. Final contact visits are properly planned and held in an appropriate environment. • There is adequate provision of accumulated visits, inter-prison visits/video-links and children/family days to meet the needs of the population. • Arrangements for receiving additional visits from children or immediate family members are in place • Release on temporary licence, including childcare resettlement leave, is used appropriately to help maintain contact with dependents, and where release on licence is unsuitable, in-house arrangements are made, where appropriate, for extended pre-release contact with children and families. • General relationship counselling for women and their immediate family members is available. • Staff working in these areas have good links with statutory and community agencies in the areas where women will be released. • Where appropriate, families are encouraged to be involved in supporting prisoners, such as during resettlement planning and assessment, care in custody and teamwork (ACCT) case management reviews. 	<p>BOP 19, 31; CEDAW 5 (b); CRC 3, 9(3); ECHR 8; EPR 24, 107.4; ICESCR 10; RTWP 3, 26, 41(b), 43, 45; SMR 37, 61, 79, 80</p>

12. Women have sufficient access to visits to sustain healthy relationships with their children and families. Women are aware of the prison procedures and their visits entitlements.

Indicators	References
<ul style="list-style-type: none"> • Women are informed of their visits entitlement on arrival at the prison. 	BOP 8, 15, 19, 36;
<ul style="list-style-type: none"> • Subject to risk assessment, women who are primary carers are able to receive their first visit within 48 hours of admission, and thereafter are able to receive sufficient visits to sustain healthy relationships. 	CEDAW 5 (b); EPR 3, 24, 30.1, 51.1,
<ul style="list-style-type: none"> • All other women are able to receive their first visit within one week of admission, and thereafter are able to receive at least one visit a week for a minimum of one hour. 	51.5, 54, 60.4, 99(a, b);
<ul style="list-style-type: none"> • Unconvicted women can receive their statutory entitlement and the number of visits is not capped. 	RTWP 2, 19–21, 23,
<ul style="list-style-type: none"> • The visits booking system is accessible and able to deal with the number and diverse requirements of visitors, particularly those bringing young children. 	26, 28, 43; SMR 35(1), 37, 79, 92
<ul style="list-style-type: none"> • Mothers are allowed to see all their children together, regardless of number or age, provided this is in the best interests of the children. 	
<ul style="list-style-type: none"> • Visits start and finish at the published time. 	
<ul style="list-style-type: none"> • Closed and no contact visits are authorised only when there is a significant risk arising from visits justified by security intelligence. They are not used as a punishment and allocations to closed and no contact visits are reviewed at least monthly. 	
<ul style="list-style-type: none"> • Any instance of a child being used to pass contraband is referred as a safeguarding (child protection) concern. 	
<ul style="list-style-type: none"> • Women are not deprived of their entitlement to visits as a punishment. 	
<ul style="list-style-type: none"> • Women, including vulnerable women, have equal access to visits. 	
<ul style="list-style-type: none"> • If visitors have not arrived within 15 minutes of the start of the visit, visits staff try to find out why and inform the prisoner. 	
<ul style="list-style-type: none"> • Women can request a visit from a volunteer prison visitor who is trained and well supported. 	

13. Prisoners and their visitors are able to attend visits in a clean, respectful and safe environment which meets their needs.

Indicators	References
<ul style="list-style-type: none"> • All procedures for prisoners and visitors are carried out efficiently before and after visits, to ensure that the visit is neither delayed nor curtailed. • The searching of prisoners, visitors and their property is conducted in a way that is sensitive to all aspects of each protected characteristic. • Strip searching of prisoners is carried out only for well-evidenced security reasons. • Visitors are never strip searched, and the searching of children is undertaken in line with child protection and safeguarding procedures. Where required, there are effective police liaison processes in place. • Visitors can book the next visit before the current visit ends. • Visitors are given information about how to get to the prison, its visits hours and details about what to expect when they arrive. • Transport arrangements are in place for visitors to get to and from the prison, if required. • Visitors arriving late are allowed to continue with their visit. • Prisoners and visitors are able to give staff feedback on the visit, suggest improvement and, if necessary, complain using an available complaints procedure. • A well run and properly equipped visitors' centre is available alongside the prison and is open at least an hour before and an hour after advertised visiting times. Facilities take account of the diverse needs of visitors. • At all points when waiting for, during and after a visit all prisoners and visitors have access to toilet facilities. • Visits areas are staffed, furnished and arranged to ensure easy contact between women and their families or friends. Security arrangements in visits do not unnecessarily encroach on privacy. • Methods for identifying prisoners during visits are respectful and proportionate to the risk presented. 	<p>BOP 19, 33; BPTP 1, 3; CRC 3; ECHR 8; EPR 1, 3, 16(c), 19, 24, 50, 51.1, 52.1–2, 54, 70; ICCPR 17; RTWP 19–21, 26, 28, 43; SMR 12, 14, 35(1), 36, 37, 79; UDHR 12</p>

- Visitors are able to share any concerns they have about the prisoner and visits staff demonstrate awareness of the risk of harm individual women may present to others. Concerns are appropriately reported and recorded.
- Children, including older children and grandchildren, can enjoy sufficient family/child-centred visits in an environment that is sensitive to their needs.
- Unless there are child protection concerns, women can assume full care of their children throughout visits, and supervise their children using play areas.
- Visitors can buy a range of refreshments during visits.

14. Women are actively supported to maintain contact with children and families through regular and easy access to mail, telephones and other communications.

Indicators	References
<ul style="list-style-type: none"> • Women can send as many letters as they can afford to and no restrictions are placed on the number of letters that can be received. 	BOP 18; BPRL 8; CEDAW 5
<ul style="list-style-type: none"> • Primary carers are provided with additional free letters and phone calls, and are able to receive incoming calls from dependents. 	(b); ECHR 8;
<ul style="list-style-type: none"> • Women's outgoing mail is posted within 24 hours (48 hours when received on Saturday) and incoming mail is received by women within 24 hours of arrival at the prison, including registered and recorded mail. 	EPR 23.4, 24.1–2, 24.5, 98;
<ul style="list-style-type: none"> • Women's mail is only opened to check for unauthorised enclosures or to carry out legitimate or targeted censorship. 	ICCPR 17;
<ul style="list-style-type: none"> • Legally privileged correspondence is not opened by staff. 	RTWP 26;
<ul style="list-style-type: none"> • Women have daily access to telephones and calls are charged at the cheapest possible national and international rates. 	SMR 37;
<ul style="list-style-type: none"> • Women can conduct their telephone calls in private. 	UDHR 12
<ul style="list-style-type: none"> • Unused visiting orders can be exchanged for phone credit. 	
<ul style="list-style-type: none"> • There is a notice next to all telephones advising women that their calls may be monitored. 	
<ul style="list-style-type: none"> • Women have risk assessed and supervised access to a range of electronic options (including e-mail and video conferencing/calls) to maintain family contact. 	

Cross reference with: equality and diversity (foreign national women).

Expectations – Victimisation, abuse and vulnerability

15. Women who have been the victim of abuse, rape or domestic violence are identified and supported to address their specific needs.

Indicators	References
<ul style="list-style-type: none"> Women are encouraged to disclose any experience of domestic violence, rape or abuse. Disclosure is managed sensitively by appropriately trained female staff. There are specific interventions available such as counselling services, programmes, self-help groups and free telephone helplines. These interventions are well-known and promoted across the prison. Activities in the regime help to build the confidence levels and coping skills of women who have disclosed abuse, rape or domestic violence. Women receive information on the support available to them in the community and have access to legal information. Prison staff are aware of associated safety risks to women and, where applicable, their children, and relevant information is shared securely with other agencies in the community. Prison staff work closely with external organisations to address the range of resettlement support needs of women who have experienced abuse, rape or domestic violence. If appropriate, women are helped to prepare safety plans. 	<p>BPTP 10; CRPD 16; EPR 25.4, 87.1, 107.4; RTWP 6(e), 7, 25, 33 (1, 2), 44, 46, 47; SMR 61, 64, 80</p>

16. Women are encouraged to disclose any involvement in prostitution and are given access to information and support to address their specific needs.

Indicators	References
<ul style="list-style-type: none"> Women are encouraged to disclose their involvement in prostitution. Disclosure is managed sensitively by appropriately trained female staff and there is a well advertised and accessible female single point of contact. The links between drug/alcohol abuse and prostitution are recognised and managed. Activities in the regime help to build the confidence levels and coping skills of women who have disclosed involvement in prostitution. 	<p>BPTP 10; CEDAW 6; DEVAW 2–4; EPR 87.1, 107.4; RTWP 17, 33 (1, 2); SMR 61, 64, 80</p>

- On release women receive support from staff to move away from prostitution which is relevant to their needs, and are referred to services in the community.
- Women are assisted to keep healthy and safe while in prison and on release. Women are provided with sexual health information and contraception if required.
- There is an information sharing system to inform women intending to return to prostitution once released of clients identified as dangerous.
- Prison staff are aware of potential risks from associates in the community, both during and after the custodial period.
- Prison staff work closely with external organisations to address the range of resettlement support needs of women who have been involved in prostitution.

17. Women who are potential victims of human trafficking are supported and referred to appropriate community services.

Indicators	References
<ul style="list-style-type: none"> • All staff, and particularly those working in health care, reception and first night, are alert to the signs that a woman has been trafficked and have an understanding of the ways in which women may be affected by the experience of human trafficking. 	EPR 16, 24.5, 25, 34.1, 34.2, 38.3, 42.3 (c, j);
<ul style="list-style-type: none"> • There is a local policy describing how women identified as potential victims of trafficking will be supported, which is advertised across the prison. 	RTWP 6 (b, e), 7, 13, 26, 33 (1), 41
<ul style="list-style-type: none"> • There is a nominated single point of contact, with knowledge of how to support victims of human trafficking. 	
<ul style="list-style-type: none"> • Where appropriate, the national referral mechanism is used. Any referral is recorded and communicated appropriately to staff. 	
<ul style="list-style-type: none"> • Care is taken to identify and use the real name of potential victims of human trafficking. 	
<ul style="list-style-type: none"> • An interpretation service is available and is widely advertised to all women. 	
<ul style="list-style-type: none"> • Activities in the regime help to build the confidence levels and coping skills of women who have been identified as potential victims of human trafficking. 	
<ul style="list-style-type: none"> • Victims of human trafficking are offered support to re-establish contact with their families. 	

Expectation – Accommodation

18. All women have suitable, sustainable and safe accommodation arranged prior to their release.

Indicators	References
<ul style="list-style-type: none"> All women, including those on remand, are made aware of and have full access to specialist services, including women-specific services that provide assistance and advice in finding accommodation after release. Women with babies in prison are never released without an address. Advisors are suitably trained and demonstrate the level of knowledge required to effectively address the wide range of accommodation issues facing women in prison, in particular the needs of women with children, and young adults. Advisors have good links with all relevant staff working with a prisoner and, where applicable, accommodation services contribute to meeting sentence/custody plan targets. Accommodation service providers have access to the internet and work closely with housing agencies and providers. All women wishing to relocate for valid reasons are assisted to do so, including women in the resettlement estate who wish to relocate on the basis of local employment they have secured while at the prison, and women needing to relocate due to domestic violence/other victimisation. Practical assistance is provided to help women set up home, including finding furniture, activating services and paying bills. 	<p>BPTP 10; EPR 33.7; RTWP 36, 45–47; SMR 61, 81(1)</p>

Expectation – Education, training and employment

19. When transferred or released, women enter appropriate education, training or employment.

Indicators	References
<ul style="list-style-type: none"> Women due for release participate in a timely and effective resettlement programme that meets their individual needs. Women are prepared effectively before commencing outside placements in the community. 	<p>BPTP 8; CEDAW 10, 11;</p>

- | | |
|--|---|
| • Women are encouraged and effectively supported to continue on their learning programmes when transferred to other prisons. | EPR 26.3, 26.5, 26.7, 26.9, 28.1, 28.7, 33.7, 103, 107; |
| • Where appropriate, women due for release are encouraged and effectively supported to progress to suitable further education, training or employment. | RTWP 4, 40, 41, 45–47; |
| • When transferred, an accurate record of the prisoner's learning needs and achievements is sent promptly to the receiving prison. | SMR 66(1), 71(4, 5), 72(1), 80, 81 |
| • Women are supported and receive advice on self-employment options. | |

Expectation – Health care

20. Women with continuing health and social care needs are prepared and assisted to access services in the community prior to their release.

Indicators	References
• Timely pre-release assessment and intervention are provided to all women, including those who are identified as 'at risk', are being released to a country other than England and Wales and/or have significant and complex needs.	CEDAW 12; EPR 33.6, 40.1–2, 42.2, 42.3(h, j), 83(b), 87.1, 107.4–5;
• Pre-release planning includes contraception services where required.	RTWP 12, 47; SMR 61, 83
• There are good links with all relevant staff/departments working with a prisoner and, where applicable, services contribute to meeting sentence/custody plan targets.	
• There is a palliative and end of life care policy in place to support those being released into the community.	
• Women with serious and enduring mental health problems continue to be managed within the Care Programme Approach framework on release.	
• Continuation of care, including medications, post-release is coordinated with external agencies as required.	
• Women leaving custody are registered or have appointments set up to register with health services, as appropriate.	
• Women receive relevant health promotion material on release.	

Expectation – Drugs and alcohol

21. Women with drug/alcohol problems are prepared for release and have access to appropriate support and continued treatment in the community.

Indicators	References
<ul style="list-style-type: none"> Women can continue their treatment regime at another prison and on release. 	CEDAW 12 (1);
<ul style="list-style-type: none"> Effective working practice is established between offender management, the clinical and substance misuse teams, and community services to ensure that sentence/custody plan targets are met, pre-release planning is effective and post-release care is properly planned. 	EPR 7, 83(b), 103.2–5; RTWP 15, 47;
<ul style="list-style-type: none"> Women receive information on how to avoid drug and/or alcohol-related injuries and death, including written information on overdose prevention. 	SMR 80

Expectations – Finance, benefit and debt

22. Women with financial commitments/problems are identified and receive effective advice and support to manage them while in custody.

Indicators	References
<ul style="list-style-type: none"> Where required, prompt specialist assistance with debt management/reduction is available from the point of arrival. 	BOP 8, 36; EPR 7, 16(d);
<ul style="list-style-type: none"> There is swift intervention to close down existing rental/housing agreements and benefits in order to prevent debt accrual from rent arrears. 	ICCPR 10(2); RTWP 46, 47; SMR 61
<ul style="list-style-type: none"> Women with existing financial products are helped to manage them and liaise with the service providers. 	
<ul style="list-style-type: none"> Unconvicted women can retain their entitlement to state benefits, including housing and incapacity benefit and retirement pension. 	

23. Women have the opportunity to gain the knowledge and skills required to manage their finances adequately in prison and on release.

Indicators	References
<ul style="list-style-type: none"> All women are made aware of and have full access to specialist services providing advice and information about benefits entitlements. The regime motivates women to be financially independent. Women receive sound advice on the social security benefits system, and how to balance work and caring responsibilities. Women have access to information on alternative financial providers that cater for ex-offenders and sources of affordable credit. Prior to release women's benefits applications are completed and all women are encouraged and assisted to open a bank account. Women sentenced as children leave custody with a National Insurance number. All women have the opportunity to attend courses on budgeting or that will build on their knowledge and capability with banking or other financial products. Service providers have good links with all relevant staff working with a prisoner and, where applicable, services contribute to meeting sentence/custody plan targets. Women are made aware of services available in their area of release, and necessary appointments are made for women before they are released. 	<p>EPR 7, 33.3, 106, 107; RTWP 46, 47; SMR 61</p>

Cross reference with: reintegration planning – victimisation, abuse and vulnerability (domestic violence).

Expectation – Attitudes, thinking and behaviour

24. Women have access to interventions that produce a positive and demonstrable change in attitudes, thinking and behaviour.

Indicators	References
<ul style="list-style-type: none"> Women are encouraged and motivated to engage with interventions, and prepared thoroughly. Drop-out rates are low and in post-programme reviews participants demonstrate a sound understanding of the completed intervention. 	<p>EPR 75, 102.1, 106, 107;</p>

- Staff are aware of the offending behaviour interventions available for women across the estate. RTWP 29, 33 (1), 40, 41;
- All staff, especially in residential areas, positively reinforce women's learning and progress. Women are enabled to consolidate any learning and practise their newly acquired skills. SMR 48, 58–60, 65, 70
- Preparation takes account of learning styles, motivation and capacity to change.
- Constructive interventions encourage and challenge the offender to accept responsibility for their offending behaviour. Victim awareness work is undertaken in all relevant cases.
- Gambling issues are identified and support given to manage them.
- Alternative interventions are provided for women assessed as unsuitable for the programmes normally available or who are maintaining their innocence.
- Interventions meet the identified needs of women and help them to progress in their sentence. Intervention staff have good links with others working with a prisoner and programme completions contribute to meeting sentence/ custody plan targets.
- Women are prioritised for programmes in a way that is transparent and consistent and takes account of their sentence progression, release dates and risk levels.
- Accredited and non-accredited programmes are specifically designed for women and validated by research with women offenders.
- Family members/other supporters and relevant staff are able to engage in the post-programme reviews, where appropriate.

HM Inspectorate of Prisons
EXPECTATIONS

Section 5: **specialist units**

Units for women with personality disorder
Therapeutic communities

Units for women with personality disorder

Expectations

- 1. Women undergo assessment and treatment in an environment that is psychologically, emotionally and physically safe, and have a clear understanding of the treatment process.**

Indicators	References
<ul style="list-style-type: none">• Prior to referral women receive advice and full information about the personality disorder unit and information is provided to the host prison about the prisoner.• Women arriving on the personality disorder unit are given a full induction to the prison and the unit.• Assessment results are relayed to women in a timely manner and in a form they can understand. A written version is shared with family and legal representatives, with the prisoner's permission.• Women undertake motivational work before treatment commences, subject to appropriateness in terms of clinical outcomes, and receive ongoing support to manage the impact of change as they progress in the programme.• Women can take reasonable periods of time out of the programme without completely withdrawing.• All staff on the unit have an understanding and awareness of the specific issues for women diagnosed with severe personality disorders, and receive adequate training, supervision and support.• There is continual oversight to ensure the integrity of the treatment women receive and the competence of staff delivering the treatment. There is a clear clinical governance structure in place and regular clinical audits.• While the assessment and treatment models used are experimental they should be evidence-based (for example, National Institute for Health and Clinical Excellence (NICE) guidance linked to research into personality disorders) and have a clear rationale for their inclusion in the process.	<p>CEDAW 12 (1); EPR 17.2–3, 30.1, 39, 40, 43, 48, 72.2, 74, 76, 81, 91; RTWP 6 (b), 12, 13, 41 (d); SMR 35(1), 47(2, 3)</p>

2. Women can access the full range of services and regime activities.

Indicators	References
<ul style="list-style-type: none"> • Women have equitable access to the regime. 	CEDAW 10, 11;
<ul style="list-style-type: none"> • Women on personality disorder units are included in routine prisoner consultative groups or have their own consultative process. 	EPR 9, 25, 50, 87.1, 93;
<ul style="list-style-type: none"> • The Independent Monitoring Board monitors fairness and decency in the same way as on the main site. 	RTWP 41 (d), 42 (1, 4)

3. Women held on units dedicated to providing services for those with personality disorder can progress and work towards mainstream reintegration.

Indicators	References
<ul style="list-style-type: none"> • It is explicit how the treatment for personality disorders is intended to reduce risk levels. 	EPR 30.1, 87.1, 103, 104.2;
<ul style="list-style-type: none"> • A care and treatment plan is developed to which the prisoner can contribute, reviews take place at least quarterly, and the prisoner's family, supporters and/or legal representatives are encouraged to attend these at least annually. 	RTWP 41 (d), 42 (1, 4); SMR 35(1), 65, 66(1)
<ul style="list-style-type: none"> • There are established pathways for leaving a personality disorder unit that build on or support the changes that have been made in treatment. 	
<ul style="list-style-type: none"> • The prisoner receives clear information about the likely duration of assessments and treatment phases, and there is a review of the requirement or benefit of detention on the personality disorder unit if the treatment phase lasts longer than three years. 	
<ul style="list-style-type: none"> • There is monitoring and scrutiny of data for applications to the unit and outcomes for those undertaking the programme. 	
<ul style="list-style-type: none"> • Where a transfer to any secure hospital (high/medium or low) under mental health legislation is being considered, the prisoner is made aware of their avenue or appeal through the Mental Health Review Tribunal (MHRT). 	
<ul style="list-style-type: none"> • Where a prisoner withdraws their consent to treatment, steps are taken to reintegrate them back into the mainstream as quickly as possible, taking into account the prisoner's concerns or wishes. 	

- Progressive moves out of the personality disorder unit are well planned and supported, with clear goals based on treatment pathways. Relevant staff members at receiving establishments are provided with training in working with women with personality disorders and are given a detailed handover.
- Planning for progression starts in time for a progressive move to be available when treatment is completed and such a move is deemed appropriate.

Therapeutic communities

In recognition of the special nature of prisons which operate as domestic therapeutic communities or which have units within them operating as democratic therapeutic communities, we augment our standard expectations to take account of some of the differences we expect to see.

The democratic therapeutic community (DTC) provides a safe environment which allows women to confront their offending behaviour by operating together respectfully in an environment in which everyone supports one another. Group therapy and the day-to-day experience of the community is used for everyone's therapeutic benefit.

Expectations

1. Women know they are entering a democratic therapeutic community and understand what that entails.

Indicators	References
<ul style="list-style-type: none">• Women understand what a democratic therapeutic community (DTC) entails as part of the self-referral process. They are given clear reasons, in writing, of their acceptance and what to expect, prior to their arrival.• Women understand the distinct differences between the DTC and more traditional regimes.• Women are introduced to the community following their arrival at the DTC, following an appropriate assessment and induction period.• The rules and expectations of the DTC and the DTC intervention to be followed are understood by all prisoners.• Women understand how an infringement of the rules will be dealt with.	EPR 30.1; RTWP 2 (1); SMR 35(1), 69

2. Women are suitable to be in a democratic therapeutic community.

Indicators	References
<ul style="list-style-type: none">• Women referred to the DTC have been assessed according to published criteria.• Women are actively involved in their referral to the DTC.	EPR 17.2, 47.2, 52.1, 103;

- The DTC has an effective and supportive assessment process delivered in accordance with the requirements described in the manuals. RTWP 16, 33 (1); SMR 69
- Women at risk of self-harm or suicide are able to be effectively accommodated within the DTC.
- A period within a DTC has been included in the sentence plans of all women in the programme.

3. Women's individual rights are not in conflict with the workings of the democratic therapeutic community.

Indicators	References
<ul style="list-style-type: none"> • Women are not prevented from using the official incident reporting systems procedures. • Women are not prevented from using the official applications and complaints procedures. • Women are able to raise any issues with their legal advisors. • There is no pressure on any members of the DTC to forgo parole. • Women's rights to medical confidentiality are respected. • Women are not prevented from practising their religion or denied confidential access to a minister. 	BOP 18, 33; BPRL 8; CAT 13, 16; DEDRB 1; DPT 8; ECHR 9; EPR 23.1, 29, 42.3(a), 70.1; ICCPR 18, 27; SMR 6(2), 35(1), 36(1), 41, 42

4. Women benefit from the distinct features of a democratic therapeutic community.

Indicators	References
<ul style="list-style-type: none"> • There are appropriate group rooms available for the whole community. • Women are not disadvantaged by differences or rivalries between different wings/communities. • Prisoners, together with staff, resolve all community issues. • All prisoners are encouraged and able to make an equal contribution to the community. • Women have access to interventions that meet their identified needs. 	BPTP 10; EPR 13, 50, 52.3, 76, 81, 107; RTWP 29, 40, 41 (c), 46, 47; SMR 6, 47(2, 3), 60(2), 65, 66, 69, 80

- Staff working in the DTC understand its purpose, are suitably qualified, supervised and appropriately supported.
- The DTC is suitably accredited.
- Women are supported and prepared for their release from the DTC.

HM Inspectorate of Prisons

EXPECTATIONS

Annex: **list of abbreviations**

Annex: List of abbreviations

International human rights instruments

Legally binding

CAT	Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
CEDAW	Convention on the Elimination of All Forms of Discrimination against Women
CERD	International Convention on the Elimination of All Forms of Racial Discrimination
CRC	Convention on the Rights of the Child
CRPD	Convention on the Rights of Persons with Disabilities
ICCPR	International Covenant on Civil and Political Rights
ICESCR	International Covenant on Economic, Social and Cultural Rights
OPCAT	Optional Protocol to the Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment

Normative

BOP	Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment
BPRL	Basic Principles on the Role of Lawyers
BPTP	Basic Principles for the Treatment of Prisoners
BPUF	Basic Principles on the Use of Force and Firearms by Law Enforcement Officials
CCLEO	Code of Conduct for Law Enforcement Officials
DEDRB	Declaration on the Elimination of All Forms of Intolerance and of Discrimination Based on Religion or Belief
DEVAW	Declaration on the Elimination of Violence against Women
DHRIN	Declaration on the Human Rights of Individuals Who are not Nationals of the Country in which They Live
DPPED	Declaration on the Protection of All Persons from Enforced Disappearance
DPT	Declaration on the Protection of All Persons from Being Subjected to Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
DRM	Declaration on the Rights of Persons Belonging to National or Ethnic, Religious and Linguistic Minorities

Annex: list of abbreviations

PEIDT	Principles on the Effective Investigation and Documentation of Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
PME	Principles of Medical Ethics relevant to the Role of Health Personnel, particularly Physicians, in the Protection of Prisoners and Detainees against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
POP	United Nations Principles for Older Persons
PPPMI	Principles for the protection of persons with mental illness and the improvement of mental health care
RTWP	United Nations Rules for the Treatment of Women Prisoners and Non-custodial Measures for Women Offenders (the Bangkok Rules)
SMR	Standard Minimum Rules for the Treatment of Prisoners
UDHR	Universal Declaration of Human Rights

Regional human rights instruments

Legally binding

ECHR	European Convention for the Protection of Human Rights and Fundamental Freedoms
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Normative

EPR	Recommendation Rec(2006)2 of the Committee of Ministers to member states on the European Prison Rules
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Her Majesty's Inspectorate of Prisons

EXPECTATIONS



**national
preventive
mechanism**

HM Inspectorate of Prisons is a member of the UK's National Preventive Mechanism, a group of organisations which independently monitor all places of detention to meet the requirements of international human rights law.