



Expectations

Criteria for assessing the treatment of and conditions for men in separation centres

Version 1, 2022

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Introduction

This is the first edition of our *Expectations for separation centres* which will be used to undertake thematic inspections of the treatment and conditions experienced by prisoners held in the centres in line with our approach to inspecting other similar units. The *Expectations* have been designed after extensive consultation and are based on and referenced against international human rights standards. They are drawn from our *Expectations* for adult men in prison but have been refined to reflect the context and purpose of separation.

They provide the framework against which HM Inspectorate of Prisons will fulfil its responsibility for delivering independent and objective assessments of outcomes. This focus is in accordance with the UK's responsibilities as signatory to the Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT).

Separation centres are designed to accommodate small numbers of prisoners who present a threat, either in person or by influencing others, that cannot be managed within the high security mainstream population. The primary focus is to protect other detainees and staff from the harm caused by radicalisation, extremist ideologies and terrorist threat. The decision to locate a prisoner in one of the centres is part of wider national security and, as such, not within the remit of the Chief Inspector of Prisons to comment on. The following *Expectations* focus on the treatment and conditions experienced by the men held in the centres.

We have agreed four main tests to measure outcomes for prisoners in the centres, underpinned by a focus on leadership. The four tests are: management of the centres, progression, safety and respect. We have thought carefully about the content of each test, and they are structured differently from our other *Expectations* to reflect the unique role of separation centres, located as they currently are within a small number of long-term high security prisons. We do not intend to judge provision within the wider prison in which the centre is located as this will be assessed in our inspections of those prisons – but we will make judgements about access to services and support for men in the centres and whether this meets their assessed risks and needs.

Charlie Taylor
Chief Inspector of Prisons
January 2022

Section 1: Leadership

National and local leaders provide the direction, encouragement and resources to enable good outcomes for prisoners. (For definition of leaders see Appendix I, note i.)

Expectations

- 1. Direction: National and local leaders work collaboratively with staff, stakeholders and prisoners to set and communicate strategic priorities that will improve outcomes for prisoners.**

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is a clear leadership structure with responsibility for separation centres.*
- *Effective oversight is provided through a national management committee that meets regularly, provides scrutiny, support and challenge and is attended by senior leaders from each centre.*
- *Leaders and staff understand the centres' strengths and weaknesses and where outcomes need to improve.*
- *Leaders have a good understanding of the experiences of prisoners and staff in the centres.*
- *Leaders understand and are committed to the primary objectives of separation and have an ambitious vision for the centres.*
- *Realistic, aspirational plans are in place to improve outcomes for prisoners.*
- *Staff understand and share the aims and priorities of the centres.*
- *Leaders foster and develop multidisciplinary ways of working which are essential to delivering the national aims of the centres.*

- 2. Engagement: National and local leaders create a culture in which staff and other stakeholders willingly engage in activities to improve outcomes for prisoners.**

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *National and local leadership is responsive to the unique demands placed on staff by working in the separation centres.*
- *Leaders at every level are visible and approachable.*
- *Leaders take time to listen to staff and prisoners and follow up the issues raised.*
- *Effective communication is used to promote understanding of current priorities, information sharing, collaboration and multidisciplinary working.*

- *Leaders set, model and enforce standards of staff behaviour and prisoner care that support rehabilitation.*
- *Leaders actively promote the well-being of staff.*
- *Staff feel motivated and supported in their work.*
- *Leaders show and encourage innovation and creativity to solve problems and meet the needs of prisoners.*
- *Effective practice is recognised and shared.*
- *The organisational culture encourages staff to reflect on and learn from their mistakes.*

3. Enabling: National and local leaders provide the necessary resources to enable good outcomes for prisoners.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There are enough staff members to deliver the aims of the centres.*
- *Staff have the knowledge, skills and attitudes necessary to work safely and meet the needs of prisoners.*
- *Leaders make good use of the staff and buildings at their disposal.*
- *Leaders identify resource constraints and seek to resolve them.*
- *Line managers support their staff and provide suitable professional development opportunities.*

4. Continuous improvement: National and local leaders focus on delivering priorities that support good outcomes for prisoners. They closely monitor progress against these priorities.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Where possible, data are used effectively to understand the impact and fairness of policies, to identify any potential discrimination and to track progress against improvement plans.*
- *Feedback from prisoners, staff and other stakeholders is used to generate ideas, create plans and measure progress.*
- *Leaders welcome and encourage external scrutiny.*
- *Inspection recommendations, audit findings, serious incident reports and best practice ideas are used to encourage improvement.*
- *Any serious failings or concerns identified by internal or external bodies are addressed swiftly and outcomes following improvements are monitored over time.*
- *Leaders use quality assurance processes to drive continuous improvement.*
- *Collaboration with policy teams and colleagues in other centres or partner organisations supports improvement.*

Human rights standards emphasise that prisons should be managed within a context which recognises the obligation to treat all prisoners with humanity and which facilitates the reintegration of prisoners into the wider community. They recognise the important role of staff in rehabilitation, the need for a clear sense of purpose in the prison system and the importance of leadership in how that purpose is best achieved. Prisons must be adequately staffed to provide a safe environment and staff should receive ongoing training, including to undertake specialist roles and work with particular groups of prisoners. Arrangements should be in place to ensure there is good communication and coordination both within and outside of the prison. See EPR 6, 8, 72–87, 89–91, 93; SMR 1, 3, 74–80, 83.

Section 2: Management of the centres

The risks and needs of prisoners are thoroughly assessed, managed and monitored. Deselection takes place when appropriate and safe.

Expectations

5. Oversight of the use of centres is comprehensive and ensures prisoners' risks and needs are met.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is ongoing analysis of the risks and needs of prisoners in each centre and action is taken to address them.*
- *A comprehensive strategy, underpinned by research, shapes the role and purpose of the centres.*
- *Close attention is paid to identifying and responding appropriately to the individual needs of all prisoners, including those who are vulnerable.*
- *The potential for discrimination in the use of separation and in progression and reintegration opportunities is kept under review and prevented.*
- *The impact of separation on prisoners is monitored frequently. Separation is not used as, and does not become, solitary confinement (see Appendix II, note ii).*
- *There is an independent advisory board, which is well attended, meets regularly and has a good understanding of how the centres work.*

6. Prisoners are assessed for placement in the centres in accordance with published procedures and criteria.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There are clear, published criteria for the selection of prisoners for separation and the reasons for selection are documented.*
- *Prisoners are selected for the centres only after all other relevant options have been considered.*
- *The selection process is subject to scrutiny by an independent person to make sure it complies with prisoners' rights and published procedures.*
- *Unless there are national security reasons which cannot be mitigated, prisoners are able to receive a copy of their assessment/selection reports.*
- *Prisoners who are selected for separation are entitled to challenge their selection and raise complaints.*
- *Prisoners are informed of the national governance structures for separation centres.*

7. Prisoners are supported to progress by carefully selected, trained and equipped staff.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff are clear about the role of the centres and their responsibilities to support progression.*
- *Staff working in the centres are selected for their aptitude, resilience, skills and abilities. They uphold the values and standards required of them.*
- *Staff are trained in equality, diversity and human rights considerations with opportunities to undertake further learning and development relevant to their role.*
- *Staff are confident and have the skills to engage with prisoners and assess their progress against care and management plans.*
- *Staff receive regular supervision and appropriate support.*

8. Prisoners are deselected from the centres when the risks no longer require their separation. This follows a thorough and robust assessment of risks and progress made.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners' progress is formally and regularly reviewed to inform decisions about deselection. Reviews are clearly documented, and decisions are recorded.*
- *Any significant change in risk and/or need triggers a multidisciplinary review.*
- *Prisoners are given sufficient and timely information about their assessment and/or review and the opportunity to make representations and express their views in person.*
- *Prisoners have access to necessary support to present their own case or have their case presented.*
- *Prisoners are able to challenge their continued allocation to the centre.*
- *When deselection is agreed the prisoner is moved out of the centre promptly.*

In relation to expectations 5 to 8: all places of detention must be managed to ensure that detention is prescribed by law and that prisoners' human rights are respected, protected and fulfilled throughout their detention. There must be a clear, lawful basis for any detention, which is open to scrutiny by those within and independent to the prison system. Any restriction imposed on a person already deprived of his or her liberty, such as separation, may only be employed if absolutely necessary. Processes for selection, management, review and reintegration must be transparent, fair and accountable.

Specific protective safeguards must be in place when prisoners are separated. The method used to manage the prisoner must be proportionate to the objective for which it is imposed and the impact of separation kept under review. Separation should not become solitary confinement by reason of practical arrangements. See ECHR 2, 3, 5, 6, 7, 8, 9, 10, 11, 14; ECHR Protocol 1, 1 and 2; ICCPR 9, 10(1), 17, 18(1)–(3), 19, 20, 21, 22, 26, 27; ICESCR 4, 5(1), 12; CERD 2, 5, 6; CAT 10, 11, 12, 13, 16; OPCAT 19, 20, 21, 22; BOP 1, 4, 5, 7, 9, 29; PPMI 1, 2, 20; CCLEO 2, 3, 6, 7; SMR 2, 3, 4.2, 5, 24, 30, 31, 36, 37, 38, 42, 43.3, 44, 58, 61, 65, 66, 68, 83, 84, 93; EPR 76, 81(2), 81(3). See also Committee of Ministers Recommendation concerning Custody and Treatment of Dangerous Offenders CM/REC(2014)3 and Guidelines for Prison and Probation Services regarding Radicalisation and Violent Extremism Adopted by CM 2 March 2016.

Section 3: Progression

Prisoners benefit from constructive time out of cell and opportunities to access support to explore their attitudes, thinking and behaviour. There is a clear focus on how prisoners can be deselected from the centre. Prisoners are supported to maintain contact with family and friends.

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Individual case management

Opportunities to progress from the centre are clearly promoted and prisoners are able, and expected, to engage in them. All prisoners have a robust individual sentence plan which is based on an assessment of their offending-related risks and needs. This is regularly reviewed and implemented to reduce reoffending.

Expectations

9. Prisoners receive the support they need to address their risks.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *All prisoners have a comprehensive care and management plan, developed by a multidisciplinary team, which promotes risk reduction.*
- *Prisoners can contribute to the development and delivery of their plan.*
- *Where safe and appropriate, a prisoner's family member or other significant person is invited to attend a care plan review if it is deemed beneficial to the overall care and management of the prisoner. Prisoners are involved in decisions to involve family members or other significant people.*
- *Comprehensive reviews of prisoners' care and management plans are based on a wide range of information, undertaken at agreed intervals and following any significant change in risk or need.*
- *There is effective, routine management oversight of the quality of the care and management plan.*

10. Prisoners have a comprehensive sentence plan aimed at reducing reoffending and are supported in their efforts to achieve their targets.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners, together with the offender manager and other relevant staff, are involved in drawing up and reviewing sentence plans. These are based on a comprehensive assessment of offending behaviour.*
- *The level of contact between prisoners and their designated offender manager in the prison or community reflects the assessed levels of offending-related risk and need. Contact is structured and clearly focused on reducing reoffending.*
- *Contact with key workers, psychologists, and other staff is regular and meaningful and supports the delivery of the sentence plan.*
- *Staff conduct offence-related work on a one-to-one basis where needed.*
- *There is good cooperation and communication between all organisations and departments delivering rehabilitative work.*
- *Prisoners are encouraged and motivated to engage with interventions and are prepared thoroughly for them.*

- *Prisoners can access tailored interventions and support which promotes a reduction in reoffending.*

11. Prisoners' risk of harm to others is minimised through the proper application of public protection requirements in custody. Prisoners are informed about any relevant decisions.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are informed of the arrangements for managing the risk of harm they pose to others, the implications for them personally and the opportunities available to them for challenge, unless there are well-evidenced security considerations.*
- *Multi-agency structures for protecting and safeguarding the public (such as MAPPA) are used effectively.*
- *Contact restrictions are implemented swiftly and effectively and are regularly reviewed.*
- *Mail and telephone monitoring are up to date and effective.*
- *Applications for contact with children are managed robustly and completed without unnecessary delay.*
- *The best interests of the child are paramount when assessing a prisoner's access to children and consideration of best interests includes consultation with relevant agencies.*

In relation to expectations 9 to 11: prisoners must be provided with sufficient rehabilitation opportunities throughout their sentence, including when separated from other prisoners. Planning for rehabilitation should commence on admission, take into account individual circumstances, including the need for social work or psychological care, and include input from the detainee. Plans should be reviewed regularly in consultation with the prisoner and all relevant staff. See ECHR 3, 5, 8; EPR 102–104, SMR 91, 92, 94.

Time out of cell and purposeful activities

Prisoners have sufficient time out of cell and are encouraged to engage in recreational and social activities which support their well-being and promote effective rehabilitation.

Expectations

12. Prisoners have regular and predictable time out of cell which is sufficient to promote reintegration and rehabilitation.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners have at least 10 hours out of their cell on weekdays.*

- *Prisoners are never subjected to a regime which amounts to solitary confinement (see Appendix II, note ii).*
- *Prisoners have the opportunity for one hour of association in the evening every day.*
- *Prisoners know the daily routines for activities, association and exercise.*
- *Out-of-cell activities happen on time and are not cancelled unnecessarily.*
- *There is enough time in the regime for prisoners to engage in purposeful activity and still have time for domestic routines such as showering, collecting medication, cell cleaning, telephone calls and some recreational activity.*
- *Prisoners unable to attend learning or work activities are unlocked during the day and are provided with suitable activities.*
- *Prisoners can telephone their families and friends during the evening.*

13. Prisoners are able to spend at least one hour in the open air every day.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Exercise areas are spacious, attractive and have adequate seating and equipment.*
- *Prisoners do not have to choose between access to the open air and other important regime activities.*
- *Staff encourage prisoners to spend time in the open air. Staff and prisoners understand this is important for mental and physical health.*
- *Outside exercise is only cancelled in extreme weather conditions.*

14. Prisoners are expected and encouraged to use time out of cell constructively, including at weekends.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff and prisoners have daily opportunities for meaningful interaction.*
- *Activities provide physical and mental stimulation and include suitable time outdoors.*
- *Activities are available every day, including in the evenings.*
- *Prisoners are involved in a variety of activities throughout the day.*
- *Prisoners are encouraged to socialise with each other.*
- *Prisoners have properly equipped areas for association.*
- *Prisoners are encouraged to take part in recreational activities which promote well-being.*

15. Prisoners have regular access to library materials and additional learning resources.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners have ready access to a good range of library materials and can influence the selection offered.*
- *Books and other library resources reflect the diverse needs of the prisoners held and include a range of formats and languages.*
- *Prisoners can easily access documents relating to their management, rights and entitlements.*
- *Services provided by the library promote literacy effectively and encourage engagement with children, families and others who are significant to prisoners.*

16. Prisoners are encouraged to participate in physical education and fitness provision that meets their needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners participate safely, at least twice a week, in a range of physical education, fitness and associated activities, based on an effective assessment of their risks and needs.*
- *Physical education and fitness staff engage with prisoners and have appropriate qualifications and expertise.*
- *Opportunities are provided for prisoners to participate in physical education with each other.*
- *Prisoners benefit from structured training programmes and opportunities.*
- *Health promotion information and material is provided to prisoners and is incorporated into an individualised programme.*

17. Prisoners can access a good range of creative recreational and social activities which promote learning, well-being and support rehabilitation.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is an easily accessible range of recreational and social activities.*
- *Prisoners are encouraged to take part in activities to promote their well-being.*
- *Prisoners help to develop the range of recreational activities on offer.*
- *Art and cultural experiences are used to enhance the centre's environment.*

Education, skills and work

18. Prisoners have access to learning, skills and work provision that meets their needs and supports progression.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners have access to a range of education, training and work opportunities.*
- *Prisoners are able to gain knowledge and develop skills that will be useful to them after release or on return to the mainstream prison population.*
- *Prisoners can complete short and, where appropriate, more substantial, units of education and training.*
- *All prisoners can undertake paid work during the working day.*
- *Prisoners are helped to prepare for their next phase of education, training or work on transfer or release.*
- *Staff understand the importance of education, training and work and encourage attendance.*

In relation to expectations 12 to 18: human rights standards require prisoners to be provided with equal opportunities to undertake work, education and vocational training. Education and vocational training should ensure literacy and numeracy and meet detainees' individual needs. Work opportunities should help to equip detainees for life on release. See ICESCR, 6–7, 13; EPR 26, 28, 100, 106; SMR 96–104.

Children and families and contact with the outside world

The centre supports prisoners' contact with their families and friends. Programmes aimed at developing parenting and relationship skills are provided. Prisoners not receiving visits are supported in other ways to establish or maintain family support.

Expectations

19. Prisoners are encouraged to re-establish or maintain relationships with their children and families where appropriate, and are supported in doing so.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is a strategy to help prisoners establish and maintain contact with their family and friends and form support networks.*
- *There are good opportunities for families or friends to offer support to prisoners, particularly those who are vulnerable and/or who pose a risk of self-harm. Support is considered routinely as part of care planning.*

- *Prisoners and their families have access to suitable interventions which are aimed at supporting and improving parenting and relationship skills.*
- *Prisoners may visit sick relatives and attend funerals subject only to reasonable, necessary restrictions following an individualised risk assessment.*
- *There are imaginative methods for encouraging family contact (for example, audio recordings of stories) and opportunities for prisoners to celebrate their successes with their family and friends.*
- *Prisoners' distance from home, frequency of visits, parental status and number of dependants (see Appendix II, note iii) are monitored to help provide support.*
- *There are appropriately skilled family support workers who provide support to prisoners and their families. They develop individual plans as necessary, including for release.*
- *Prisoners who do not receive regular visits are identified and receive individual support and help to maintain relationships.*
- *Prisoners' families and friends know how to share concerns they have about a prisoner and how to seek support.*

20. The centre supports the rights of children visiting their parent in prison, subject to a risk assessment for public protection concerns.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Children are only searched when necessary and in the presence of an appropriate adult. Searching processes are child-friendly and proportionate.*
- *Children are safe and can enjoy age-appropriate activities with the prisoner during the visit.*
- *Children are allowed to have physical contact with the prisoner they are visiting.*
- *Access to special/enhanced visits is in line with the rest of the prison and is not linked to the incentives policy.*
- *There is adequate provision of children's/family days to meet the needs of the population.*
- *Prisoners receive advice on how to support their child through the experience of parental imprisonment.*

21. Prisoners have regular and easy access to mail, telephones and other methods of communication, subject to a risk assessment for public protection concerns.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners can make a free phone call on their first night in the centre.*
- *Prisoners' telephone numbers are added to their PIN account within 24 hours of arrival at the centre.*

- *All prisoners have in-cell telephony.*
- *Prisoners who are parents/carers are provided with additional free letters and phone calls and can receive incoming calls from dependants (see Appendix II, note iii).*
- *Prisoners' outgoing mail is posted within 24 hours (48 hours when received on a Saturday) and incoming mail is received by prisoners within 24 hours of arrival at the prison, including registered and recorded mail.*
- *Prisoners have access to a range of electronic options (including email and video calls) to maintain family contact.*
- *Foreign national prisoners receive additional help and resources to keep in touch with family abroad.*
- *Prisoners can easily find the telephone numbers of outside organisations and know which numbers they are permitted to call.*

22. Prisoners can maintain contact with the outside world through regular and easy access to visits. They are aware of the prison procedures and their visits entitlements.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are able to receive a visit within one week of admission and thereafter at least one visit a week for a minimum of one hour, including at weekends. Unconvicted prisoners can receive as many visits as they wish, including at weekends.*
- *The visits booking system for prisoners is accessible and able to deal with the number and diverse requirements of visitors.*
- *Prisoners' visitors are given information about how to get to the prison, visiting hours, what to expect and how to complain.*
- *Where public transport is poor, the prison provides transport from local stations.*
- *Visitors can book future visits during their current visit.*
- *Prisoners without outside contact and support can access approved schemes whereby trained volunteers provide support through visits or other forms of communication (such as letters).*
- *Visitors who travel long distances can have accumulated, extended or consecutive visits with prisoners.*

23. Prisoners see their visitors in a clean, safe and respectful environment which meets their needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Searches of visitors only take place when it is necessary. All searches are proportionate, and visitors are never strip-searched.*
- *There are effective systems to collect and respond to feedback from prisoners and visitors (including children) about their visits experience.*
- *Prisoners and visitors can access toilet facilities at all times.*

- *Visits areas are comfortable, friendly and welcoming.*
- *Visiting areas are accessible to prisoners and visitors, including those with disabilities.*
- *Staff are trained in child safeguarding arrangements and visits staff are aware of children with safeguarding needs.*
- *There are clear processes for identifying visiting children, especially where there are child safeguarding concerns.*
- *Visitors can buy a good range of refreshments during visits.*

In relation to expectations 19 to 23: human rights standards recognise the importance of family ties and maintaining contact with the outside world, including through visits. Detainees should be supported to maintain contact with family and friends, and visits should take place in as normal a manner as possible. Disciplinary measures must not include restrictions on contact with family. See ECHR 8; CRC 5, 7, 16; ICCPR 17; EPR 24, 37.2, 60.4, 99; SMR 43.3, 58, 88.2, 106.

Planning for reintegration or release

Prisoners are supported when they move to another separation centre, to mainstream prison locations or to secure health facilities. Resettlement support is provided for release into the community.

Expectations

24. Prisoners are safe and supported when they move between centres and are deselected, including on release into the community.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners being transferred know where they are going and why they are moving. They are able to inform someone of their transfer at the earliest opportunity unless there are security concerns.*
- *Staff in the receiving centre or prison are thoroughly briefed about prisoners' risks and needs.*
- *Prisoners have a care and management plan for their new location.*
- *Transfer arrangements are appropriate and all property travels with prisoners.*
- *Prisoners are given the necessary support to prepare for their return to a mainstream prison regime.*
- *Prisoners being released into the community have access to all resettlement services that are available in the wider prison.*
- *Appropriate accommodation arrangements for prisoners are made well ahead of release into the community.*
- *Prisoners at the point of release have access to suitable clothes and bags are available if needed.*

- *Facilities are available before release into the community to launder clothes and charge mobile phones that have been in storage.*
- *Prisoners being released into the community receive all their property, including their money, and any grants owed to them.*

25. Prisoners are directly involved in developing and reviewing their release plan and receive proactive help to overcome obstacles to successful resettlement.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Resettlement plans are developed early enough before release to offer prisoners a good range of help and support.*
- *Prisoners have a comprehensive reintegration or release plan to maximise the likelihood of successful outcomes.*
- *Prisoners have a named person in the prison or the community who is responsible for supporting their reintegration/release plan.*
- *Prisoners can easily arrange an appointment with their offender manager in the prison and are able to meet with their offender manager in the community in preparation for release.*
- *Prisoners are meaningfully engaged in the development and regular reviews of their plans and have opportunities to make choices about their reintegration.*
- *Prisoners can access a range of community-based agencies prior to release to improve their chances of successful resettlement.*

26. Prisoners being released into the community have a robust risk management plan to support them and protect the public from harm.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *When prisoners are likely to be released from custody directly from a separation centre, arrangements are discussed at the earliest opportunity and overseen by the central management committee.*
- *Community-based offender managers and offender managers in prison work closely together to develop a risk management plan for release, including confirmation of the multi-agency public protection arrangements (MAPPA) management level.*
- *Centre staff are aware of plans to manage risk of harm on release and, where relevant, participate in or contribute to multi-agency planning meetings (such as MAPPA).*
- *Staff make sure that prisoners understand their licence conditions, including their rights and responsibilities.*

In relation to expectations 24 to 26: human rights standards are clear that any period of imprisonment must be used to ensure prisoners' rehabilitation and reintegration into society on release. Planning for release from prison should begin on admission.

Prisoners should be provided with support to address their needs ahead of release, including to find accommodation. On release, all detainees should have immediate means of subsistence, clothing suitable for the weather and the means to reach their destination. See EPR 33, 107; SMR 90, 92, 107–108. See also standards in relation to escorts and early days.

Section 4: Safety

Prisoners, particularly the most vulnerable, are held safely.

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- Safeguarding
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- Encouraging positive behaviour
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Escorts and early days

Separation centre prisoners transferring to, between, and from separation centres are safe, secure and are treated with dignity and respect.

Expectations

27. Prisoners travel in safe, decent conditions during escort. They are treated with respect and in accordance with their individual needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners know where they are going and what to expect when they arrive, unless there are individual security constraints which prevent sharing this information.*
- *Escort staff are aware of prisoners' individual needs. All necessary information about risks and needs accompanies prisoners on their journey.*
- *Prisoners are escorted in vehicles that are safe, secure, clean and comfortable and fully equipped to cater for individual needs.*
- *Escort staff can easily observe prisoners and prisoners are always able to communicate with staff. Escort staff regularly check on prisoners' welfare.*
- *Prisoners travelling to or between centres travel with staff known to them, who are familiar with the detail of their care and management plans.*
- *Prisoners are treated with respect by escort staff throughout their transfer, including being provided with adequate comfort breaks to meet their needs and meals/drinks before and during transfer.*
- *Prisoners' personal belongings accompany them.*
- *Restraints are only used when justified by individual risk assessments.*
- *Prisoners are not kept waiting on vehicles after arrival.*

28. Prisoners are treated respectfully on arrival and all immediate needs and anxieties are addressed.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Health and well-being are assessed on admission and immediate needs are addressed. Particular attention is paid to the risk of suicide and self-harm.*
- *Prisoners have a confidential interview with health services staff on arrival and their immediate physical, mental and substance misuse needs are met.*
- *Prisoners are treated respectfully by staff at the receiving establishment; for example, they are offered drinks and hot food.*
- *Searching arrangements are necessary and proportionate and based on individual risk assessment.*

- *Any characteristics or circumstances that suggest the prisoner may be at risk from other prisoners are identified and measures are put in place to make sure the prisoner is safe within the centre.*
- *Staff are aware of and respond to prisoners' religious and cultural needs.*
- *The protected and minority characteristics of prisoners arriving at separation centres are identified and their needs are assessed. Reasonable adjustments are made to meet those needs.*
- *Prisoners receive essential support, regardless of their arrival time, and their individual needs are identified in a meeting with staff before they are locked up on their first night.*
- *Information about prisoners is communicated between staff with discretion.*
- *On arrival prisoners can shower before being locked up.*
- *Subject to public protection constraints and individual risk assessment, prisoners are provided with a free telephone call to the person of their choice. Any refusal is recorded in writing and justified.*
- *When staff, particularly night staff, arrive for their shift, they are briefed fully on the risks and needs of prisoners.*

29. Prisoners understand the centre's rules, regime and how to access available services.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff make sure prisoners are informed about the reasons for their transfer to a separation centre, in a format and language they understand.*
- *Prisoners understand how to challenge their allocation to a separation centre.*
- *Prisoners receive comprehensive information about the centre's rules and regime in a format and language they understand.*
- *Induction includes a private conversation with a designated officer to identify and address any concerns.*
- *Prisoners are meaningfully occupied during induction and are allocated regime activity swiftly.*
- *Prisoners are encouraged and supported to arrange their first visit.*

In relation to expectations 27 to 29: human rights standards relating to arrival and early days in custody are wide-ranging. This reflects the particular risk posed to prisoners on transfer and the requirement for protections to be effective in transit. Prisoners must be transported safely in suitable vehicles. Prisoners are entitled to information, in a language and format they understand, about their place of detention, the duration of their stay and the right to notify someone of where they are. See ECHR 2, 3, 8; ICCPR 10; EPR 14–16A; 18.8, 24.8–24.9, 30, 32; SMR 7–9, 30, 34, 54, 55, 73, 112; BOP 16, 24. See also CPT/Inf(2018)24 on Transfer of Detainees.

Safeguarding

Prisoners' individual vulnerabilities are identified, they are protected from harm and neglect and receive effective care and support. Prisoners at risk of self-harm or suicide are identified and given timely, appropriate care and support.

Expectations

Protection of adults at risk of abuse and neglect

- 30. Prisoners, particularly vulnerable adults at risk, are provided with a safe and secure environment which protects them from harm and neglect. They receive effective care and support.** (See Appendix II, note iv.)

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff are aware of the local safeguarding strategy to protect adults at risk and the nominated local manager, and know what action they need to take.*
- *Staff are aware of their responsibility to protect adults at risk and know how to recognise signs of harm.*
- *Prisoners whose physical and mental health is likely to be adversely affected by their imprisonment are safeguarded while in the centres (see Appendix II, note v).*
- *Prisoners can access a range of support services and staff encourage them to involve appropriate people to provide support.*
- *Vulnerable adults feel safe and protected from harm.*
- *Where harm or abuse is alleged or suspected, prompt action is taken to protect the individual and investigate the concerns.*
- *When required, prisoners can access advocates and/or appropriate adults to help them understand and give informed consent.*
- *Staff consult and cooperate with all relevant agencies to make sure prisoners are appropriately cared for and supported.*
- *Prisoners' assessed needs and approaches to managing behaviour are incorporated into their individualised care and management plan.*
- *Consistent case managers are allocated for all prisoners at risk and are responsible for oversight of care plans between reviews.*

- 31. Prisoners are protected from the risks presented to them by others.**

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff are aware of the individual risks posed by prisoners within the separation centre and take appropriate action to minimise them, including maintaining detailed records.*

- *Weekly risk assessment meetings are held to consider the risks and behaviour presented to prisoners by others and arrangements are put in place to make sure they have safe access to communal activities.*

Suicide and self-harm prevention

32. Prisoners are held in a safe and secure environment which actively reduces the risk of self-harm and suicide and promotes mental health and well-being.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *A safer custody strategy is in place which recognises the specific risks to prisoners in separation centres and sets out procedures to help reduce the risks of self-harm and suicide.*
- *Staff are clear about their responsibility to preserve life, when to enter a locked cell and what to do in an emergency.*
- *Emergency processes are in place, which include immediate access to life-preserving equipment for trained staff.*
- *Staff are trained in suicide prevention processes and know how to support prisoners who self-harm.*
- *Staff are trained to identify and support prisoners who may have mental health problems, or who have been affected by trauma.*
- *Prisoners' family and friends know how to raise a concern about the risk of self-harm or suicide, can ask for assessment, care in custody and teamwork (ACCT) processes to be initiated, and are kept appropriately informed.*
- *A multidisciplinary committee monitors the prison's self-harm and suicide prevention policy and procedures and ensures support for the most vulnerable prisoners.*
- *Self-harm data are collected and monitored and any emerging patterns are identified and acted on.*
- *All serious 'near-miss' incidents are investigated thoroughly by appropriate independent investigators. They identify opportunities for improvement, which are rigorously pursued.*
- *Staff cooperate with and respond quickly and comprehensively to Prisons and Probation Ombudsman (PPO) investigations.*
- *PPO and coroner's court recommendations are prioritised for implementation and are reviewed regularly.*
- *Prisoners at risk of suicide or self-harm are only held in special/unfurnished accommodation or given anti-rip clothing in clearly documented exceptional circumstances, on the authority of the governor and in consultation with the mental health team. Authority is recorded with the reasons for the decision.*
- *Personal possessions are only removed in documented exceptional circumstances, following a multidisciplinary review.*

33. Prisoners at risk of self-harm or suicide receive individualised care from a multidisciplinary team and where appropriate their families.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff use multidisciplinary care and support plans, developed in consultation with the prisoner, to identify vulnerabilities, risks and needs and implement strategies for reducing risk.*
- *Consistent case managers are allocated to all prisoners at risk and are responsible for oversight of care plans between reviews.*
- *Prisoners with complex self-harm/suicidal behaviours are managed using enhanced multidisciplinary case reviews.*
- *Assessment, care in custody and teamwork (ACCT) procedures are used properly and are rigorously quality-assured.*
- *Prisoners have access to care and support from their families and friends unless that contact poses a genuine risk to the prisoner, their family and friends, or the public, in which case the refusal is recorded and justified.*
- *Prisoners in the centre have access to a range of support when in crisis or at risk of self-harm. That support is tailored to a prisoner's individual needs.*
- *Constant supervision is only undertaken if necessary and proportionate. Staff create a positive environment which encourages and facilitates access to a purposeful regime.*
- *Prisoners can access a range of support services and, subject to individualised risk assessment, staff encourage prisoners to involve their family or friends in their care and support.*
- *Information about prisoners at risk of self-harm or suicide is communicated to the offender manager in the community, when release is imminent.*

In relation to expectations 30 to 33: prisoners must be held safely. Their right to life must be protected and promoted and positive steps taken to minimise their risk of harming themselves. Positive steps must also be taken to protect prisoners from the risk of harm from others. There must be an effective independent investigation following a death. Staff should receive adequate training to allow them to work with prisoners with particular needs. See ECHR 2, 3, 8; ICCPR 6, 7, 10; SMR 75, 76; EPR 1, 52.2, 81.

Security

Security and good order are maintained through attention to physical and procedural matters, including effective security intelligence.

Expectations

34. Prisoners are safeguarded by effective information sharing, proportionate searching measures and supervision.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Security measures are necessary and proportionate to the assessed risks presented by prisoners.*
- *Prisoners' access to regime activities is not impeded by an unnecessarily or disproportionately restrictive approach to security.*
- *Prisoners have the reasons for any specific restrictions on their access to activities/services explained to them.*
- *There are effective information-sharing and liaison arrangements in place with relevant statutory partners, including the police.*
- *The separation centre's security processes are fully integrated into the wider prison, including the submission of intelligence reports.*
- *Effective and responsive intelligence and security measures are in place.*
- *Decisions made following intelligence about the management of prisoners within the centre are proportionate and based on reliable interpretation and assessment of the information and/or intelligence. Decision-making is recorded.*
- *The approach to security measures takes into account the needs of those with protected and minority characteristics.*
- *Prisoners are only strip-searched or squat-searched if it is authorised, necessary and proportionate on each occasion. Searches are documented with recorded reasons based on specific intelligence.*
- *Prisoners are made aware that their cells or personal property may be searched and are notified when they are being searched. Cells/property are left in the condition they were found, and records are kept of searches.*
- *Mandatory drug testing (MDT) is undertaken by trained staff and takes place in a suitable environment. MDT is conducted consistently in line with protocols which ensure the validity of procedures.*
- *Prisoners who test positive or refuse to be tested on MDT, or who are involved in suspected drug-related incidents, are referred to substance misuse services.*
- *Routine searching takes place when it is necessary and proportionate.*
- *Prisoners receive open visits in an environment that affords as much privacy as possible. Unnecessary restrictions on physical contact are not imposed.*

- *Closed visits are only used where there is reliable evidence of significant risk. Any decision to use closed visits is reviewed regularly and at least monthly. Decisions are made in consultation with the relevant management team.*
- *There are published criteria which justify a ban or other restrictions on visitors. Those criteria relate directly to evidence of the abuse of visits.*
- *Decisions to ban visitors or apply other restrictions take into account the potential impact on prisoners and their visitors, including children.*

35. Effective processes are in place to protect prisoners from misconduct or illegal conduct by staff.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners know how to make confidential complaints about staff and are confident that the system works effectively.*
- *Prisoners and staff know the identity of the local corruption prevention manager. and how to contact them.*
- *Immediate protection from reprisals is provided to prisoners and staff who report misconduct or ill-treatment by staff.*
- *Reports of misconduct and ill-treatment are investigated by a competent and appropriately independent authority.*
- *Where inappropriate or abusive practice is found, staff are held to account.*
- *Staff know about the arrangements for whistleblowing, feel confident about using the process and are encouraged to make appropriate use of it.*

Behaviour management

Prisoners live in a safe, secure and well-ordered environment where positive behaviour is demonstrated, promoted and acknowledged. Unacceptable conduct is dealt with in an objective, fair, proportionate and consistent manner.

Expectations

Encouraging positive behaviour

36. Prisoners are encouraged to behave constructively.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners' positive behaviour is promoted and acknowledged.*
- *Progress and reward schemes are motivational, fair and take account of individual needs.*

- *Behaviour is reviewed regularly and prisoners are able to demonstrate progress.*
- *Staff support prisoners to change their behaviour, giving them advice and opportunities to behave constructively.*
- *Prisoners know they can appeal decisions about reward schemes and are helped to do so.*
- *Consultation with prisoners about reward schemes is regular and responsive.*
- *Prisoners have individualised plans aimed at keeping them and others safe, which are reviewed regularly.*
- *Staff are familiar with prisoners' individual plans and strategies.*

37. Restrictions put in place to manage behaviour are necessary, proportionate, properly authorised and reviewed regularly.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *All restrictions are necessary and proportionate and are authorised by a governor grade.*
- *Decisions to impose restrictions take into account the impact on the prisoner, given their particular circumstances.*
- *Prisoners are not deterred or prevented from accessing a full regime through any restrictions.*
- *There are no unofficial or collective punishments.*
- *Unlock levels and use of personal protective equipment (PPE) are proportionate to the individual risk posed, and properly risk assessed.*
- *High control cells are properly authorised by a senior manager and are only used for the shortest possible time and for appropriate reasons. They take into account any particular vulnerability of the prisoner.*
- *Reviews of the use of high control cells take place daily by a senior manager to ensure their continued use is necessary and proportionate.*

38. Prisoners are only segregated for appropriate reasons and for the minimum time necessary. They are kept safe and their individual needs are recognised and given proper attention.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are not placed in segregation except as a last resort, for as short a time as possible and subject to proper authorisation.*
- *Prisoners are informed of the reasons for their segregation in a format and language they understand.*
- *When prisoners are segregated, health staff promptly assess their needs, including the impact on the prisoner's mental health. Health staff contribute to care plans and prisoners receive assertive mental health support and regular review.*

- *Prisoners are able to have meaningful conversations with a range of staff every day and the opportunity to speak in confidence with a senior manager, a health care professional and a chaplain.*
- *Staff are vigilant in detecting signs of decline in mental health, mitigate the social isolation inherent in segregation and actively seek alternative locations.*
- *Reviews are regular and multidisciplinary; prisoners can attend and there is a clear focus on meeting individual need and providing care and support for segregated prisoners.*
- *Prisoners with severe mental illness and prisoners at risk of suicide or self-harm are only segregated in exceptional circumstances, which are clearly documented and justified on the authority of the governor.*
- *Segregated prisoners are not strip-searched or squat-searched unless there is specific, reliable intelligence and proper authorisation which is documented and reviewed. Any search is carried out safely, in appropriate conditions and with every effort to protect the dignity and respect of the prisoner.*
- *The number and relevant skills of staff considered necessary to unlock individual prisoners in segregation are reviewed in a risk assessment, which is properly authorised and recorded.*

39. Segregated prisoners are encouraged to access an equitable range of purposeful activities and can shower and use their phone daily.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Segregated prisoners have a predictable regime which includes daily access to telephones and showers.*
- *Prisoners have appropriate activities to occupy and stimulate them in their cells.*
- *Subject to individual risk assessment, prisoners can access peer supporters and the same facilities, regime activities and privileges as elsewhere in the centre.*
- *Prisoners have access to at least one hour of outdoor exercise every day and can exercise together, subject to risk assessment.*

40. Prisoners are subject to disciplinary procedures which are fair and proportionate and follow due process. Prisoners understand the charges and procedures they face.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Disciplinary procedures are used as a last resort. Prisoners are not charged with any offence unless and until staff investigate the incident and the circumstances surrounding it and consider the prisoner's capacity, mental health and well-being.*

- *Prisoners understand the charges and procedures they face and can make representations.*
- *The individual and cumulative impact of punishment, together with other discipline or security measures in place, are considered to make sure prisoners are never subject to a regime that amounts to solitary confinement (see Appendix II, note ii).*
- *Punishment does not interfere with a prisoner's contact with their family or people significant to them.*
- *Adjudication hearings are held in a calm and non-threatening environment.*
- *Hearings include multidisciplinary input from others who are supporting the prisoner to ensure their behaviour is understood and that punishments do not interfere with rehabilitative work.*
- *Prisoners are routinely offered legal advice, encouraged to take it and are provided with enough time to seek it.*
- *Following adjudication hearings, staff provide ongoing support and motivation to the prisoner to make positive changes to their behaviour.*
- *Managers routinely quality assure adjudication procedures and outcomes, including through data analysis, to check they are appropriate and fair.*
- *Managers use adjudication data to identify and understand causes and themes in underlying behaviour. They put in place plans to address them across the prison.*

In relation to expectations 34 to 40: segregation of prisoners must only be used when absolutely necessary, for the shortest possible time, and when proportionate to the desired outcome. Prisoners should be held with no more security restrictions than necessary to ensure safe custody and good order. Prisoners must understand the rules that apply to them. Conflict prevention, mediation or other forms of alternative dispute resolution should be used where possible and disciplinary procedures should be a last resort. Prisoners must always have the charges against them explained in a way they understand and be able to seek legal advice. Any punishments should be proportionate to the severity of the offence and there must be no collective or unofficial punishments. There must be clearly defined procedures and justifications for conducting searches, and they must be conducted in a manner which respects human dignity and privacy, as well as the principles of proportionality, legality and necessity. In addition, detainees must be able to complain about their treatment, in confidence if they wish, without fear of negative consequences. Because of the harm that can be caused by segregation, specific and additional safeguards need to be in place, including regular reviews of the reasons for segregation and daily visits from health care staff. Segregated detainees must have at least one hour of exercise and two hours of meaningful human contact each day. See ECHR 3, 5, 6, 7, 8; CAT 1, 2, 16; ICCPR 7, 10; CRPD 15; EPR 30, 53–53A, 56–60.5, 64–66, 68–69; SMR 36–41, 43–49, 67, 83, 95.

Use of force

41. Force is only used against prisoners as a last resort and never as a punishment. When it is used, force is legitimate, necessary, proportionate and subject to rigorous governance.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *There is a use of force minimisation strategy in place that involves the separation centre and includes the dissemination of good practice in avoiding the use of force.*
- *Staff have up-to-date training in approved use of force methods.*
- *Staff routinely use de-escalation techniques.*
- *Body-worn video cameras are used to film spontaneous use of force incidents and as a de-escalation tool. Footage is available for review.*
- *Prisoners with challenging behaviours, including as a result of past abuse, trauma, disability or personality disorder, have care plans which highlight risk factors and set out alternative management protocols which reduce the likelihood of restraint techniques becoming necessary.*
- *A handling plan is in place for individual prisoners with a medical condition who may be adversely affected by restraint. All staff are aware of the information in the plan and use it during restraint.*
- *Planned use of force is properly authorised and force is only ever used when all other avenues of persuasion have been exhausted.*
- *Health staff recognise the risks associated with restraint and brief staff appropriately for all planned interventions.*
- *Health staff independently monitor and assess a prisoner's physical health during and after any use of force incident. All required treatment and interventions are initiated promptly, including consideration of the prisoner's well-being.*
- *All prisoners subjected to force are given the opportunity to talk about their experience with someone not involved in the incident as soon as possible after it has happened.*
- *The use of personal protection equipment by staff is proportionate to the risks posed and is reviewed regularly by senior managers.*
- *Handcuffs are only used when there is evidence that it is necessary and proportionate and when properly authorised.*
- *Use of force data are recorded and monitored and emerging patterns and trends identified and acted on.*
- *Use of force documentation is completed promptly.*
- *Use of force documentation and associated CCTV or video footage is retained appropriately and is scrutinised by senior managers to identify good practice, disproportionate behaviour, opportunities for improvement and possible ill-treatment.*
- *Staff are always clearly identifiable during a use of force incident.*
- *Medical assistance is provided to treat any person injured as a result of the use of force or restraint techniques.*

42. Prisoners are only located in special or unfurnished accommodation or placed in handcuffs or strip clothing as a last resort, with proper authorisation and with measures taken to protect their dignity.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *The use of any cell from which normal furniture, bedding or sanitation has been removed is authorised and recorded as a use of special/unfurnished accommodation.*
- *Prisoners with severe mental illness or at risk of suicide or self-harm are not held in special or unfurnished accommodation except in clearly documented exceptional circumstances, on the authority of the governor and in consultation with the mental health team.*
- *Monitoring of prisoners in special or unfurnished accommodation is carried out at frequent and irregular intervals.*
- *Staff encourage and support prisoners to return to a normal cell at the earliest opportunity.*

In relation to expectations 41 to 42: human rights standards allow for the use of force and restraint only when absolutely necessary and as a measure of last resort. They should never be used as a means of punishment. The force or restraint used must be the minimum necessary and for the shortest possible time. There must be clear procedures governing the use of force and restraint and staff must be trained to use techniques that minimise the use of force. See ECHR 2, 3, 8; ICCPR 6, 7, 10; CAT 2, 10, 12–13, 16; CRPD 5–7, 10, 15, 16, 25; EPR 60.3, 60.6, 64.1–66, 68–69; SMR 36, 43–49, 76c–d, 82; BOP 1, 6, 33.1, 34.

Section 5: Respect

Prisoners are treated with respect for their dignity.

Contents

- Legal rights
- Health, well-being and social care services
- Staff-prisoner relationships
- Equality, diversity and faith
- Daily life
 - Living conditions
 - Residential services
 - Consultation, applications and complaints

Legal rights

Prisoners can access legal services and are made aware of their rights.

Expectations

43. Prisoners understand their legal rights and are helped to exercise them when needed. Prisoners have access to legal advice and receive visits and communications from their representatives without difficulty.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners know what resources are available to help meet their legal needs and are supported to find a legal representative if necessary.*
- *Prisoners can challenge their allocation to the centre.*
- *Prisoners can communicate with their legal and political representatives in confidence.*
- *Where necessary and subject to a risk assessment, prisoners have access to a computer and printer to prepare legal correspondence and documents.*
- *Prisoners' legally privileged correspondence is not opened by staff unless authorised in exceptional circumstances. The authorisation for and opening of the correspondence is documented in the presence of the prisoner.*
- *Private and confidential legal visits are supported and accommodated without delay in suitable facilities.*
- *Prisoners can access video link for confidential legal consultations.*
- *Prisoners have access to facilities to review evidence, including CCTV footage, with their legal representatives.*
- *Prisoners are promptly given a copy of their care plan, which is completed after each review. Legal representatives can attend care and management plan reviews.*
- *Foreign nationals understand their immigration status and what will happen when they complete their custodial sentence. They can readily contact the relevant consulate or embassy and are informed without delay of their right to do so.*
- *Prisoners who are eligible to vote are on the electoral register if they wish to be and can freely exercise their right to vote.*

In relation to expectation 43: prisoners must be able to access confidential legal advice and understand their legal rights, including to contact those concerned for their welfare, seek legal representation of their choice, speak with their legal representative in private, speak with other relevant people such as lay visitors, and to complain without fear of adverse consequences. Nothing should be done to infringe a prisoner's right to a fair trial. See ICCPR 9; ECHR 5, 6; SMR 53, 56, 61, 62, 19, 120; EPR 23, 70.10; BOP 17, 18, 23.

Health, well-being and social care services

Prisoners can access services that assess and meet their health, social care and substance misuse needs and promote continuity of care on release.

Expectations

44. Prisoners have equal access to health and social care services that meet their needs, regardless of location, regime, disabilities, language barriers or other risk or need.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Partnership working between the prison, commissioners and providers ensures that health, social care and substance use services meet the assessed needs of the centre's population.*
- *Effective leadership and robust governance structures monitor the delivery of safe health and social care provision in the centres.*
- *Prisoners have prompt access to all clinical and non-clinical health services that diagnose, treat and support patients based on assessments of individual need undertaken by appropriate clinicians. This includes referrals and effective treatment by physiotherapy, optometry, podiatry, dietetics and dental teams.*
- *Patients requiring support for addictions, primary mental health or serious and enduring mental health problems have prompt access to registered clinicians.*
- *Appropriately competent and supervised staff deliver a comprehensive range of health services within community-equivalent timescales.*
- *Patients can complain about their treatment in confidence, without recrimination. Responses are timely, easy to understand, address all the issues raised, and are apologetic when required.*
- *Clinical consultations are conducted safely in private, in a manner that preserves dignity and medical confidentiality.*
- *Health information is shared appropriately, within the bounds of medical confidentiality to promote continuity of care and maintain patient safety.*
- *Patients are always involved in decisions relating to their own care and are consulted on service delivery and health improvement plans.*
- *There are effective joint emergency response plans to respond to medical emergencies in line with national guidelines. Competent health staff respond promptly to medical emergencies with appropriate emergency equipment.*
- *Patients receive secondary care services within community-equivalent waiting times and care is not disrupted or impeded by prison restrictions.*
- *All health treatment and care plans started prior to or during an allocation to the centre continue seamlessly throughout the prisoner's time there and on departure.*

- *The environment and regime of the centre contributes to the physical and psychological well-being of the prisoners. In particular, mental health teams closely monitor the impact of separation on individuals.*
- *Health staff attend and make meaningful contributions to multidisciplinary case reviews.*
- *All mental health and substance misuse needs are managed through comprehensive written assessments, care plans, risk assessments and interventions. These are regularly reviewed by appropriately skilled, registered professionals and include continuity of care on arrival and departure.*
- *Patients have equitable access to medicines in line with national prescribing guidelines, which optimises their health outcomes.*
- *Patients who require assessment or treatment under the Mental Health Act are assessed and transferred promptly.*

In relation to expectation 44: prisoners have the right to the enjoyment of the highest attainable standard of physical and mental health. Detainees should be provided with community-equivalent care which takes into account their particular needs. Health and social care needs and substance use needs should be assessed on arrival and monitored throughout detention. There must be prompt access to care in urgent cases and referral to external care when needed. Health care staff must have full clinical independence. See ECHR 2, 3, 8; ICESCR 12; SMR 24–28, 30–34; EPR 39–43.1, 43.3, 46.

Staff-prisoner relationships

Prisoners are treated with respect by staff and are encouraged to take responsibility for achieving their reintegration pathway and addressing their offending behaviour.

Expectations

45. Prisoners are always treated with humanity and respect for their dignity.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *All staff are clear about the role of the centre and their responsibilities to support progression and reintegration.*
- *Relationships between prisoners and staff are positive, with a clear focus on reintegration pathways and addressing offending behaviour.*
- *Prisoners are supported by staff who are specifically selected, trained and appropriately supervised for the work they are doing.*
- *Staff understand the impact of life experiences such as trauma, abuse and mental illness on behaviour.*
- *Staff are fair, courteous and promote inclusivity and a multidisciplinary ethos. Senior managers lead by example and regularly engage with prisoners on the unit.*

- *Staff address prisoners using their preferred name or title.*
- *Staff actively engage with prisoners, including during association and exercise time, and contribute to the quality of prisoners' free time.*

46. Prisoners are encouraged and supported to take responsibility for their rehabilitation and to contribute positively to the centre.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *The centre and all staff provide a psychologically and trauma-informed environment, which encourages safe and supportive relationships.*
- *Staff encourage prisoners to reflect on the consequences of their behaviour and use mediation to resolve conflict within the centre.*
- *Prisoners understand and are encouraged to take responsibility for meeting their own needs.*
- *Prisoners are encouraged to attend activities regularly and punctually.*
- *Staff support and motivate prisoners to get involved in activities designed to reduce their risk of reoffending and help them prepare for reintegration.*
- *Prisoners are consulted about the basic routines and facilities of the unit. They are informed of the outcomes of consultations and provided with justifiable reasons for decisions.*
- *Inappropriate conduct by prisoners is challenged and discussed as part of care and management reviews.*
- *Prisoners can challenge decisions appropriately and are confident that their views are taken seriously.*

47. Prisoners have a member of staff they can turn to on a day-to-day basis who is aware of their individual needs, and who provides support as needed.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners have a named member of staff they can turn to.*
- *Staff know the personal circumstances of prisoners and encourage the achievement of targets.*
- *Staff are consulted on matters relating to prisoners and provide support with prisoners' care and management and progression plans.*
- *Staff are aware of the services available in the wider prison and use them to help separation centre prisoners.*

In relation to expectations 45 to 47: human rights standards emphasise that all prisoners should be treated with humanity and respect for their inherent dignity. Staff should provide positive role models and their training and conditions should enable them to maintain high standards of care. See ICCPR 10.1; SMR 1, 5.1, 74.1, 75–77; EPR 72–77, 81, 83, 87.1; BOP 1.

Equality, diversity and faith

There is a clear approach to promoting equality of opportunity, eliminating discrimination and fostering good relationships. The distinct needs of prisoners with protected and minority characteristics are recognised and addressed.

Expectations

48. There is a coordinated approach to eliminating all forms of discrimination and promoting equality within the centres.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *The centre has a designated person acting as a single point of contact for equality and diversity.*
- *Staff actively promote a culture which respects difference and individuality.*
- *Staff receive specialist and comprehensive training on protected and minority characteristics. They understand and respond appropriately to prisoners from all backgrounds.*
- *Clear systems are in place to minimise all forms of discrimination or disadvantage.*
- *There is a system to report and investigate incidents and complaints of discrimination. Prisoners are aware of it and able to use it.*
- *Investigations of and responses to incidents and complaints are timely, based on full consideration of the facts, deal directly with the concern raised and seek advice where needed.*
- *There is independent external scrutiny of equality and diversity complaints processes.*

49. Prisoners with protected and minority characteristics are treated equitably and according to their individual needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *The needs of prisoners with protected and minority characteristics are identified and met. Remedial action to improve outcomes is taken promptly and evaluated to make sure appropriate interventions and support are in place.*
- *Subject to relevant security considerations, prisoners can speak to staff from the wider prison and external agencies to seek advice and support.*
- *The centre's accommodation meets the needs of all prisoners.*
- *The centre's regime and activities meet diverse needs.*
- *Awareness of the needs of people with protected and minority characteristics is promoted by educational and celebratory events.*

50. Prisoners can practice their religion fully and in safety. The chaplaincy plays a full part in the centre's life and contributes to prisoners' overall care, support and resettlement.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners have easy access to corporate worship and faith-based classes and groups and can meet with chaplains in private.*
- *Staff supervision of faith services is respectful and proportionate.*
- *If a prisoner is excluded from corporate worship due to concerns about risk, alternative provision is provided where possible.*
- *Worship areas are equipped with facilities and resources for all faiths, are accessible and permit contemplation, reflection and prayer.*
- *Prisoners can obtain, keep and use artefacts that have religious significance.*
- *Prisoners can fulfil religious lifestyle requirements, including dietary requirements.*
- *Searches of prisoners and their property are conducted in a religiously and culturally sensitive manner.*
- *Prisoners can celebrate all major religious festivals.*
- *Chaplains work closely with other staff in the unit for the benefit of prisoners and maintain links with faith communities outside the prison and family members, according to prisoners' individual needs.*
- *Chaplains are consulted about prisoners they are involved with, for example when reviewing individual care and management plans.*
- *Prisoners can seek support from chaplains.*
- *A member of the chaplaincy team visits those who are segregated every day.*
- *Staff and chaplains are aware of issues related to radicalisation and have appropriate training in how to manage this.*

In relation to expectations 48 to 50: the prohibition on discrimination and the right to equality are fundamental principles enshrined in human rights treaties and standards. Human rights standards relating to places of detention expressly require that standards should be applied impartially and without discrimination. Moreover, all prisoners have the right to freedom of thought, conscience, religion and belief and must be able to profess and practise their religion without any interference. See ECHR 9, 14; ICCPR 18, 26; CERD 1, 2; ICESCR 2.2; CRPD 5–7, 9, 12, 25, 28; SMR 2, 5.2, 55.2, 65, 66, 109.2; EPR 13, 29, 38; BOP 5; Yogyakarta Principles.

Daily life

Prisoners live in a clean and decent environment and are aware of the rules and routines of the centre. They are provided with essential basic services and can apply for additional services and assistance. Applications and complaints are dealt with efficiently and fairly.

Expectations

Living conditions

51. Prisoners live in a safe, clean and decent environment which is in a good state of repair.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Cells and communal areas are well lit (including by natural light), kept at a suitable temperature, properly ventilated and in good decorative order.*
- *Prisoners can use properly equipped areas for association and outdoor areas for daily physical activity.*
- *Prisoners have adequate furniture which reflects any risk assessment carried out. At a minimum, they have their own bed, chair, table and lockable cupboard and enough space to store personal belongings.*
- *Prisoners always have access to drinking water, a toilet and washing facilities. All in-cell toilets have lids and are screened.*
- *Residential units are calm and quiet at night to enable rest and sleep.*
- *Suitable notices regarding health, safety or other practices of the centre are displayed and accessible to all prisoners.*
- *All prisoners have access to an in-cell emergency call bell that works and is responded to within five minutes or less.*
- *Prisoners know where the emergency call bell is and are encouraged to use it in the event of serious safety concern.*
- *Observation panels in cell doors remain free from obstruction.*
- *Prisoners only share cells following a suitable risk assessment process.*

52. Prisoners are encouraged, enabled and expected to keep themselves, their cells and communal areas clean.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners have access to showers and in-cell toilets in private.*
- *Prisoners can shower daily, and immediately following physical exercise or work and before court appearances, health care appointments and visits.*
- *Freshly laundered bedding is provided for each new prisoner on arrival and then at least weekly. Mattresses are replaced when needed.*

- *Prisoners have access to their own personal hygiene items.*
- *Prisoners have access to enough of their own or prison-allocated clothing that fits, is clean and in good repair.*
- *Prisoners have access to adequate laundry facilities.*
- *Prisoners have access to enough warm, waterproof clothing and shoes to go outside in all weather.*
- *Prisoners' property held in storage is secure and accessible on request.*
- *Prisoners who have any impairment or reasonable difficulty in keeping themselves or their cell clean are helped to do so.*

Residential services

53. Prisoners have a varied, healthy and balanced diet which meets their individual needs, including religious, cultural or other special dietary requirements and safety and hygiene regulations.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Mealtimes match those in the general community.*
- *Prisoners can eat outside their cells, with others.*
- *Breakfast is served when it is intended to be eaten.*
- *Prisoners have a choice of meals and can exercise any religious dietary requirements and/or make reasonable lifestyle choices to manage their diet.*
- *Catering staff provide meals that are nutritious, appealing and meet religious, cultural or other specific dietary needs. Menus are agreed following advice from dieticians and nutritionists.*
- *Prisoners can make a hot drink after evening lock up.*
- *Prisoners are consulted about the menu and their feedback about food is routinely considered.*
- *Prisoners can cater for themselves.*
- *Managers make sure that relevant food and safety hygiene regulations are adhered to in all areas and by everyone working with food, and that prisoners and staff working with food are properly trained, equipped and health screened.*
- *Staff supervise the serving of food to prevent tampering and to ensure appropriate portion control.*
- *Prisoners involved in preparing or serving food can gain relevant qualifications.*

54. Prisoners can purchase a suitable range of goods at reasonable prices to meet their diverse needs.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners can buy items within 24 hours of arrival at the centre.*

- *Prisoners arriving without private money are offered an advance to use for purchases, with repayment staged over an agreed period of time.*
- *Prices are broadly equivalent to those in the community.*
- *The list of products available meets the diverse needs of the population.*
- *Prisoners can place orders at least once a week.*
- *Prisoners can access accurate and up-to-date records of their finances, free of charge.*
- *Prisoners can purchase newspapers and magazines and place catalogue orders.*
- *Prisoners can purchase a wide range of approved hobby materials.*

Consultation, applications and complaints

55. Prisoners are regularly consulted with about basic services, routines and facilities in the centre and in managing their own day-to-day life.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Prisoners are regularly consulted about prison life and given the opportunity to present areas of grievance or dissatisfaction directly to managers.*
- *Prisoners can raise issues or concerns for discussion.*
- *Prisoners can challenge decisions appropriately and are confident that their views are taken seriously.*
- *Prisoners are informed of the outcomes of consultations and are provided with justifiable reasons for any decisions made.*
- *Ongoing feedback mechanisms, for example food comments books, are readily available, regularly checked and responded to appropriately.*

56. Prisoners can easily apply for available services and responses are effective and address the request.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *Staff and prisoners are encouraged to resolve requests informally wherever possible, before making a formal, written application.*
- *Prisoners know how to make applications and can do so confidentially.*
- *Staff help prisoners to make applications when requested.*
- *Prisoners do not have to make repeated applications for services they access or receive on a regular basis.*
- *Prisoners receive timely responses to their applications which are respectful, easy to understand and address the issues raised.*
- *There are effective and thorough quality assurance arrangements in place.*

57. Prisoners have confidence in the complaints procedures, which are effective, timely and well understood. They are aware of the appeals procedure.

The following indicators describe evidence that may show this expectation being met, but do not exclude other ways of achieving it.

- *All prisoners are made aware of the official complaints procedures and have access to information about the procedures in a format and language they understand.*
- *Prisoners are encouraged, where appropriate, to resolve areas of dispute informally but prisoners are not discouraged from making a formal complaint if they wish to do so.*
- *Mediation services are available if appropriate.*
- *Prisoners have easy access to complaints forms and can submit them confidentially.*
- *Prisoners can ask for help from staff, family, friends or legal advisors to make their complaint.*
- *Formal complaints are documented and follow the official complaints procedure.*
- *All complaints, whether formal or informal, are dealt with fairly and responded to promptly, with either a resolution or comprehensive explanation of future action.*
- *Prisoners receive responses to their complaints that are respectful, easy to understand and address the issues raised.*
- *Prisoners are not pressured to withdraw complaints.*
- *Prisoners who make complaints against staff and/or other prisoners are protected from possible recrimination. Protection measures are in place and put into practice.*
- *Complaints are investigated by an appropriately senior and independent person.*
- *Prisoners know how to appeal against complaint decisions. Appeals are dealt with fairly and responded to within five days or less.*
- *There is an effective quality assurance process for complaints responses.*
- *Prisoners have confidential access to the Independent Monitoring Board and to the Prisons and Probation Ombudsman.*

In relation to expectations 51 to 57: prisoners should be housed in accommodation which respects their dignity and privacy, provides sufficient living space and which is adequately ventilated and lit. Prisoners must be able to wash daily and be provided with adequate clean bedding and clothing. There must be an emergency system that allows prisoners to contact staff without delay. Prisoners must be provided with nutritious food that takes into account their personal needs (such as religion, age, health and culture) and be able to purchase a range of goods. Property not in the possession of prisoners must be safely stored. Prisoners must have the ability to make requests or complaints without repercussions and the requirement that these receive a prompt response is clearly set out in human rights standards, as is the ability to make complaints to independent external bodies. See ECHR 3, 5, 6, 9;

ICCPR 9, 10.1; SMR 1, 5.1, 11–22, 67, 74.1, 75–77; EPR 4, 18–22, 31, 72–77, 81, 83, 87.1; BOP 1, 17.

Appendix I: List of abbreviations

Human rights treaties

CAT	Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment
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
ECHR	European Convention on Human Rights
ICCPR	International Covenant on Civil and Political Rights
ICESCR	International Covenant on Economic, Social and Cultural Rights

Human rights standards and guidance

BOP	Body of Principles for the Protection of All Persons under Any Form of Detention or Imprisonment
CCLEO	Code of Conduct for Law Enforcement Officials
Committee of Ministers Recommendation concerning Custody and Treatment of Dangerous Offenders CM/REC(2014)3	
CPT/Inf(2018)24	European Committee for the Prevention of Torture and Inhuman or Degrading Treatment or Punishment, Factsheet on Transfer of Detainees.
Guidelines for Prison and Probation Services regarding Radicalisation and Violent Extremism Adopted by CM 2 March 2016	
EPR	Recommendation Rec(2006)2 of the Committee of Ministers to member states on the European Prison Rules (revised 2020)
OPCAT	Optional Protocol to the Convention Against Torture
PPMI	Principles for the protection of persons with mental illness and the improvement of mental health care. Adopted by General Assembly resolution 46/119 of 17 December 1991.
SMR	United Nations Standard Minimum Rules for the Treatment of Prisoners ('Mandela Rules')

Yogyakarta Principles

Principles on the application of international human rights law in relation to sexual orientation and gender identity (including the plus 10 Additional Principles)

Appendix II: Notes and references

- i. In these *Expectations*, the term 'leader' refers to anyone with leadership or management responsibility in the separation centre. We will direct our narrative at the level of leadership which has the most capacity to influence a particular outcome.
- ii. Solitary confinement is when detainees are confined for 22 hours or more a day without meaningful human contact (United Nations Standard Minimum Rules for the Treatment of Prisoners, Rule 44).
- iii. Dependants refers to a person who relies on another, especially a family member, for financial support.
- iv. Safeguarding duties apply to vulnerable adults at risk who:
 - have needs for care and support (whether or not the local authority is meeting any of those needs
 - are experiencing, or are at risk of, abuse or neglect
 - as a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of, abuse and neglect (Care Act 2014).
- v. Prison Rules 1999, Rule 21 (1): A registered medical practitioner working within the prison shall report to the governor on the case of any prisoner whose health is likely to be injuriously affected by continued imprisonment or any conditions of imprisonment. The governor shall send the report to the Secretary of State without delay, together with his own recommendations.