



Her Majesty's Inspectorate of Prisons

EXPECTATIONS

Criteria for assessing the treatment of children and young people and conditions in prisons

Version 3, 2012

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young people and conditions in prisons

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Contents

Introduction

Healthy prison tests

Section 1: Safety

- Courts, escorts and transfers
- Early days in custody
- Care and protection of children and young people
 - Safeguarding
 - Child protection
 - Victims of bullying and intimidation
 - Suicide and self-harm prevention
- Behaviour management
 - Rewards and sanctions
 - Security and disciplinary procedures
 - Bullying and violence reduction
 - The use of force
 - Separation/removal from normal location
- Substance misuse

Section 2: Respect

- Residential units
- Relationships between staff and children and young people
- Equality and diversity
- Faith and religious activity
- Complaints
- Legal rights
- Health services
- Catering
- Purchases

Section 3: Purposeful activity

- Time out of cell
- Education, learning and skills
- Physical education and healthy living

Section 4: Resettlement

- Pre-release and resettlement
- Training planning and remand management
- Reintegration planning

Annex

- List of abbreviations

HM Inspectorate of Prisons
EXPECTATIONS

Introduction

Introduction

This is the third edition of our *Expectations for children and young people* – the criteria we use during our inspections to assess their treatment and the conditions in prisons in which they are held.

These expectations were drawn up after extensive consultation and are based on and referenced against international human rights standards. They are part of the process by which the UK fulfils its obligations as a signatory to the Optional Protocol to the Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). They reflect that those to whom they apply are children first and the standards we expect of their treatment should take into account their vulnerability and the care due to any child.

These changes are part of a systematic revision of our expectations for all the establishments we inspect to ensure they focus squarely on the outcomes for those held, rather than simply checking process and procedure. However, in recognition of children's vulnerability, these expectations are unashamedly more specific and demanding than those for other detainees.

Expectations are brigaded under each of the healthy prison tests – safety, respect, purposeful activity and resettlement. Each expectation is underpinned by a series of 'indicators', which describe the evidence that will normally indicate to inspectors whether the outcome is likely to have been achieved or not.

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

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

We hope these revisions will lead to more concise reports with fewer prescriptive recommendations and, where appropriate, will allow young offender institutions (YOIs) to be more flexible in how they respond to the needs of the children they hold. We expect this to lead to greater local accountability for the action plans that YOIs draw up in response to our reports and clear evidence of improvement when we return for our follow-up inspections.

Expectations for children and young people therefore continues to provide the foundation for robust independent inspection of YOIs, which seeks to ensure that the children and young people they hold are safe and healthy, develop mutually respectful relationships with others, make good use of their time in custody and are given the help they need to make better life choices.

Nick Hardwick, Chief Inspector of Prisons

June 2012

HM Inspectorate of Prisons
EXPECTATIONS

Healthy prison tests

Healthy prison tests

Healthy prison tests

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

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

Expectation areas encompassed within the four healthy prison tests:

Safety	<ul style="list-style-type: none">• Courts, escorts and transfers• Early days in custody• Care and protection of children and young people<ul style="list-style-type: none">- Safeguarding- Child protection- Victims of bullying and intimidation- Suicide and self-harm prevention• Behaviour management<ul style="list-style-type: none">- Rewards and sanctions- Security and disciplinary procedures- Bullying and violence reduction- The use of force- Separation/removal from normal location• Substance misuse
Respect	<ul style="list-style-type: none">• Residential units• Relationships between staff and children and young people• Equality and diversity• Faith and religious activity• Complaints• Legal rights• Health services• Catering• Purchases

Healthy prison tests

Purposeful activity

- Time out of cell
- Education, learning and skills
- Physical education and healthy living

Resettlement

- Pre-release and resettlement
- Training planning and remand management
 - Public protection
 - Indeterminate sentence young people
- Reintegration planning
 - Accommodation
 - Education, training and employment
 - Health care
 - Drugs and alcohol
 - Finance, benefit and debt
 - Children, families and contact with the outside world
 - Attitudes, thinking and behaviour

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

Expectations

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

Indicators

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

HM Inspectorate of Prisons

EXPECTATIONS

Section 1: **safety**

Children and young people, particularly the most vulnerable, are held safely.

Courts, escorts and transfers

Early days in custody

Care and protection of children and young people

Safeguarding

Child protection

Victims of bullying and intimidation

Suicide and self-harm prevention

Behaviour management

Rewards and sanctions

Security and disciplinary procedures

Bullying and violence reduction

The use of force

Separation/removal from normal location

Substance misuse

Courts, escorts and transfers

Children and young people transferring to and from the establishment are treated safely, decently and efficiently.

Expectations

1. Children and young people travel in decent conditions during escort and are treated with respect.

Indicators	References
<ul style="list-style-type: none">• Young people do not spend lengthy periods in court after their case has been dealt with.• Young people are held in cellular vehicles for the minimum possible period of time.• Young people are escorted in vehicles that are safe, secure, clean and comfortable, with adequate storage for young people's property and with suitable emergency supplies and hygiene packs for young women.• Young people are given adequate comfort breaks and meals/drinks before transfer which are suitable for the length of journey.• Young people are not held in vans outside reception.• Private property and cash accompanies unsentenced young people to court and young people who are being transferred.• Young people are treated with respect by escort staff throughout the duration of their journey/transfer.• Young people can influence their experience while under escort, through a well-publicised comments or complaints procedure.	BOP 6, 33; BPTP 1; CAT 13, 16; CRC 12, 19, 37(a, c); ECHR 3, 8, Protocol 1(1); EPR 1, 19.7, 22, 32, 70; ERJO 1, 50.3; JDL 12, 24, 26, 75, 76; RTWP 5; SMR 12, 20, 35(1), 36, 43, 45, 48; UDHR 17

Cross reference with: complaints.

2. Children and young people are safe at all times while under escort, and their individual needs are recognised and given proper attention.

Indicators	References
<ul style="list-style-type: none">• Young people are treated according to their individual needs, based on written information accompanying the young person, oral briefing and staff observations.• Methods of restraint are only used if they are justified by risk assessment.	Beijing 13.4; BOP 6; CRC 3, 23, 37(a, c);

- Staff ensure that young people are protected from intimidation while under escort. CRPD 14(2); ECHR 3, 8;
- Appropriate vehicles are used to transport young people with diverse needs: EPR 1, 32, 68;
 - pregnant young women/young women with babies ICCPR 10;
 - young people with disabilities. JDL 12, 26, 63, 64;
- Young men and women are transported separately and never with adult prisoners. RTWP 24;
- Young women are escorted by at least one female member of staff. SMR 8(d), 33, 34, 45
- Vulnerabilities such as communication difficulties are documented and taken into consideration.
- Young people are offered the option of using the video link for suitable hearings.

Cross reference with: the use of force; safeguarding; child protection; equality and diversity.

3 Children and young people are prepared appropriately and reassured before any trip out of the establishment.

Indicators

References

- Young people understand where they are going and what to expect when they arrive. BOP 16(1); CRPD 9, 21;
- Young people are given information at court about the establishment to which they are being transferred in a format and language they understand. DPPED 10; EPR 20.4, 24.8, 38.3, 97;
- Young people are given sufficient notice of planned transfers, and are able to make a telephone call to their family, next of kin and/or legal advisor (subject to well-evidenced security considerations). ERJO 66.4; JDL 22, 36;
- Young people have access to appropriate clothing so that they do not have to wear prison kit at, for example, court appearances. RTWP 2(1); SMR 17(3), 44(3), 51(2)

Early days in custody

Children and young people are treated with respect and feel safe on their arrival into the establishment and for the first few days in custody. Children and young people's individual needs are identified and addressed, and they feel supported on their first night. During a young person's induction he/she is made aware of the establishment routines, how to access available services and how to cope with being in custody.

Expectations

4. Children and young people are reassured so that they feel safe and are treated with respect on arrival at the establishment.

Indicators	References
<ul style="list-style-type: none">• All information/essential documentation is received by reception staff before or at the time of the young person's arrival. Systems are in place to retrieve missing documentation.• The immediate individual needs, vulnerabilities and concerns of the young person are identified quickly on arrival in reception through a private interview and individual circumstances are dealt with sensitively.• Young people experience a safe, clean and welcoming reception environment.• Young people are greeted and dealt with by reassuring staff on reception. The gender ratio in reception is appropriate to the young people received.• Strip-searching does not form part of routine reception procedures and is properly risk assessed (cross reference with: security and disciplinary procedures, expectation 20).• Young people are always asked if it is their first time in custody and treated accordingly.• Young people are offered drinks and hot food on their arrival at the establishment.• Young people are offered activities to keep them occupied.• Young people are held in reception for as short a period of time as possible.• Young people receive essential reception procedures, regardless of their arrival time at the establishment and previous custodial experiences.	Beijing 26.4; BOP 6; BPTP 1; CRC 16, 37(a, c); ECHR 3, 8; EPR 1, 12.2–3, 15, 16, 18.1, 19, 22, 34.1, 54, 75, 85; ERJO 1, 16, 62, 65.1, 68.1, 89; ICCPR 7, 17; JDL 12, 18(c), 19–21, 23, 27, 31; RTWP 2(1), 19, 20; SMR 10, 14, 20, 48, 69; UDHR 5, 12

Cross reference with: safeguarding; security and disciplinary procedures.

5. **From the point of arrival, children and young people know what will happen next and the sources of help that are available.**

Indicators

References

- | Indicators | References |
|---|--|
| <ul style="list-style-type: none"> • Young people receive written and/or verbal information about the routines, rules and services of the establishment in a format and language they can understand. | BOP 13, 16;
CRC 37(c);
CRPD 9, 21; |
| <ul style="list-style-type: none"> • Young people understand their entitlement to letters, telephone calls and visits. They understand that mail is monitored and that all non-privileged telephone calls will be recorded. | EPR 7, 23.4,
24, 30, 38.3,
70; |
| <ul style="list-style-type: none"> • Young people are able to make one free telephone call in private on reception or their first night location. This opportunity is documented. | RJO 16, 62.3,
106; |
| <ul style="list-style-type: none"> • There is a 'peer support'/'befriending' scheme in place to support young people new to custody. Peer supporters are supervised and supported. | JDL 6, 24,
25, 48, 59; |
| <ul style="list-style-type: none"> • Young people are provided with information on what to expect at the establishment and are given information about sources of help available, including the chaplaincy team, peer supporters and the Samaritans, in appropriate formats and languages. | RTWP 2(1);
SMR 35,
51(2) |
| <ul style="list-style-type: none"> • All young people are explicitly offered the chance to speak to a member of the chaplaincy team and a peer supporter on their first night and the following morning. | |
| <ul style="list-style-type: none"> • Young people are given a pack containing PIN phone credits and basic items. They are told how long the pack is expected to last, its cost and the system for repayment from their wages or private monies. | |
| <ul style="list-style-type: none"> • Recalled young people are quickly identified, and promptly receive documented explanation about the reasons for recall, their right to make representations or appeal and the possibility of an oral hearing. | |

Cross reference with: equality and diversity; faith and religious activity.

6. Before children and young people are locked up for their first night, comprehensive initial vulnerability and risk assessments are completed for each new arrival. Identified risks are managed effectively to keep children and young people safe in their early days.

Indicators	References
<ul style="list-style-type: none"> • Assessments are based on all relevant information. Particular attention is given to known risks linked to personal characteristics of: <ul style="list-style-type: none"> - looked after children - disabilities, including learning disabilities/difficulties, communication difficulties and health conditions - previous history of abuse - diverse needs - those undergoing trial - young people facing long sentences - those in custody for the first time. • Appropriate action is taken to identify children or other dependants who may be at risk as a result of the carer's imprisonment and to ensure their safety where necessary. • Young people are not allocated to a cell until a cell sharing risk assessment has been carried out. • Young people are seen and assessed by health services staff in private before they are locked away for their first night and their physical, mental and substance misuse needs are addressed. • All information and documentation of assessments undertaken are drawn together into a single history file and passed to relevant staff. • There is an effective quality assurance system in place to ensure that initial assessments are completed to a good standard. 	<p>Beijing 13.5; BOP 24; CRC 3, 19, 23, 24, 37(a, c), 39; EPR 15, 16, 18.6–7, 25.4, 34.1, 42.1, 42.3, 52; ERJO 16, 52.2, 62; JDL 19, 21, 23, 27, 28, 50; RTWP 2, 6, 41; SMR 9(2), 24</p>

Cross reference with: residential units; equality and diversity; care and protection of children and young people; health services.

7. Children and young people are fully supported, and feel and are safe during their early days in the establishment. Staff ensure that individuals' needs or immediate anxieties are addressed before they are locked away for the night.

Indicators

References

- | | |
|--|--|
| <ul style="list-style-type: none"> • Risk assessments are shared so that relevant staff have access to necessary information to keep young people safe on their first night. • Information about young people's needs is communicated with discretion between staff. • Young people experience safe, clean and welcoming first night accommodation. • Young people's hygiene needs are catered for and they are able to shower on their first night, in reception or on the wing. • Staff introduce themselves to new young people and wear identification that clearly displays their name and status. • Night staff speak to any new young people on their residential units and are aware of any specific needs they might have. • Staff spend time with new young people as soon as they are unlocked the following morning in order to assess how they are coping and, if appropriate, to update the initial vulnerability assessment. | <p>CRC 3(3), 27(1);
ECHR 8;
EPR 19, 74, 75, 83(b), 87.1;
ERJO 65;
JDL 19, 21, 31, 34, 82, 84, 87;
RTWP 5;
SMR 12, 13, 15, 48</p> |
|--|--|

Cross reference with: residential units; care and protection of children and young people.

8. Induction takes place promptly and on its completion all children and young people understand the establishment's routines and how to access available services and support.

Indicators

References

- | | |
|---|---|
| <ul style="list-style-type: none"> • Induction begins within 24 hours of arrival at the establishment. • Induction is comprehensive, structured and multidisciplinary. • Following induction young people know everything they need to know and checks are made to ensure they have understood. They are aware of how to get information and deal with problems. | <p>Beijing 26.1–2;
CRC 3(3), 12, 19, 23, 28(1);
CRPD 9, 21;
EPR 6, 8, 16, 30, 38.3, 52.1, 70, 76, 81;</p> |
|---|---|

- Young people know what education, vocational training, work or offending behaviour courses they may be involved in at the establishment and are assisted to apply for them. Young people are purposefully occupied during induction. ERJO 18, 50.3, 62.3, 70.2, 106, 129;
- There is an emphasis on motivating young people to achieve during their time in custody. JDL 6, 12, 24, 25, 38, 39, 42, 43, 45, 79, 85;
- Induction information is provided in a range of accessible formats, including different languages, Braille, British Sign Language and hearing loops. In particular, formats are available for: SMR 35, 36, 47(2, 3), 51(2), 69
 - foreign nationals
 - young people with learning disabilities/difficulties or communication difficulties
 - young people with physical or mental impairments.
- Induction is carried out by trained staff and in areas that are quiet and free from interruption.
- During the induction programme, young people have the opportunity for an individual interview, which is recorded in their individual files. Young people's feelings about custody are addressed and they are asked about any feelings of anxiety, self-harm or suicidal thoughts.
- Young people are informed about the establishment's procedures to protect them from bullying, peer pressure, and/or any form of abuse or neglect. They are informed about how they will be protected in cases where harm has occurred or been threatened.

Cross reference with: child protection; victims of bullying; suicide and self-harm prevention; education, learning and skills; resettlement.

Care and protection of children and young people

Safeguarding

The establishment promotes the welfare of children and young people, particularly those most at risk, and protects them from all kinds of harm and neglect.

Expectations

9. **Children and young people, particularly those most at risk, are provided with a safe and secure environment which protects them from harm and neglect. They receive services that are designed to ensure safe and effective care and support.**

Indicators	References
<ul style="list-style-type: none">• There are a range of policies in place which have been agreed by the Local Safeguarding Children Board and are jointly reviewed and monitored. Polices cover:<ul style="list-style-type: none">child protection<ul style="list-style-type: none">- suicide and self-harm prevention- bullying and violence reduction- young people who struggle to cope in custody- all aspects of behaviour management- public protection- staff recruitment (vetting and barring)- training and information sharing- use of separation/segregation- restraint- strip-searching.• There is effective scrutiny from the Local Safeguarding Children Board.• The implementation of policies is efficiently monitored by a committee which includes a representative from the Local Safeguarding Children Board and senior staff from all departments in the establishment.• Staff are subject to recruitment and vetting procedures that comply with necessary legislation.	<p>Beijing 13.5, 26; CRC 3, 19, 34, 37(a), 39; ECHR 3; EPR 7, 76, 77, 91; ERJO 18, 52.2, 70.2, 89.1, 129; JDL 31, 81, 82, 85, 87; RTWP 7, 16, 36; SMR 46(1)</p>

- Relevant staff have access to up to date ASSETs (Youth Justice Board assessment documentation) and vulnerability assessments to ensure they have all the relevant information about the young people in their care in order to protect them and promote their welfare.
- All staff are trained in safeguarding procedures and are knowledgeable about how to implement the establishment's procedures.
- Injuries and incidents of violence, including bullying and self-harm, are closely monitored. There is good data collection and analysis at regular intervals to help identify patterns and trends and to implement preventive measures.
- Arrangements are in place to provide appropriate support to young people from trained staff during investigations of allegations of abuse in custody or historic abuse.
- Young people's families, carers, friends, legal representatives and external agencies are encouraged, through local arrangements, to provide sources of information which may help to identify and support those young people who are vulnerable, likely to be bullied or who have a history of self-harming behaviour.

Cross reference with: behaviour management; early days in custody; children, families and contact with the outside world.

10. Children and young people who have been identified as being particularly vulnerable or as having different needs, or who have been displaying difficult or challenging behaviour, have an individual care plan to meet their assessed needs.

Indicators	References
• Individual care plans are in place to address young people's assessed needs. Contents of plans should always be properly linked to any other existing plans involving young people.	Beijing 26; CRC 3, 12, 25, 37(c);
• Care plans are thorough, include all aspects of young people's vulnerability, and are quality assured.	ERJO 13, 50.3;
• Care plans include regular and good quality entries that evidence interaction and engagement with young people.	JDL 23, 27, 28
• Reviews of young people's care take place regularly involving relevant staff, and are recorded and quality assured.	

Cross reference with: suicide and self-harm prevention; victims of bullying; separation/removal from normal location; equality and diversity; residential units; health services; education, learning and skills; training planning and remand management.

11. Children and young people are consulted and involved in determining how their lives in the establishment can be made safer.

Indicators

- Young people are consulted regularly and safety is given a high profile at young people's forums to strengthen the whole establishment approach.
- Effective young people's surveys establish their perceptions of safety and the findings are used to inform regular reviews of all strategies.

References

CRC 12;
CRPD 7;
EPR 50, 87.1;
ERJO 13,
50.3;
SMR 65

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

Child protection

The establishment protects children and young people from maltreatment by adults or other children and young people.

Expectations

12. Children and young people are protected from maltreatment by adults or other children and young people.

Indicators	References
<ul style="list-style-type: none"> • There is a policy which sets out how concerns about young people raised by staff are dealt with through agreed child protection procedures. 	Beijing 26.1–2, 26.4; BOP 6, 7;
<ul style="list-style-type: none"> • Staff feel confident and safe to raise concerns about the conduct of any staff in relation to the treatment and management of children. 	CAT 2, 10, 12, 13, 16; CRC 3, 16, 19, 37(a), 39;
<ul style="list-style-type: none"> • Any allegation of maltreatment of a young person by a member of staff is referred to the local authority designated officer whose role is clearly described in the child protection policy as agreed by the Local Safeguarding Children Board. 	DPT 3–6, 8, 9; ECHR 3, 8;
<ul style="list-style-type: none"> • When abuse is alleged or suspected to have occurred, prompt and appropriate action is taken to protect the young person. 	EPR 8, 52.2, 55, 81; ERJO 18, 52.2, 129;
<ul style="list-style-type: none"> • Referral procedures and subsequent arrangements for investigation by the local authority are clearly set out in the child protection policy. 	ICCPR 7, 17; JDL 24, 28, 84, 85, 87;
<ul style="list-style-type: none"> • Referral criteria take account of the specific needs of young people in custody. 	PEIDT 2; Riyadh 57;
<ul style="list-style-type: none"> • There is a robust ‘checks and balances’ system that ensures all allegations of maltreatment are quality assured by more than one senior person who has the expertise and independence to deal with the allegations objectively. 	RTWP 25, 29, 33, 36; SMR 47(2, 3);
<ul style="list-style-type: none"> • Staff are aware of their personal and professional duty of care to young people and undergo appropriate training. • Staff receive specific training on how to handle a disclosure of abuse made to them by a child or young person. Staff are offered ongoing supervision and support following their involvement in a disclosure. 	UDHR 5, 12

- Visitors and families know how to make a referral directly to the local authority if they are concerned that a child or young person is being, or has been, maltreated while in custody.
- Young people are able to raise concerns with a range of people and services outside the establishment, such as family members, their youth offending team or their social worker. They are also told about the help they can receive for themselves or others from independent advocacy services, external mentors, local authority children's services and organisations such as Childline.
- The establishment provides a range of therapeutic, counselling and advice services, either directly or through external providers, which are available to young people who have suffered any form of abuse.
- The child protection database records all child protection referrals, the outcomes of investigations and the stage that those yet to be completed have reached. It is held securely so that an appropriate level of confidentiality is maintained with access granted to the duty governor as required.

Cross reference with: relationships between staff and children and young people; children, families and contact with the outside world; education, learning and skills; residential units, early days in custody; complaints.

Victims of bullying and intimidation

Everyone feels safe from bullying and victimisation. Children and young people at risk/subject to victimisation are protected through active and fair systems known to staff, young people and visitors which inform all aspects of the regime.

Expectations

13. Children and young people at risk or who have been subject to bullying or victimisation are protected by staff from any further victimisation.

Indicators	References
<ul style="list-style-type: none"> Young people feel confident to report bullying and it is easy and safe for them to do so without fear of further intimidation. Staff are aware of all forms of bullying and victimisation, including verbal and racial abuse, theft, threats of violence and assault. Particular attention is given to identifying and protecting vulnerable young people who may be victimised due to the nature of their offence or personal circumstances. The violence reduction strategy is explained to young people during induction and they know where they can get help to report bullying and victimisation. Young people are protected by cell sharing risk assessments which are regular, comprehensive and effectively monitored. Opportunities for bullying are minimised through a range of protective measures. Young people who report bullying are protected from further intimidation or victimisation through a care plan which addresses their individual needs. Young people's families/carers and friends are able to report any concerns they have about bullying. A visitor's survey asks about safety. 	<p>Beijing 26.2, 26.4; BOP 6; CAT 13, 16; CERD 2; CRC 3, 19, 37(a); CRPD 7, 15; ECHR 3; EPR 1, 16, 18.6, 30.1, 49, 50, 52, 70, 72.1; ICCPR 7; JDL 24, 25, 27, 28, 33, 87; RTWP 25(1); SMR 9(2), 35, 36, 48</p>

Cross reference with: relationships between staff and children and young people; children, families and contact with the outside world; equality and diversity; early days in custody; safeguarding.

Suicide and self-harm prevention

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

Expectations

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

Indicators	References
<ul style="list-style-type: none"> • A detailed care and support plan is prepared with input from the young person, which identifies needs as well as the individual staff members responsible for supporting them, including a 'named' officer/key worker and deputy. 	Beijing 26.2; BOP 34; CRC 3, 6, 12, 25;
<ul style="list-style-type: none"> • All possible sources of help and support are considered as part of the care plan. 	ECHR 2;
<ul style="list-style-type: none"> • Personal factors or significant events which may be a trigger to self-harm are identified and included in the young person's care plan. 	EPR 8, 18.10, 24.9, 39, 42.3j, 43.1, 47.2, 52.1,
<ul style="list-style-type: none"> • Young people are encouraged to express any thoughts of suicide and/or self-harm and are given the opportunity and assistance to make a written contribution to their review, identifying their own support needs. 	81, 87.1;
<ul style="list-style-type: none"> • Arrangements are made to support young people with communication difficulties who may have difficulty discussing their problems. 	ERJO 18, 51, 70.2, 129;
<ul style="list-style-type: none"> • Families/carers and relevant others are involved in care plan assessments and reviews. 	JDL 19, 21, 23, 28, 49, 53, 56, 81, 84, 85,
<ul style="list-style-type: none"> • All incidents of self-harm or attempts to self-harm are routinely referred to the child protection coordinator. 	87(d);
<ul style="list-style-type: none"> • All staff, including night staff, are appropriately trained in suicide prevention and understand what to do in an emergency. A programme of refresher training is in place. 	RTWP 13, 16, 35; SMR 47(2, 3)

Section 1: safety Care and protection of children and young children and people:
suicide and self-harm prevention

- Young people are never placed in strip clothing as an alternative to constant observation by and engagement with staff.
- Serious incidents are thoroughly and properly investigated to establish what lessons can be learnt to promote good practice.
- Where appropriate, family, friends or the local authority for looked after children are informed and are invited to contribute to the young person's care.
- An action plan is devised and acted on promptly as a result of an investigation into an apparent self-inflicted death. This is reviewed following the subsequent findings of an inquest jury and/or Prisons and Probation Ombudsman investigation and/or a local authority Part 8 review.
- Arrangements are in place for following up after a care and support plan has been closed.
- Young people are assessed following a post-closure review to ascertain whether a further care plan is required.
- All information about young people at risk of self-harm or suicide and nearing release is, subject to the young person's consent, communicated to people who are able to offer support in the community.

Cross reference with: residential units; early days in custody; children, families and contact with the outside world; relationships between staff and children and young people; safeguarding; health services; training planning and remand management.

Behaviour management

Children and young people live in a safe, well-ordered and motivational environment where their good behaviour is promoted and rewarded. Unacceptable behaviour is dealt with in an objective, fair and consistent manner.

Expectations

- 15. Children and young people live in a safe, well-ordered and motivational environment where their good behaviour is promoted and rewarded. Unacceptable behaviour is dealt with in an objective, fair and consistent manner which safeguards young people's welfare.**

Indicators	References
<ul style="list-style-type: none">• The behaviour management strategy involves all departments and there are clear links with other relevant strategies which protect young people. Particular attention is given to:<ul style="list-style-type: none">- rewards and sanctions- security and disciplinary procedures- bullying and violence reduction- the use of force- care and separation- all safeguarding policies.• The strategy outlines a range of disciplinary procedures and tools and refers to methods for dealing with fights, assaults and other forms of violent behaviour.• The strategy outlines the use of restorative justice, mediation and other interventions available to help young people to manage and control their behaviour.• The application of the strategy is appropriately monitored by a committee which includes senior staff from all departments in the establishment.• Staff have been trained in and understand the strategy.	ERJO 88, 90, 91; SMR 70

16. Children and young people understand the standards of expected behaviour and the rules and routines of the establishment. Children and young people are encouraged to behave responsibly.

Indicators	References
<ul style="list-style-type: none"> • Young people receive and understand information about standards of expected behaviour in a format and language they can understand. 	Beijing 26.1; BOP 5, 30; BPTP 2;
<ul style="list-style-type: none"> • Local rules and routines are publicised prominently throughout all residential and communal areas. 	CRC 2, 12; CRPD 7, 9, 21;
<ul style="list-style-type: none"> • Young people understand the benefits/incentives/rewards of positive behaviour and the consequences of poor behaviour. 	EPR 13, 30.1, 38, 49, 50, 70, 87.1;
<ul style="list-style-type: none"> • Rules and routines are proportionate, have been impact assessed and promote responsible behaviour and the wellbeing of young people. 	ERJO 11, 13, 50.3, 88, 106;
<ul style="list-style-type: none"> • Rules and routines are applied openly, fairly and consistently, with no discrimination. Systems are in place to monitor this. 	JDL 4, 6, 24, 25, 66, 83, 87;
<ul style="list-style-type: none"> • Staff demonstrate a measured and balanced level of tolerance of normal adolescent behaviour and deal with it appropriately. 	SMR 6, 35, 51(2)
<ul style="list-style-type: none"> • Staff use their authority appropriately and set clear boundaries which support and encourage good behaviour. When rules are breached, staff take time to explain how and why to the young person concerned. 	
<ul style="list-style-type: none"> • Inappropriate conduct on the part of young people is challenged. Good behaviour is acknowledged and rewarded. 	
<ul style="list-style-type: none"> • Young people feel that their views are valued and are encouraged to behave responsibly by regular consultation. 	
<ul style="list-style-type: none"> • Young people are able to express their views through effective consultation arrangements. Their views are listened to and acted on fairly. 	
<ul style="list-style-type: none"> • Young people can challenge decisions appropriately and are confident that their views are taken seriously. 	

Cross reference with: early days in custody; complaints; rewards and sanctions; security and disciplinary procedures; equality and diversity; residential units.

Rewards and sanctions

Children and young people are motivated by an incentives scheme which rewards effort and good behaviour and applies sanctions appropriately for poor behaviour. The scheme is applied fairly, transparently and consistently, and is motivational.

Expectations

17. Children and young people are motivated by an incentives scheme which rewards effort and good behaviour and has fair sanctions for poor behaviour.

Indicators	References
<ul style="list-style-type: none"> • The scheme is motivational, age-appropriate and easily understood by staff and young people. • Young people are informed of the scheme in a format and language they can understand. • The scheme is well publicised around the establishment for young people and staff. • There is sufficient difference between the incentive levels to encourage responsible behaviour and discourage poor behaviour. • Young people and staff are clear about the criteria for promotion and demotion. • Young people's behaviour is regularly reviewed by relevant staff and they are encouraged and enabled to participate in person. Young people are clear on what they need to do to progress. • Young people are kept up to date with their progress on the scheme, can access reports made about them and have the opportunity to comment. • Young people who are likely to be demoted are warned beforehand and are given reasons for a change in status. • Young people can appeal against a decision and are helped to do so. • A young person's status can only change following a review. 	<p>CRPD 9, 21; EPR 30.1, 38.1, 38.3; ERJO 106; JDL 6, 24, 25, 19; SMR 35, 70</p>

Cross reference with: early days in custody; complaints; relationships between staff and children and young people.

18. The rewards and sanctions scheme is proportionate and applied fairly, transparently and consistently.

Indicators	References
<ul style="list-style-type: none"> • Young people are able to retain their top level status on transfer from another establishment. 	BOP 5; BPPT 2;
<ul style="list-style-type: none"> • Young people are not discriminated against directly or indirectly by the scheme. 	CRC 2, 12; EPR 13;
<ul style="list-style-type: none"> • The regime for young people on the lowest level of the scheme is not overly punitive and provides sufficient opportunity and support for them to demonstrate improvement in their behaviour. 	ERJO 11, 13, 50.3; JDL 4;
<ul style="list-style-type: none"> • Lack of progression from the lowest level of the regime is investigated to identify any issues that may be causing problems, such as comprehension difficulties. 	SMR 6, 70
<ul style="list-style-type: none"> • A plan to assist progression is in place for those young people who are on the lowest level of the scheme. It includes small, achievable targets. 	
<ul style="list-style-type: none"> • The rewards and sanctions scheme is not linked with voluntary drug testing used for therapeutic purposes. 	
<ul style="list-style-type: none"> • The scheme is impact assessed, monitored and reviewed at least quarterly to check for fairness and encourage responsible behaviour. Consultation with young people is conducted at least annually. 	

Cross reference with: equality and diversity; residential units; substance misuse; education, learning and skills; training planning and remand management.

Security and disciplinary procedures

Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence as well as positive relationships between staff and children and young people. Disciplinary procedures are applied fairly and for good reason. Children and young people understand why they are being disciplined and can appeal against any sanctions imposed on them.

Expectations

19. Children and young people are able to reside in a safe environment where security is proportionate. Effective security intelligence safeguards children and young people.

Indicators	References
<ul style="list-style-type: none"> • The elements of 'dynamic security' are in place to maintain security and good order, which include: <ul style="list-style-type: none"> - relationships between staff and young people which are positive and professional - constructive activity to occupy young people - established and effective procedures for resolving complaints, grievances and conflicts. • There are no weaknesses or anomalies in the physical and procedural security of the establishment. • Young people's access to regime activities and health services are not impeded by an unnecessarily restrictive approach to security. • Staff interact with young people on association and there are enough staff to supervise association areas. • Security information reports are used effectively and acted on appropriately. • There are effective arrangements for sharing intelligence with all who need to know, including the local police. • Effective intelligence and age appropriate security measures are in place to guard against the trafficking/manufacturing of drugs or alcohol. • A supply and reduction strategy is in place and where problems have been identified remedial action is taken promptly, documented and evaluated. 	<p>CRC 3, 19, 33;</p> <p>EPR 16, 24.2, 25.1, 51–53, 74, 75;</p> <p>ERJO 53.2, 88;</p> <p>JDL 12, 51, 54, 75, 76, 81–87;</p> <p>RTWP 15, 41(a),(d);</p> <p>SMR 27, 46, 48, 57</p>

- Required outcomes from security information reports (SIRs) such as targeted searches are routinely completed.
- Young people found to be using substances are referred to the Young People's Substance Misuse Service.

Cross reference with: substance misuse; bullying and violence reduction; complaints; education, learning and skills; residential units; relationships between staff and children and young people; children, families and contact with the outside world; health services; time out of cell.

20. Children and young people are subject to searching measures that are appropriately assessed and proportionate to risk.

Indicators	References
<ul style="list-style-type: none"> • Strip-searching is intelligence-led and only carried out after a thorough risk assessment identifies serious risk of harm to the young person or others. Authorisation by the duty governor needs to be clearly recorded alongside sound reasoning. 	BOP 1; BTP 1, 3; CRC 16, 37(a, c); ECHR 3, 8;
<ul style="list-style-type: none"> • Young people are not routinely strip-searched and never using force. 	EPR 24.2, 51, 53, 54;
<ul style="list-style-type: none"> • Strip-searching is carried out sensitively. 	ERJO 89;
<ul style="list-style-type: none"> • Strip-searches are monitored by the safeguarding committee. 	ICCPR 10(1),
<ul style="list-style-type: none"> • Young people are strip-searched only when in the presence of more than one member of staff, of their own gender. Religious/cultural needs are taken into account. 	17; JDL 4, 12; RTWP 19–21;
<ul style="list-style-type: none"> • Young people are informed that their cells/rooms or personal property are being searched and cells/property are left in the same condition in they were found. 	SMR 27, 53(3)
<ul style="list-style-type: none"> • Searches are targeted, not random. They are conducted sensitively and the process is clearly explained. 	
<ul style="list-style-type: none"> • Searches of staff, visitors, young people and their property are conducted in a religiously and culturally sensitive manner. 	

Cross reference with: early days in custody; safeguarding; child protection; equality and diversity; faith and religious activity; children, families and contact with the outside world.

21. Children and young people are subject to a range of proportionate disciplinary procedures, which are applied fairly and for good reason.

Indicators

- There are clear policies describing disciplinary procedures, including differences between types of procedure, for example minor reports and adjudications. Policies are reasonable and fair and encourage staff to use formal disciplinary procedures only when necessary.
- Adjudication proceedings are conducted in age-appropriate surroundings in a clear and fair manner.
- Disciplinary procedures are always properly recorded.
- Disciplinary findings and punishments are age-appropriate and are made fairly and consistently. Mitigating circumstances are considered.
- Punishments may be suspended and include the opportunity for remission.
- Procedures have been impact-assessed and there are quality control measures in place.
- Data from all disciplinary procedures are monitored on a routine basis and cover all equality strands, in order to ensure emerging patterns and trends are identified and acted on if necessary.

References

BOP 30;
EPR 56–60;
ERJO 94;
JDL 66–71;
SMR 27, 29,
30, 35(1)

Cross reference with: rewards and sanctions; equality and diversity; education, learning and skills.

22. Children and young people subject to disciplinary procedures understand why they have been disciplined, the consequences and the procedures they face.

Indicators

- Information on the disciplinary process is available to young people in a format and language they can understand.
- All young people facing disciplinary procedures are given time and support to prepare their case and are encouraged to seek appropriate advice.
- Young people are told they can receive support from an advocate before disciplinary procedures begin and this is recorded. If requested, proceedings do not begin without an advocate present.

References

BOP 30;
CRC 12,
37(d), 40;
CRPD 7, 9,
21;
EPR 30.1, 38,
59, 61;
ERJO 13, 94,
106;

- Young people are encouraged and helped to play an active role during adjudication hearings. JDL 6, 24, 25, 66–71;
- Findings and punishments are fully explained to the young person and are recorded in detail. Riyadh 57;
- Young people are made aware of the appeals procedure during their adjudication hearing and their right to have an advocate. SMR 30, 35, 51(2)
- Where appropriate, charges of a serious nature are referred to an independent adjudicator and heard within 28 days of the referral.

Bullying and violence reduction

Active and fair systems to prevent and respond to bullying behaviour are known to staff, children and young people and visitors.

Expectations

23. **Children and young people, staff and visitors understand that bullying and intimidating behaviour are unacceptable and are aware of the consequences of such behaviour. Any form of intimidating or violent behaviour is challenged consistently and not condoned.**

Indicators

- The establishment has an effective evidence-based bullying and violence reduction strategy. This strategy is linked with other relevant strategies that protect young people and is regularly reviewed.
- The strategy is well publicised within the establishment, including the visits area and visitors centre.
- Incidents and indicators of violence and bullying are comprehensively monitored and reviewed regularly.
- Staff are trained to understand all forms of bullying and how to apply bullying procedures.
- Allegations of bullying behaviour are treated consistently and fairly. They are investigated thoroughly and outcomes are recorded.
- Planned actions are aimed at achieving sustained and agreed changes in behaviour and include mediation and conflict resolution.
- Young people who have been identified as displaying bullying behaviour have individual plans that ensure their behaviour is addressed. The contents of plans are properly linked to any other existing plan involving that young person.

References

Beijing 26.2, 26.4;
CAT 13, 16;
CRC 3, 19;
EPR 30.1, 52;
ERJO 18, 88, 129;
JDL 24, 25, 85;
RTWP 36;
SMR 35(1)

Cross reference with: safeguarding; early days in custody; rewards and sanctions; children, families and contact with the outside world.

The use of force

Force is used only as a last resort and if applied is used legitimately and safely by trained staff. The use of force is minimised through preventive strategies and alternative approaches and this is monitored through robust governance arrangements.

Expectations

- 24. When children and young people are physically restrained, the minimum degree of force is used for the shortest amount of time necessary, by trained staff using approved techniques. Following restraint, children and young people are appropriately monitored and supported.**

Indicators	References
<ul style="list-style-type: none"> • All staff are trained in and promote de-escalation techniques. • There is a cooling off/time out opportunity for young people who temporarily lose self-control or give clear indications they are about to lose self-control and present a risk of harm to themselves or others. Cooling off/time out under staff supervision is used as part of agreed diversion/diffusion and de-escalation techniques, for the shortest possible time. Governance of cooling off/time out arrangements is robust. • There is a restraint-minimisation strategy in place that involves all departments and there are clear links with other relevant strategies which protect young people. • Staff are trained in using the appropriate, approved techniques, including where necessary for the control and restraint of pregnant young women. • Pain infliction is not applied. • Handcuffs are only used when there is evidence to support their use as the safer option, and with the proper authority. • Parents/carers and, for looked after children, the local authority are notified of incidents of restraint where appropriate. • Young people are able to learn how to manage and take control of their behaviour, and are given the opportunity to talk about their experience with someone impartial as soon as is appropriate. This is fully recorded and used to inform any other existing plans relating to the care of the young person. 	<p>BOP 6; BPUF 1, 4, 5, 15, 18–20; CCLEO 3; CRC 3, 37(a); ECHR 3, 8; EPR 49, 64–66, 68.2–3, 70; ERJO 14, 18, 90, 91, 121–123, 129; JDL 63–64, 75, 76, 85; SMR 27, 33, 34, 36, 47(2, 3), 54(1, 2)</p>

- Young people are offered the opportunity to make a complaint about the incident without fear of repercussions.
- Child protection referrals are made where necessary.

Cross reference with: safeguarding; child protection; complaints.

25. Control and restraint techniques are only used legitimately and as a last resort when all other alternatives have been explored. Control and restraint techniques are not used as a punishment or to obtain compliance with staff instructions.

Indicators	References
<ul style="list-style-type: none"> • Control and restraint (C&R) techniques are only used as a last resort, when there is an immediate risk to the safety of the young person or others, and when all other alternatives have been explored. 	BOP 6; BPUF 1, 4, 5, 15; CAT 11, 16;
<ul style="list-style-type: none"> • Any incidents of C&R are properly authorised and correctly and comprehensively recorded. 	CCLEO 3; CRC 19,
<ul style="list-style-type: none"> • An appropriately qualified health service professional attends all planned C&R removals occurring within normal working hours. 	37(a); DPT 6;
<ul style="list-style-type: none"> • Young people subject to spontaneous C&R procedures or those outside normal working hours are seen by a qualified health service professional as soon as possible after force is removed. 	ECHR 3, 8; EPR 43, 49, 64–66, 68.3; ERJO 90;
<ul style="list-style-type: none"> • C&R documentation is routinely scrutinised by a senior manager to ensure force is a last resort measure and lawful. 	JDL 63–64; SMR 27, 33,
<ul style="list-style-type: none"> • Video cameras are used to record planned interventions. Care and separation staff are not routinely used for planned removals. Video recordings are promptly reviewed. 	54(1, 2)
<ul style="list-style-type: none"> • Use of force data and analysis is presented to the safeguarding committee, particularly with regard to injuries sustained during restraint, complaints about excessive or inappropriate use of force and feedback from young people through the debriefing process. 	

Cross reference with: safeguarding; child protection; relationships between staff and children and young people; security and disciplinary procedures; suicide and self-harm prevention; health services; separation/removal from normal location.

Separation/removal from normal location

Children and young people are only separated from their peers with the proper authorisation, safely, in line with their individual needs, for appropriate reasons and not as a punishment.

Expectations

- 26. Children and young people who are separated from others/removed from their normal location are separated with the proper authorisation and are located for appropriate reasons. Separation is not used as a punishment.**

Indicators	References
<ul style="list-style-type: none"> • There is a clear strategy in place for the use of all forms of separation. • The use of the care and separation unit is appropriately monitored by a committee, which includes senior staff from all departments in the establishment, and is analysed for patterns and trends. • Young people are not separated as a punishment and the decision to separate them is for justifiable reasons and authorised properly. • Young people have the opportunity to make representations to the governor before being separated. 	BPTP 7; CRC 12, 37(a); EPR 53; ERJO 13, 50.3, 93, 95; JDL 66–67; SMR 57

Cross reference with: equality and diversity; safeguarding; security and disciplinary procedures.

- 27. Children and young people whose behaviour requires them to be temporarily separated from others are located in a suitable environment where their individual needs can be fully met.**

Indicators	References
<ul style="list-style-type: none"> • Young people who are temporarily separated have a plan which ensures that their time in the unit is spent addressing their problematic behaviour. Contents of plans should always be properly linked to any other existing plans involving that young person. Those who are temporarily removed from mainstream activities should be appropriately occupied. 	CRC 3, 12, 25, 37(a); EPR 3, 18.10, 49, 51.1, 53; ERJO 13, 14, 50.3, 93;

Section 1: safety

Behaviour management:
separation/removal from normal location

- The plan includes a staged reintegration to successfully return the young person to normal location as quickly as possible. Young people are separated for the shortest possible period. JDL 12, 27, 28, 59
- Reviews are held at least weekly and all relevant staff contribute to them.
- The final review enables the young person to discuss their period of separation.
- Parents/carers and relevant professionals, including social workers, youth offending team (YOT) workers and advocates, are engaged where appropriate.

Cross reference with: education, learning and skills; safeguarding; health services.

Substance misuse

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

Expectations

28. Children and young people dependent on drugs and/or alcohol receive clinical treatment which is safe, effective and meets individual needs.

Indicators	References
<ul style="list-style-type: none">• Young people receive initial substance screening and a risk assessment by a health care professional on their arrival.• Young people identified as drug and/or alcohol dependent have their immediate needs for symptom relief met according to clinical protocols, and are referred to specialist staff for a comprehensive assessment.• Specialist staff complete a comprehensive assessment the day after a young person's arrival to determine a suitable stabilisation, maintenance, or detoxification programme.• Prescribing regimes are flexible, conform to national clinical guidelines, take into account the wishes of young people and their parents/carers, where appropriate, and are provided by specialist staff in a safe environment.• The prescribing clinician is competent in treating substance-dependent young people and works as part of a multidisciplinary team and under the supervision of the local specialist substance misuse treatment services.• Young people, and their parents/carers where appropriate, are actively involved in the care planning and review process.• Arrangements for the observation of substance-dependent young people and guidelines for inpatient admission are in place.• Specialist dual diagnosis services are provided for young people who experience both mental health and substance-related problems.• A range of effective alcohol, drug and tobacco avoidance strategies are in operation.	CRC 24, 25, 33; EPR 40, 42.1, 42.3(d, j); ERJO 73(c); ICESCR 12; JDL 21, 27, 50, 51, 54; RTWP 15; SMR 24

Cross reference with: health services.

29. Children and young people have prompt access to a range of treatment and support services, which are consistent with the assessed needs of the population.

Indicators

References

- | | |
|--|---|
| <ul style="list-style-type: none"> • An effective drug and alcohol strategy is in place which shapes service provision. It is informed by regular population needs assessments and ensures that substance use is addressed in an age-appropriate and holistic manner. • A multi-agency drug and alcohol committee feeds into, implements and monitors the strategy and ensures joint working between service providers. • Young people are informed of substance-related services at the beginning of and throughout their time in custody. Age-appropriate education and prevention programmes are available to all young people. • Young people with substance use problems have prompt access to a range of psychosocial interventions which meet their developmental, gender and culturally specific needs. Interventions are delivered by competent practitioners who are appropriately qualified and supervised. • Psychosocial interventions are integrated with clinical treatment and there is evidence of coordinated care planning. • Support services are available to young peoples' families. • Young people are able to participate in compact based drug testing programmes where available, and those who choose not to be are not discriminated against. Appropriate testing arrangements are in place. | <p>CRC 24, 33;
ERJO 71,
73(c), 75,
128.1;
JDL 12, 51,
54;
RTWP 15</p> |
|--|---|

Cross reference with: training planning and remand management; children, families and contact with the outside world.

HM Inspectorate of Prisons
EXPECTATIONS

Section 2: **respect**

Children and young people are treated with respect for
their human dignity.

- Residential units**
- Relationships between staff and children and young people**
- Equality and diversity**
- Faith and religious activity**
- Complaints**
- Legal rights**
- Health services**
- Catering**
- Purchases**

Residential units

Children and young people live in a safe, clean and decent environment which is in a good state of repair and suitable for adolescents.

Expectations

1. Children and young people live in a safe, clean and decent environment which is in a good state of repair and suitable for adolescents.

Indicators	References
<ul style="list-style-type: none">• Cells and communal areas are light, well decorated and are suitable for adolescents. They:<ul style="list-style-type: none">- are free of ligature points- look and smell clean- are well ventilated, either naturally or by a system that is not oppressively noisy- are free from graffiti and offensive displays- are in good decorative order- are of a suitable temperature with heating facilities- have toilets which are screened and have lids, and in shared cells toilets/washing facilities are screened- are well lit, including adequate provision of natural daylight. Night-time light is at a level that allows young people to sleep while ensuring safety.• Young people have their own bed, chair and lockable cupboard and provision for the storage of personal belongings is adequate.• Young people are permitted to personalise their cells.• Young people have access to drinking water, a toilet and washing facilities at all times.• Residential units are as calm and quiet as possible to avoid incidents and to enable rest and sleep.• There are sufficient telephones and access is managed so that all young people can use the telephone once a day.• Telephones are located in quiet areas with effective privacy hoods.• Notices are displayed in accessible and suitable ways for the establishment population.• Young people have the use of properly equipped areas for association and outdoor areas for daily physical activity.	<p>BOP 1, 6, 19; BPTP 1; CRC 9(3), 16, 27, 31, 37(a, c); ECHR 3, 8; EPR 1, 18.1–2, 19, 21, 22.5, 24.1, 25, 27; ERJO 16, 63, 65, 67, 68.3; ICCPR 10(1), 17; JDL 31–35, 47, 59; RTWP 5, 26; SMR 10–14, 19, 20(2), 37; UDHR 12</p>

Cross reference with: equality and diversity – children and young people with disabilities.

2. Children and young people feel and are safe in their residential units, both cells and communal areas.

Indicators

- Effective safeguards, for example, good staff supervision and CCTV where necessary, are in place to ensure all young people are kept and feel safe, and the design and size of the residential units supports this.
- Staff are aware of any areas which are potentially unsafe and of times when young people may need additional supervision, for example, during mealtimes and the distribution of canteen.
- Young people on remand are not required to share accommodation with sentenced young people.
- All young people are assessed for their suitability to share a cell. Risk assessments are monitored and reviewed.
- Communal areas meet the needs of the population and are supervised effectively by staff.
- All young people have access to an in-cell emergency call bell that works and is responded to immediately.
- Where appropriate, young people have privacy keys to their cells/rooms.
- Observation panels in cell doors remain free from obstruction.

References

BOP 1, 8;
 BPTP 1;
 CRC 3, 16, 19;
 EPR 16(c), 18.5–8, 18.10, 52.4, 96;
 ERJO 16, 63.2, 64;
 ICCPR 10(2) (a);
 JDL 17, 27, 28, 31–33;
 SMR 8, 9(2), 67, 69, 85

Cross reference with: bullying and violence reduction; equality and diversity; safeguarding; suicide and self-harm prevention.

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

Indicators

- Young people have access to necessary supplies of their own personal hygiene items and sanitary products.
- Young people are able to shower or bath daily, and immediately following physical exercise or work, before court appearances and before visits.
- Freshly laundered bedding is provided for each new young person on arrival and then on at least a weekly basis. A system for the replacement of mattresses is in operation.

References

BOP 6;
 CRC 16, 27, 37(a);
 ECHR 3, 8;
 EPR 19;
 ERJO 65, 67;
 ICCPR 17;
 JDL 31, 33, 34;

- Young people have access to appropriate cleaning materials and are encouraged to use them. RTWP 5; SMR 12–16, 19; UDHR 12
- Cross reference with:** courts, escorts and transfers; equality and diversity – children and young people with disabilities.

4. Children and young people understand how to make a request for what they need and are able to do so easily.

Indicators

References

- Staff and young people are encouraged to resolve requests informally, wherever possible, before making a formal, written application. EPR 30.1, 56.2, 70.1–3; ERJO 106, 121, 122; JDL 75, 76; SMR 35, 36
- Information on accessing services is provided in a format and language that young people understand, and is publicised prominently across the establishment.
- Young people can easily and confidentially access and submit application forms.
- All applications or requests, whether formal or informal, are dealt with fairly and promptly.
- Young people receive responses to their applications which are respectful, easy to understand and address the issues raised.
- Written application responses are signed and dated by the respondent.
- There are effective quality assurance arrangements in place.

5. Children and young people can maintain contact with the outside world through regular and easy access to mail, telephones and other communications.

Indicators

References

- Young people can send at least two free letters a week and are encouraged and helped to do so. BOP 18, 19; CRC 9(3), 16;
- No restrictions are placed on the number of letters that can be received. ECHR 8; EPR 24.1–2, 24.5; ERJO 16, 120; ICCPR 17;
- Young people's outgoing mail is posted and incoming mail received promptly. JDL 18(a), 59–61;
- Young people's mail is only opened to check for unauthorised enclosures or to carry out legitimate or targeted censorship.
- Legally privileged correspondence is not opened by staff.

- Young people have daily access to telephones and calls are charged at the cheapest possible national and international rates. RTWP 26; SMR 37; UDHR 12
- Young people can conduct their phone calls in private.
- Young people without telephone credit are provided with phone calls free of charge if they are distressed or have specific welfare needs.
- Unused visiting orders can be exchanged for phone credit.
- Young people are provided with electronic mail, where applicable.
- There is a notice next to all telephones advising young people that their calls may be monitored.

Cross reference with: children, families and contact with the outside world; equality and diversity – foreign national children and young people; legal rights; safeguarding; child protection.

6. Children and young people have enough clean clothing of the right kind, size and quality to meet individual needs.

Indicators	References
<ul style="list-style-type: none"> • Young people can wear their own clothes. 	EPR 3, 20, 102.2;
<ul style="list-style-type: none"> • Young people have at least weekly access to laundry facilities to wash and iron their clothing. 	ERJO 65.4, 66;
<ul style="list-style-type: none"> • Young people are provided with enough clean underwear and socks to be able to change them daily. 	JDL 36;
<ul style="list-style-type: none"> • All young people are issued with enough warm, weatherproof clothing and shoes to go out in all weather conditions. 	SMR 17, 18, 57
<ul style="list-style-type: none"> • Establishment issue clothing is suitable, fits and is in good repair. 	

7. Children and young people's property held in storage is secure, and they can access their stored property on request.

Indicators	References
<ul style="list-style-type: none"> • The amount of property in possession and storage that young people are allowed takes account of individual needs. 	ECHR Protocol 1(1);
<ul style="list-style-type: none"> • Young people can receive parcels. Any unauthorised articles received are held in secure storage and returned to the young person on release. 	EPR 31.1–4, 31.7; JDL 35;

- A standard list details the possessions that young people are allowed to keep. The list of authorised possessions is adequate to meet the needs of young people.
- Young people's valuable property is routinely security marked before it is issued.
- Young people are able to access their stored property by application and on release.
- Young people are fairly compensated for clothing and possessions lost in storage.

SMR 43;
UDHR 17

Cross reference with: complaints; equality and diversity.

Relationships between staff and children and young people

Children and young people are treated with care and fairness by all staff, and are expected, encouraged and enabled to take responsibility for their own actions and decisions. Staff set clear and fair boundaries. Staff have high expectations of all children and young people and help them to achieve their potential.

Expectations

8. Children and young people are treated with humanity and respect for their human dignity at all times. Interactions between children and young people and staff are friendly and helpful but staff maintain appropriate boundaries.

Indicators

- Consultative committees or equivalent consultation processes are held at least monthly where young people are able to and encouraged to present any suggestions, areas of grievance or dissatisfaction directly to senior members of staff.
- Staff and young people are fair and courteous in their day to day interactions with one another.
- Staff are professional in their conduct at all times. All staff, including senior managers, lead by example by regularly engaging positively with young people.
- Staff behave in a fair and consistent way, care for young people as individuals and respond to their different needs.
- Staff show a genuine interest in young people by listening to them and giving their time freely.
- Staff can easily access information relating to individual young people which is based on comprehensive and up to date information about their needs.
- Staff take time to build relationships with young people and are knowledgeable about their strengths and weaknesses.
- Young people have opportunities to get to know staff. Staff wear name badges at all times.
- When staff need to relay sensitive or unwelcome news to young people, this is done in private and with compassion.
- Staff address young people by their preferred name.

References

BOP 1, 6;
BTP 1;
CCLEO 2;
CRC 3, 12, 16, 37(c);
ECHR 8;
EPR 1, 49, 50, 72, 74, 75, 87.1;
ERJO 1, 13, 16, 18, 50.3, 132;
ICCPR 10(1), 17;
JDL 12, 81–84, 87;
SMR 46(1), 48

- Staff maintain regular contact with young people to check on their wellbeing and so that young people have someone to turn to if they have a problem.
- Staff maintain an accurate chronological diary of their contact with young people using weekly reports and young people's history files, identifying any significant events affecting them on at least a weekly basis. Entries are balanced, detailed and indicate interaction.

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

9. Children and young people have an identified officer(s) they can turn to on a day to day basis who is aware of and responds to their individual needs. The officer(s) provides support and helps children and young people to access the services they require and responds to any matters they raise.

Indicators

References

- | Indicators | References |
|---|--------------------------|
| <ul style="list-style-type: none"> • Young people are allocated and introduced to their identified officer, and substitute officer, within 24 hours of arrival in custody. | EPR 51.2, 74, 75, 83(b); |
| <ul style="list-style-type: none"> • Young people are given information about what they can expect from their identified officer within 24 hours of arrival in custody. | ERJO 132; |
| <ul style="list-style-type: none"> • Young people know the name(s) of their officer(s) and are able to access them as an initial point of reference. Frequent changes of identified officers are avoided. | JDL 19, 83, 87; |
| <ul style="list-style-type: none"> • Identified officers know the personal circumstances of their young people and play an active role in supporting them. Their responsibilities are clear and well coordinated with other departments. | SMR 48 |
| <ul style="list-style-type: none"> • Identified officers are proactive in maintaining at least weekly contact and checking their young people in general and discussing overall progress. | |
| <ul style="list-style-type: none"> • Identified officers maintain regular contact with young people's families and encourage effective links with them to keep them up to date with young people's progress. | |
| <ul style="list-style-type: none"> • Identified officers attend all meetings and reviews relating to the care and management of the young people for whom they are responsible and share information appropriately. | |

Cross reference with: training planning and remand management; rewards and sanctions; suicide and self-harm prevention; safeguarding; behaviour management.

Equality and diversity

The establishment demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no child or young person is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The diverse needs of each young person are recognised and addressed: these include, but are not restricted to, race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), gender, transgender issues and sexual orientation.

Expectations – Strategic management

10. By employing fair processes the establishment ensures that no child or young person or group is unfairly disadvantaged.

Indicators

- The establishment has clear systems in place, which are known and used by all staff, to identify and take appropriate action to minimise all forms of discrimination or disadvantage. This includes an awareness of multiple inequalities and dual discrimination.
- Arrangements are in place to identify and distinguish the different forms of discrimination, including the unconscious and covert forms of discrimination detected in processes, attitudes and behaviour. Staff are appropriately trained and supported to identify and respond to the various forms.
- Effective and regular monitoring is in place, covering all diverse needs to ensure equality of treatment and access to services.
- Equality monitoring covers nationally agreed criteria and locally identified areas of concern and interest.
- Results of equality monitoring are communicated in an easy to understand format to staff and young people and appropriate action is taken when necessary.
- Incident reporting systems are developed to facilitate the reporting of all types of incidents for all diverse needs, ensuring confidentiality at all times.
- Incident reporting forms are freely available.
- Young people know how to report an incident and are supported to do so. Young people have confidence in the incident reporting system and are safe from any repercussions.

References

BOP 1, 5, 7, 33;
BPTP 1–3;
CAT 11–13, 16;
CEDAW 2;
CERD 2;
CRC 2, 3, 19, 20, 37(c);
CRPD 5, 7;
DEDRB 2;
DPT 6, 8, 9;
EPR 1, 8, 13, 34.1, 38, 70, 72, 75, 81;
ERJO 11, 18, 87, 104, 129, 136.2;
ICCPR 2(1);
JDL 4, 12, 75, 76, 85, 87;
PEIDT 2;
RTWP 25(1), 54;

- Responses to discrimination information reports are timely and deal directly with the young person's concerns, while protecting the complainant's anonymity as far as possible. SMR 6, 35, 36, 47(2, 3), 48
- Discriminatory language and conduct from staff and young people is challenged.
- A process is in place to identify any young person convicted of a current or previous racially aggravated offence, or hate crime, or who was involved in a racist or other hate crime bullying incident, so that they are managed appropriately.
- Allegations and incidents are treated consistently and investigated thoroughly, with external validation of the quality and integrity of the process. Incidents are routinely reported and patterns/trends are identified, discussed in a multidisciplinary forum involving managers and young people, and lead to actions which are monitored for success.
- There are effective interventions in place for both the victim and the perpetrator of discrimination.

Cross reference with: complaints; bullying and violence reduction; early days in custody.

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

Indicators

References

- The governor/director leads by example in promoting equality and diversity and the commitment from staff that is necessary to tackle all forms of discrimination. BOP 5; BPTP 2, 3; CRC 2;
- The establishment has an equality and diversity policy in place that outlines how the needs of all groups within the establishment will be recognised and addressed. CRPD 5, 7; EPR 13, 34.1, 38, 72, 75;
- The overall equality and diversity policy is supported by dedicated policies for each diverse need, where necessary. ERJO 11, 18;
- The policy includes impact assessments for each diverse need. Where problems have been identified, remedial action is taken promptly, documented and evaluated. JDL 4, 8, 12, 86, 87;
- The establishment has a single, clear and effective structure for overall governance of all aspects of equality and diversity in the establishment. SMR 6, 46(1), 48, 50(1)
- Where necessary, there are designated staff with responsibility for each of the diverse needs actually or potentially represented in the establishment population.

- Equality issues are regularly and frequently discussed in a forum involving managers, staff and young people. These lead to actions which are monitored for success.
- There is regular and effective input by relevant community representatives.
- Designated equality staff for each diverse need feed into the violence reduction strategy.
- There is a live action plan for each of the diverse needs.
- The establishment is meeting its legal obligations under the Equality Act 2010.

12. Children and young people are given clear information about how the establishment promotes equality and diversity, and how to obtain help or support regarding equality or diversity issues.

Indicators	References
<ul style="list-style-type: none"> • Young people know the identity of relevant equality and diversity representatives covering each diverse need, and are able to contact them easily. 	CRC 2; CRPD 8;
<ul style="list-style-type: none"> • Information concerning access to services in relation to any aspect of equality and diversity is provided in a language and format that young people understand. 	EPR 7, 30.1, 38.1, 38.3; ERJO 11, 106;
<ul style="list-style-type: none"> • Regular events are held and appropriate organisations involved to raise the profile of each of the diverse needs (through celebrations, education, etc). 	JDL 4, 8, 12; SMR 35, 51(2), 80, 81
<ul style="list-style-type: none"> • Displays and other materials are used throughout all areas of the establishment to portray images that reflect the diversity of the population and the wider community. 	
<ul style="list-style-type: none"> • A range of groups or schemes for mutual support are available within the establishment for young people from diverse groups. 	
<ul style="list-style-type: none"> • Where there are small numbers of individuals from a minority group, one to one support is easily accessible. 	
<ul style="list-style-type: none"> • External support groups and networks are effectively promoted and young people are helped to make contact with them. 	

Cross reference with: equality and diversity – diverse needs; early days in custody.

13. Staff promote a respectful and safe environment, in which the diverse needs of children and young people are recognised and addressed with respect and dignity.

Indicators

- Staff are effectively trained in promoting and modelling awareness of equality, enabling them to anticipate and address the needs of a diverse population.
- All staff demonstrate awareness and commitment to the establishment's equality and diversity objectives and are able to show how they incorporate these into their day to day working.
- A named person has overall responsibility for equality and diversity. The need for individual designated equality staff is assessed for each diverse need. The equality coordinator and staff with specific equality responsibilities are given sufficient time and support for these roles, with clear job descriptions and objectives.
- All diverse needs are recognised and addressed, irrespective of the number of young people in the population of that group.
- Staff lead by example, promoting equality and diversity by active engagement with all young people.
- Staff with specific equality and diversity responsibilities ensure that the equality-related needs of all new arrivals are met promptly.
- Assessments on arrival to the establishment cover all diverse needs and staff are adequately trained to carry out assessments.

References

BOP 1, 5;
 BPTP 1–3;
 CRC 2, 3(3);
 EPR 1, 13,
 15.1, 16(d),
 75, 76, 81,
 103.2;
 ERJO 1, 11,
 18, 129;
 ICCPR 10(1);
 JDL 4, 12, 27,
 81–87;
 SMR 6,
 47(2, 3), 48

14. Children and young people are given the opportunity to play an active role in eliminating all forms of discrimination and are consulted frequently to strengthen and support the elimination of discrimination.

Indicators

- Young people's equality representatives effectively represent the views of their peers, have appropriate job descriptions and meet regularly, both with equality staff and as part of a wider forum including managers, staff and young people.
- Through regular consultation meetings and surveys, young people are able to raise issues on any aspect of equality.

References

CRC 12;
 EPR 50, 87.1;
 ERJO 13,
 50.3;
 JDL 8, 75, 78;
 SMR 65

- Equality representatives are able to develop their roles to support other young people. Equality representatives are supervised and supported.
- Young people have access to staff and outside agencies on a regular basis to answer queries and seek advice about equality and diversity issues.

Expectations – Diverse needs

15. Children and young people of all racial groups are treated equitably and according to their individual needs.

Indicators

- There are arrangements to educate and raise staff awareness of race equality, to enable them to understand and respond appropriately to race and cultural issues.
- Action is taken to identify and minimise racist bullying and interventions for challenging racism and protecting victims of racist bullying are in place.
- Sufficient attention is paid to the distinct needs of young people from the Gypsy and Traveller communities.

References

BOP 5;
 BPTP 2, 3;
 CERD 2, 5(b),
 6, 7;
 CRC 2, 30;
 EPR 13,
 38.1–2, 81.3;
 ERJO 11,
 106;
 JDL 4, 85;
 SMR 6

16. Children and young people of all nationalities are treated equitably and according to their individual needs

Indicators

- Young people are provided with information about their immigration status and immigration procedures in different languages/formats and helped to understand them.
- Regular liaison takes place with the UK Border Agency and young people are informed as early as possible in their sentence whether they are being considered for removal or deportation.
- Staff responsible for managing immigration issues and liaison are fully trained.
- Young people understand and receive their entitlements and can participate fully in the activities/services of the establishment.

References

BOP 5, 16(2);
 BPTP 2, 3, 10;
 CRC 2, 9;
 DHRIN 5, 6,
 10;
 DRM 2, 4;
 EPR 13, 37,
 38, 74, 81;
 ERJO 11, 18,
 104–106,
 129;

- Accurate records are kept of staff and young people who are able to speak languages other than English. JDL 4, 6, 8, 59–61, 85;
- Young people are not held solely under administrative powers beyond their sentence expiry date. RTWP 2(1), 26;
- Staff are aware of the distinct needs and cultural preferences of foreign nationals, especially those nationalities significantly represented in the establishment. SMR 6, 37, 38, 51(2)
- Young people have access to accredited, independent immigration advice and support agencies, including translation and interpreting services, with an appropriate specialism for issues relating to children.
- Young people can readily access the relevant consulate or embassy.
- Foreign national young people receive practical help to keep in touch with family, including a regular free phone call, and opportunities to exchange UK-based entitlements to visits and letters for appropriate contact with family and friends abroad.

Cross reference with: legal rights; education, learning and skills – library; children, families and contact with the outside world.

17. Children and young people of all religious groups are treated equitably and according to their individual needs.

Indicators	References
<ul style="list-style-type: none"> • Staff are aware of religious diversity and the way this interacts with cultural and racial identities. • Action is taken to identify and minimise religious discrimination and intolerance. There are interventions in place for challenging religious discrimination and the protection of victims. • Monitoring by religious affiliation is regularly used to match provision to need in the establishment. • Dietary and other lifestyle requirements of approved religions represented in the establishment are properly fulfilled. 	BOP 5; BTPP 2, 3; CRC 2, 30; DEDRB 1, 2, 4–6; DRM 2, 4; ECHR 9; EPR 13, 22.1, 29, 74, 81; ERJO 11, 87; ICCPR 18, 27; JDL 4, 37, 47, 85; RTWP 54; SMR 6, 41, 42; UDHR 18
<p>Cross reference with: catering; faith and religious activity.</p>	

18. Children and young people with disabilities (physical and mental impairments, learning disabilities and difficulties and communication difficulties) are treated equitably and according to their individual needs.

Indicators

- Young people with disabilities are identified systematically on arrival and their needs assessed. They are given (where appropriate) a multidisciplinary care plan which is kept up to date, and shared appropriately with all relevant staff.
- Young people have access to information in a format and language they can easily understand, for example, DVD, easy read text with illustrations and Braille.
- Staff are aware of all young people with disabilities who would need help in the event of an emergency. Personal emergency evacuation plans (PEEPs) are in place.
- Dedicated cells adapted for use by young people with disabilities are available. Ongoing adaptations are made if the needs of the occupant change.
- Young people with disabilities which affect their mobility are assisted to move around the establishment.
- Reasonable adjustments are made to ensure that young people with disabilities, including those with learning disabilities/difficulties, have equitable access to the full regime and facilities.
- Young people who are unable to take part in normal timetabled activities due to a disability are unlocked during the day and provided with appropriate and sufficient regime activities.

Cross reference with: early days in custody; residential units; time out of cell; education, learning and skills; safeguarding.

References

BOP 5;
 BPTP 2;
 CRC 2, 23;
 CRPD 4(1), 5,
 7–9, 14(2),
 15, 17, 21;
 EPR 13, 15.1,
 25, 30.1, 42,
 74, 81.3;
 ERJO 11, 76,
 106, 107.1;
 JDL 4,
 23–25, 32;
 SMR 6, 24,
 25, 35, 69

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

Indicators

- There are arrangements in place to ensure that staff are appropriately trained and attend regular booster sessions and other women-specific training courses.
- Female staffing ratios are appropriate to the size of the establishment.

References

Beijing 26.4;
 BOP 5;
 BPTP 2;
 CEDAW 2;
 CRC 2, 33;

- All staff have a clear understanding of the specific needs of young women, including those who are separated from dependents and pregnant young women, especially those located outside of designated mother and baby units. EPR 13, 19.7, 26.4, 34, 54.5, 81.3, 85; ERJO 11,18, 73(b, c), 129; ICESCR 10(2);
 - There is appropriate treatment and support for pregnant young women with substance dependence. JDL 4, 34, 83, 85;
 - Young women are provided with suitable hygiene and sanitary products. RTWP 1, 5, 15, 19, 29, 33, 36–39, 42; SMR 6, 15, 47(2,3)
- Cross reference with:** residential units; substance misuse; health services; children, families and contact with the outside world.

20. Transgender children and young people are treated equitably and according to their individual needs.

Indicators	References
<ul style="list-style-type: none"> • Transgender young people have access to the items they use to maintain their gender appearance. 	BOP 5; BTPP 2;
<ul style="list-style-type: none"> • Young people who are transgender are supported via specific support groups/schemes within the establishment and through referral to external support networks. 	CRC 2, 16; ECHR 8; EPR 5, 7, 13, 74, 81.3; ERJO 11;
<ul style="list-style-type: none"> • Young people with gender dysphoria have individualised care plans that address their specific needs and requirements. Contents of plans are properly linked to any other existing plan involving that young person. 	JDL 4, 8, 85, 87(e);
<ul style="list-style-type: none"> • One to one support or counselling is provided, where necessary. 	SMR 6
<ul style="list-style-type: none"> • There are arrangements to educate staff, enabling them to adequately support young people in transition. 	
<ul style="list-style-type: none"> • Young people who consider themselves transgender and wish to begin gender reassignment are permitted to live permanently in their acquired gender. 	
<p>Cross reference with: safeguarding; security and disciplinary procedures; purchases; residential units.</p>	

21. Children and young people of all sexual orientations are treated equitably and according to their individual needs.

Indicators	References
<ul style="list-style-type: none"> Staff training and development promotes equal respect for gay people and raises awareness of the discrimination faced by gay, lesbian and bisexual young people. 	BOP 5; BPTP 2; CRC 2;
<ul style="list-style-type: none"> The establishment actively engages with young people to ensure consultation can take place in a safe, confidential environment free from any repercussions and further discrimination. 	EPR 7, 13, 74, 81.3; ERJO 11, 129;
<ul style="list-style-type: none"> Action is taken to identify and minimise homophobic language and behaviour and interventions for challenging homophobic/discriminatory bullying are in place. 	JDL 4, 8
<ul style="list-style-type: none"> Young people who are gay, lesbian or bisexual are supported via specific support groups/schemes within the establishment and through referral to external support networks. 	

Faith and religious activity

All children and young people are able to practise their religion. The chaplaincy plays a full part in establishment life and contributes to young people's overall care, support and resettlement.

Expectations

22. Children and young people are enabled and encouraged to practise their religion. Different religious faiths are recognised and respected.

Indicators	References
<ul style="list-style-type: none">• All young people have easy access to corporate worship/faith meetings each week and access to chaplains of their faith, in private.• Young people know the timings of religious services and these are well advertised. Timings are appropriate to the different religions.• Regime activities are arranged so that young people are able to attend corporate worship.• Chapels, multi-faith rooms and worship areas are equipped with facilities and resources for all faiths and are accessible for all young people to allow contemplation, reflection and prayer.• Chaplains demonstrate and promote understanding and acceptance of different religions.• Young people are able to attend faith classes and groups in addition to corporate worship.• Young people are not prevented from attending religious services or classes or groups unless there are well-evidenced reasons for doing so. In these circumstances other suitable arrangements are in place to meet their faith needs.• Young people are able to obtain, keep and use artefacts that have religious significance, provided they do not pose a risk to safety or security.• Young people are able to celebrate all major religious and cultural festivals and are encouraged to participate in their planning and organisation. These are actively promoted to all young people.• Monitoring of the different religions in the establishment population is comprehensive, accurate and reviewed regularly to shape service provision.	BPTP 3; CRC 30; DEDRB 1, 5, 6; DRM 2–5; ECHR 9; EPR 29; ERJO 87, 106.2; ICCP 18, 27; JDL 48; UDHR 18

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

23. Children and young people are fully supported by the chaplaincy, which contributes to their overall care, support and resettlement.

Indicators

- Chaplains work closely with other staff in the establishment to support young people.
- Young people who have experienced bereavement or loss or other significant life events have access to support and appropriate services. Chaplains play an important role in finding and providing these services.
- Chaplains establish and maintain links with faith communities outside the establishment according to young people's individual needs.
- Chaplains are consulted about young people they are involved with. They attend appropriate meetings relating to their care, for example when training plans are reviewed or release on license is being considered.

References

CRC 30;
EPR 7, 24.9,
87.1, 107.4;
JDL 8, 48,
58;
SMR 41,
44(1), 80

Cross reference with: equality and diversity; resettlement; safeguarding; suicide and self-harm prevention.

Complaints

Effective complaints procedures are in place for children and young people, which are easy to access and use and provide timely responses. Children and young people are provided with the help they need to make a complaint. Children and young people feel safe from repercussions when using these procedures and are aware of an appeal procedure.

Expectations

24. Children and young people have good access to complaints procedures, which are effective, timely and well understood.

Indicators	References
<ul style="list-style-type: none">• Staff make efforts to resolve complaints promptly without requiring young people to go through formal procedures unnecessarily.• Young people can access and submit complaint forms easily, in confidence and without fear of punishment or recrimination.• All complaints, whether formal or informal, are dealt with fairly and promptly, taking into account individual circumstances.• Complaints are thoroughly and properly investigated by staff at an appropriate level.• Young people receive responses to their complaints that are respectful, easy to understand, address the issues raised and, where appropriate, contain an apology.• Young people feel and are able to ask for help in completing their complaint and in copying relevant documentation. Young people receive help to pursue complaints and grievances beyond the establishment/with external bodies, if they need to.• An effective monitoring system is in place to analyse complaints (both upheld and refused) each month, by all diverse needs and more widely (by location, young person type, etc), to identify patterns and make any appropriate changes.• Young people are consulted regularly about the internal complaints system to monitor and maintain confidence in the system.	<p>BOP 7, 29(2), 33; CAT 11, 13, 16; CRC 12; CRPD 9; DPT 6, 8; EPR 30.1, 56.2, 70, 87.1; ERJO 13, 50.3, 106, 121–3; JDL 72–76, 78; OPCAT 20(d); PEIDT 2, 5(b); SMR 35(1), 36</p>

- Information about complaints, including how to access the Independent Monitoring Board (IMB), the Prisons and Probation Ombudsman and advocates, is reinforced through notices and posters displayed prominently across the establishment in a range of formats and languages.
- There is an effective and thorough quality assurance system in place and the complaints procedure has been impact-assessed.

Cross reference with: equality and diversity; relationships between staff and children and young people; legal rights; residential units.

25. Children and young people feel safe from repercussions when using complaints procedures and are aware of an appeal procedure.

Indicators

- Young people are offered an informal resolution to their complaint when it is appropriate to do so and are not deterred from making a formal complaint if that is their preferred action.
- Complaints against staff are reviewed by trained staff for child protection implications.
- Young people know how to appeal against decisions and are helped to do so. Appeals are dealt with fairly and responded to promptly.
- Young people receive help to pursue complaints and grievances beyond the establishment if they need to do so.

References

BOP 7, 17, 18, 33;
 CAT 13, 16;
 DPT 8;
 EPR 23, 70;
 JDL 76, 78;
 ERJO 123;
 PEIDT 3(b);
 RTWP 7(3);
 SMR 36(3)

Cross reference with: child protection; legal rights.

Legal rights

Children and young people are supported by the establishment staff to freely exercise their legal rights.

Expectations

26. Children and young people are informed of their legal rights and are supported by establishment staff to understand and freely exercise those rights.

Indicators	References
<ul style="list-style-type: none">• Young people are informed of their legal rights verbally and in writing and in a way they understand.• Staff are proactive in enabling young people to pursue their legal rights, and no formal or informal sanctions operate to deter young people from doing so.• Young people can easily and confidentially communicate with their lawyers by telephone, fax and letter, free of charge.• Letters from lawyers to young people remain confidential and are not opened by establishment staff.• Young people can telephone the community legal advice helpline, free of charge.• Young people requiring help with reading/writing legal correspondence are offered help.• Young people receive help in contacting legal advisors or making direct applications to the courts.• Young people who choose to represent themselves in court are given stamps and writing materials free of charge as needed to pursue their case. They have access to a computer and printer to type court correspondence and documents.• Private legal visits are supported and accommodated in suitable facilities.	BOP 11, 13, 14, 17, 18; BPRL 5, 8; CRC 37(d); ECHR 5(4); EPR 23, 30.3, 59(c), 70.7; ERJO 120; JDL 8, 18(a); SMR 35, 93

Cross reference with: education, learning and skills; residential units.

27. Children and young people are informed of and understand their sentence, or remand in custody.

Indicators

- All young people can readily access effective legal advice and are referred to specialist practitioners if necessary. Available advice or referral schemes include, but are not limited to:
 - bail for unsentenced young people
 - criminal case review commission
 - immigration advice for foreign nationals.
- Recalled young people are quickly identified and promptly receive documented explanation about the reason for recall, their right to make representations or appeal and the possibility of an oral hearing.
- Young people are provided with verbal and written information about childcare proceedings and how to access advice services in relation to their parental rights and children's welfare.
- Young people subject to licence conditions on release have the requirements of the licence explained to them and have the opportunity to discuss their rights and responsibilities prior to release.

References

BOP 17, 18, 32, 39;
 BPRL 8;
 CRC 37(d);
 ECHR 5(4);
 EPR 23, 30.3, 37.4, 98;
 ERJO 105, 120;
 JDL 18(a);
 SMR 38, 93

Cross reference with: education, learning and skills; equality and diversity; training planning and remand management.

Health services

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

Expectations – Governance arrangements

28. Children and young people are cared for by a health service that accurately assesses and meets their health needs while in the establishment and which promotes continuity of health and social care on release.

Indicators	References
<ul style="list-style-type: none">• Health services are informed by the assessed needs of the establishment population and are planned, provided and quality assured through integrated working between the establishment and its local health economy.• The commissioning arrangements adhere to Department of Health and Department for Children, Schools and Families quality and regulatory frameworks.• Serious and untoward incidents are reported and monitored.• Services promote wellbeing and meet the health and social care needs of the population.• There is a partnership that includes representatives of all health care providers.• Health services staff work closely with staff in other areas of the establishment to ensure integration of child-focused care.• There is a patient forum that is representative of the current establishment population. Young people who are representatives are supported by staff to ensure they are able to play a full and active role.• Clinical governance arrangements are in place, which include the management and accountability of staff.• Staffing levels and skills mix, throughout the 24-hour period, include appropriately trained medical, nursing, administrative, and other allied health professionals or specialist staff to reflect the specific needs of young people.	Beijing 26.2; BOP 24; CAT 11, 16; CRC 12, 24; DPT 6; EPR 16(a), 39–43, 46, 50, 81, 87.1, 89.1; ERJO 13, 18, 50.3, 69.2, 71, 74, 75, 129, 136.2; ICESCR 12; JDL 12, 49–55, 81, 82, 84, 85, 87; RTWP 6, 8, 14, 17; SMR 22, 24, 25, 47

- Young people are treated by staff who receive ongoing training, supervision and support to maintain their professional registration, where appropriate, and continue their professional development. Staff credentials are regularly checked (registration, Criminal Records Bureau, etc).
- There is evidence of treatment plans for patients which reflect national clinical guidance. Plans are evidence-based and subject to clinical audit.
- Systems are in place for prevention of communicable diseases. In the event of an outbreak of a communicable disease, the response is prompt and effective, in liaison with local NHS services, including the identification and tracing of contacts.
- Information sharing protocols exist with appropriate agencies to ensure efficient and confidential sharing of relevant health and social care information. Care Quality Commission/ Healthcare Inspectorate Wales have registered all health care providers.

29. Children and young people benefit from health services which are safe and accessible and which maintain decency, privacy and dignity and promote their wellbeing.

Indicators	References
• All young people have equity of access to health services.	BOP 1, 5;
• All rooms used for health services are fit for purpose and have appropriate infection control measures. Monitoring arrangements are in place.	BPTP 1, 3, 9; CRC 12, 16, 24;
• There are arrangements in place to ensure young people have rapid access to emergency services.	ECHR 8;
• Patient safety during clinical activity requiring specialist equipment meets standards laid down by regulatory bodies. All equipment (including the resuscitation kit) is regularly checked and maintained and staff understand how to access and use it effectively.	EPR 1, 5, 13, 18.1, 19.1, 39–41, 43, 72.1;
• There are effective arrangements in place to gain and review young people’s consent and act on it, while ensuring their capacity to understand (Mental Capacity Act 2005, Gillick/ Fraser competencies). If competence to provide informed consent is absent, arrangements are made to obtain consent from parents/carers.	ERJO 16, 69.2, 72.1; ICCPR 10(1), 17; ICESCR 12; JDL 49, 51, 87; PME 1;

Cross reference with: security and disciplinary procedures; equality and diversity.

PPPMI 1(2);
11, 20;
RTWP 10, 18;
SMR 6, 10, 24

30. Children and young people are treated with respect in a professional and caring manner which is sensitive to their diverse needs, by appropriately trained staff.

Indicators	References
<ul style="list-style-type: none"> Health care staff introduce themselves to new young people on the wing and wear identification that clearly displays their name and status. Young people are informed of and can see a doctor or practitioner of their own gender and are aware that they can request this service. Antenatal services equivalent to those provided in the community are available for pregnant young women. There are formal arrangements between the establishment and health services for the identification and safeguarding of vulnerable young people. There are formal arrangements with local health and social care agencies for the loan of occupational therapy equipment and specialist advice to ensure young people are able to access mobility and health aids. 	<p>BOP 5(2); CRC 3(3); CRPD 20; EPR 7, 8, 41, 81.3; ERJO 1, 18, 69.2, 73(a), 129; ICESCR 10(2); JDL 4, 49, 85, 87; RTWP 10, 48; SMR 23(1)</p>
<p>Cross reference with: equality and diversity; safeguarding; residential units.</p>	

31. Children and young people are aware of the establishment health services available and how to access them.

Indicators	References
<ul style="list-style-type: none"> Young people are given information about health services, in a format and language they can understand, which explains how to access services. Young people know how to comment/complain about their care and treatment and are supported to do so when necessary. Young people who make complaints against health services staff are not discriminated against and are protected from possible recrimination. 	<p>BOP 7, 33; CAT 13, 16; CRPD 9, 21; DPT 8; EPR 30.1, 38.1, 38.3, 70;</p>

- Responses to complaints relating to health services are dealt with by a health professional and are timely, easy to understand and deal directly with the young person's concerns. ERJO 106, 121, 122; JDL 75, 76, 78;
- Cross reference with:** complaints; residential units; equality and diversity. PEIDT 3(b); PPPMI 21; SMR 35, 36

32. Children and young people are encouraged and supported by staff to take an interest in their health. Promotion of healthy ways of living forms an integral part of the regime.

Indicators

References

- Young people receive information about health and social issues and they are supported in using such advice. CRC 24, 33; ERJO 71, 75;
- Health promotion includes information on optimising physical health, including oral health and mental health/wellbeing. ICESCR 12; JDL 49, 54; RTWP 14, 17, 38; SMR 15, 17(2), 78
- Regular health promotion events are held involving community organisations.
- Young people have access to age-appropriate disease prevention programmes, screening programmes and immunisation and vaccination programmes that mirror national and local campaigns.
- Young people are informed about blood-borne viruses and other problems that may arise from substance misuse, and are given access to specialist services.
- Barrier protection is freely available to all young people who should receive specific health advice.

Expectations – Delivery of care (physical health)

33. Children and young people of all racial groups are treated equitably and according to their individual needs.

Indicators

References

- A reception screening tool is used to identify and document particular needs, including:
 - young people's capacity to understand and consent (Mental Capacity Act 2005)
- BOP 24; CRC 12, 24; CRPD 7, 25;

- stabilisation or detoxification of those with substance misuse/withdrawal needs EPR 16(a), 31.6, 39,
- mental health problems 40.4, 42, 43;
- learning difficulties/disabilities and communication difficulties ERJO 62.5, 72.1, 73, 129;
- sensory impairments ICESCR 12;
- nutritional needs JDL 23, 49, 50, 54;
- any ongoing treatment or care identified. RTWP 6; SMR 24
- Following reception screening, a comprehensive health assessment is carried out and recorded by trained staff no later than 24 hours after the young person's arrival into custody.
- Young people arriving outside of the establishment reception hours still receive essential health care services and support.
- The young person's GP and any relevant care agencies are contacted at the beginning of custody, with appropriate consent, to provide relevant information to ensure continuity of care.

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

34. Children and young people's individual health care needs throughout their duration at the establishment are addressed through a range of care services.

Indicators

References

- Young people are involved and consulted when planning their own care and treatment, and this is appropriate to their age and understanding. Beijing 26.2; BOP 24, 26;
- Effective systems, including regular review, in line with good practice, are in place for the management of patients with long-term conditions. CRC 12, 16, 24, 25; ECHR 8; EPR 39–42;
- Out of hours and emergency medical cover is well organised, responsive and effective. 72.3, 77, 81, 89.1;
- An effective appointment system is in operation, which ensures consultations take place at times that allow enough patient contact time. ERJO 128.1; ICESCR 12;
- Primary services include GP surgeries, practice nurse appointments, nurse-led life-long conditions clinics and allied health professionals such as dentists, dieticians, opticians, pharmacists, speech and language therapists, physiotherapists, podiatrists and triage. JDL 49, 51, 54, 55, 81, 82, 84, 85, 87; PPPMI 6;

- Health services staff provide a community-based service on the residential units, when required. RTWP 8; SMR 24, 25
- Every young person has accurate personalised care, treatment and support records which are held securely and maintain dignity and confidentiality. Protocols exist to ensure secure information sharing.
- The delivery of young people's care is appropriately delegated to suitably qualified, competent and supervised staff.

35. Children and young people with health needs requiring 24-hour nursing care are supported by health staff and accommodated in appropriate facilities that meet their individual needs.

Indicators

References

- Admission criteria for health services bed spaces are on assessment of clinical need only. CRC 24; CRPD 7, 25;
- All rooms used for health services are fit for purpose and have appropriate infection control measures and monitoring arrangements in place. EPR 25, 39, 40; JDL 51; SMR 24, 25
- Twenty-four hour nursing care facilities are not used by default to accommodate young people with disabilities or those having difficulty coping within the establishment.
- Young people in 24-hour nursing care facilities have access to a regime that provides therapeutic, meaningful and constructive activities. The activities available are the same as for other young people unless their clinical condition precludes it.
- There are arrangements in place, including appropriate assessment and care planning for continuity of care, when young people are transferred back to normal location.

Cross reference with: residential units; purposeful activity.

36. Children and young people assessed as requiring secondary care services are able to access them without undue restrictions to ensure continuity of care.

Indicators

References

- Young people continuing secondary care, diagnostics and treatment are not moved inappropriately between establishments. CRC 24; EPR 3, 40.3, 46.1;

- Young people are not unnecessarily restricted by security procedures to attend arranged appointments. Security measures are appropriately risk-assessed and proportionate. JDL 53; SMR 22(2), 27
- Young people are referred promptly and are not subject to undue waiting times.

Cross reference with: security and disciplinary procedures.

Expectations – Pharmacy

37. Children and young people are cared for by a pharmacy service which assesses and meets their needs and is equivalent to that in the community.

Indicators	References
<ul style="list-style-type: none"> • There is suitable documented risk assessment of the medication and the patient before self-administration of medication is considered. • Young people are given information about the benefits, risks and self-administration of medication in a format they are able to understand. • Young people receive medicines that are prescribed safely and in line with evidence-based practice and agreed protocols, including disease management guidelines, 'special sick' policies and a local formulary. • All clinically necessary medications are prescribed and administered at times which provide best therapeutic effect for patient care. • Systems are in place to ensure all medicines are handled safely and securely with safe pharmaceutical stock management and use. • All supervised medicines are administered safely and in line with professional accountabilities. Self administered medicines are dispensed appropriately and facilities are available for secure storage by young people. • Drug interactions are monitored and any interactions identified are responded to promptly. • Systems are in place for the governance of medicines management and monitoring of prescribing trends. 	BPTP 9; CRC 24; EPR 39, 40; ERJO 69.2, 72.1; JDL 55

Expectations – Dentistry

38. Children and young people are cared for by a dental health service that assesses and meets their needs and is equivalent to the standard and range in the community.

Indicators	References
<ul style="list-style-type: none"> Young people have timely access to dental checks and treatment (including orthodontic treatment where necessary), regardless of their sentence. 	BPTP 9; CRC 24;
<ul style="list-style-type: none"> During induction children and young people receive an initial screening by a dentist identifying their individual oral health needs. 	EPR 39, 41.5; JDL 49; SMR 22(3)
<ul style="list-style-type: none"> Young people are given advice and information on oral health. 	
<ul style="list-style-type: none"> Emergency dental cover is well organised, responsive and effective. 	
<ul style="list-style-type: none"> Young people's dental health services, including the safety of the practising environment, cross infection control and quality of care, are assured by independent inspection and monitoring under the same arrangements used by the commissioning body for other dentists in primary dental care. 	

Expectations – Delivery of care (mental health)

39. Children and young people with common mental health problems are recognised and supported by health staff and specialist services at the establishment, and have unhindered access to help in pursuing recovery.

Indicators	References
<ul style="list-style-type: none"> Custody staff have the appropriate training to recognise and take appropriate action when young people may have mental health problems. Custodial staff work effectively with health staff to ensure a young person's care. 	BOP 24; CRC 3(3), 12, 24;
<ul style="list-style-type: none"> Training covers learning disabilities and personality disorders. 	EPR 12, 16(a), 40.4,
<ul style="list-style-type: none"> Multi-professional primary mental health services are available from staff with appropriate skills. 	42.1, 42.3(b), 43, 47.2, 81, 89.1;
<ul style="list-style-type: none"> Primary mental health services include talking and other evidence-based psychological therapies, and guided self-help for people with mild to moderate mental health problems. 	ERJO 18, 99, 129;

- Services are available to young people who need additional therapeutic/meaningful support for emotional, behavioural and common mental health problems. ICESCR 12; JDL 21(e), 49–51, 81, 85;
- Young people are encouraged to take an active part in their own recovery and in care planning. PPPMI 1(1), 20(2);
- When transferred from another establishment, young people receive a comprehensive reception screen, including a review of all previous interactions with health services. RTWP 6, 12, 16;
- Where it is identified that a young person has had previous contact with mental health services in the community, a referral to the children and adolescent mental health services (CAMHS) is always made, and information about previous history actively sought and subsequently used. SMR 22(1), 24, 25, 47(2, 3)

Cross reference with: education, learning and skills; residential units; substance misuse; resettlement.

40. Children and young people’s severe and enduring mental health needs are recognised and supported by health staff and specialist services at the establishment, and they have unhindered access to help.

Indicators	References
Indicators in addition to those for common mental health problems:	BOP 24; CRC 24;
<ul style="list-style-type: none"> • Multi-professional, secondary and tertiary mental health services are available from staff with appropriate skills. EPR 12, 39, 42.3(b), 43, 46.1, 47.2, 89.1; • Young people with severe and enduring mental health problems receive a comprehensive assessment that includes their mental and physical health, drug and alcohol misuse, social, custodial, resettlement and advocacy needs. They receive multidisciplinary input to address identified needs. ERJO 57, 99; • Young people with serious and enduring mental health problems are transferred under the Mental Health Act to specialist secondary and tertiary care if clinically indicated, and their care is not compromised if transferred to another establishment. ICESCR 12; JDL 49–51, 53; • Young people needing assessment by specialist mental health services are seen and are transferred expeditiously, within the current relevant government department’s target for transfer, to secondary and tertiary care as clinically indicated. PPPMI 1(1), 20(2); RTWP 12; SMR 22(2), 24, 25, 82 	

Cross reference with: residential units; substance misuse; resettlement.

Catering

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

Expectations

41. Children and young people have a varied, healthy and balanced diet which meets their individual needs, including religious, cultural or other special dietary requirements.

Indicators	References
<ul style="list-style-type: none">• Young people have a choice of meals including an option for vegetarian, vegan, religious, cultural and medical diets. All menu choices are provided to the same standard. Menu options take account of:<ul style="list-style-type: none">- specific religions- foreign nationals- young people with medical requirements- pregnant young women.• Daily menu options are advertised and available to meet the needs of minorities.• Advice from dieticians and nutritionists is regularly sought to make improvements to the menu.• Young peoples' meals are healthy and nutritional, reflect the needs of growing adolescents and always include two substantial meals each day, at least one of which should be hot. Young people on transfer or at court do not miss out on their main meal.• Young people are given a healthy snack in the evening.• Catering arrangements and menus take into account the need to promote healthy eating as part of a healthy lifestyle.• Young people have access to drinking water (including at night time) and the means of making a hot drink after evening lock up.• Young people are consulted about the menu and can make comments about the food. The variety of options is broadly representative of the population.• Lunch and dinner are served at normal mealtimes.	<p>BPTP 3; CRC 2, 12, 14, 24, 27, 30; DEDRB 1; DRM 2; ECHR 9; EPR 5, 22, 29, 38.2, 50, 70, 87.1; ERJO 11, 50.3, 68, 87, 106.2; ICCPR 18, 27; ICESCR 10(2), 11(1); JDL 4, 37, 75, 76; RTWP 1, 39, 48, 54; SMR 6(2), 20, 35(1), 36, 60(1); UDHR 18, 25</p>

- Pregnant young women and nursing mothers receive appropriate extra food supplies.
- Young people are given the opportunity to cater for themselves, where appropriate.

Cross reference with: faith and religious activity; equality and diversity; residential units; complaints.

42. **Children and young people’s food and meals are stored, prepared and served in line with religious, cultural and other special dietary requirements and prevailing safety and hygiene regulations.**

Indicators

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

Cross reference with: equality and diversity; faith and religious activity; health services; education, learning and skills.

References

BPTP 3;
 CRC 2, 14, 30;
 DEDRB 1;
 DRM 2;
 ECHR 9;
 EPR 19.1, 22, 25.2, 29, 38.2, 39, 81;
 ERJO 11, 18, 68, 106.2;
 ICCPR 18, 27;
 JDL 37, 44, 85;
 SMR 6(2), 14, 20, 47(2, 3);
 UDHR 18, 25

Purchases

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

Expectations

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

Indicators	References
<ul style="list-style-type: none">• Young people are given advice and support on how to manage their money.• Young people have access to a wide range of all products on offer, and the range and cost of items are comparable to that of a local supermarket.• The list of goods available to young people is publicised prominently on every residential wing, in a range of formats and languages that are easy to understand.• Any price changes during the last six months can be justified by changes in prices outside the establishment and any restrictions on products are based on risk assessments.• Young people are able to buy items within 24 hours of arrival and receive all items the following day.• Young people arriving at reception without private money are offered an advance of up to one week's pay, to use for purchases, with repayment staged over a period of time.• Young people can place orders at least once a week and receive their items promptly.• All young people are able to access accurate and up to date records of their finances, and can do so free of charge.• Young people are able to order items from catalogues, and are not charged an administration fee if they do so.• Delivery of bagged items has visible and active supervision by staff. The system is effectively managed to ensure young people are safe from bullying.• Young people can access a newspaper every day if they wish to, and can buy all approved magazines within one week of the publication date.• A wide range of approved hobby materials is available, and young people can purchase approved hobby materials from external sources.	<p>BOP 28; CRC 12; EPR 5, 24.10, 27.6, 30.1, 31.5, 38, 50, 87.1; ERJO 50.3, 106; SMR 35, 39, 60(1)</p>

- Staff systematically consult with young people representatives at least every three months about what items they would like to see on the purchases list or available through alternative means.
- Healthy food items are available and actively promoted in support of a healthy lifestyle.

Cross reference with: equality and diversity; faith and religious activity; health services; early days in custody; victims of bullying; bullying and violence reduction; residential units.

HM Inspectorate of Prisons
EXPECTATIONS

Section 3: **purposeful activity**

Children and young people are able, and expected, to engage in activity that is likely to benefit them.

Time out of cell

Education, learning and skills

Physical education and healthy living

Time out of cell

Children and young people spend most of their time out of their cell, engaged in activities such as education, leisure and cultural pursuits, seven days a week.

Expectations

1. Children and young people are normally out of their cell during the day and this includes a significant amount of time in the open air.

Indicators	References
<ul style="list-style-type: none">• Young people are out of their cells for a minimum of 10 hours each day.• Young people have access to a wide range of constructive and age-appropriate activities while they are out of their cell.• Young people have access to properly equipped association areas, which are in good order, with seating, tables, games and a quiet area.• The regime of the establishment encourages young people to make the most of their time there.• Daily routines for young people are predictable. Normal times for association and time in the open air are publicised and consistent.• Activities are not cancelled without good reason. Reasons for cancellation are explained to young people in advance.• Young people, wherever they are located and regardless of any behaviour management restrictions, are given the opportunity and are encouraged to spend at least one hour a day engaged in physical activities.• Young people are unlocked at the published times.• Timetabling arrangements maximise the use of resources and staff time and allow training and education activities to take place with minimal interruptions.	<p>CRC 15, 31; EPR 4, 25.1–2, 27; ERJO 80; JDL 12, 47; SMR 21, 78</p>

Cross reference with: equality and diversity; separation/ removal from normal location; health services; safeguarding; residential units; relationships between staff and children and young people.

2. Children and young people are actively encouraged to spend time out of their cells usefully and feel safe to do so.

Indicators

- Young people are properly supervised by staff when out of their cell, and young people feel safe. Staff monitor and take appropriate action to find out why young people do not participate in out of cell activities and provide them with support.
- Staff engage actively with young people during association and time in the open air, and attempt to improve the quality of their free time.
- Good use is made of sports and games-trained staff to enhance the ability to provide additional recreational activities.
- Young people are encouraged and enabled to take part in recreational activities that interest them.
- Activities are not constrained by overly restrictive security.

Cross reference with: education, learning and skills; bullying and violence reduction; security and disciplinary procedures; equality and diversity; residential units.

References

Beijing 26;
 CRC 3(3), 15,
 19, 37(a);
 EPR 3, 27,
 49, 52.2, 72,
 74, 75;
 JDL 12, 47,
 83, 87;
 RTWP 29,
 42, 36;
 SMR 27, 48,
 78

Education, learning and skills

All children and young people engage well in education, learning and skills that enable them to gain confidence and experience success. Expectations of children and young people are high. Children and young people are encouraged and enabled to make progress in their learning and their personal and social development to increase their employability and help them to be successful learners on their return to the wider community. Education, learning and skills are of high quality, provide sufficient challenge to children and young people and enable them to gain meaningful qualifications.

Expectations

3. All children and young people are engaged fully in a programme of education and learning and skills that meets their individual needs.

Indicators	References
<ul style="list-style-type: none">• Individual needs are identified promptly and accurately, taking into account young people's previous educational attainment and any barriers to successful learning they may have experienced previously.• Young people are allocated promptly to education and learning and skills provision that meets their needs.• Information regarding young people's individual needs, including their abilities in oral language, literacy and numeracy and any special educational needs, is used effectively to inform planning of teaching and learning.• Information about young people's needs and abilities is shared appropriately with all staff who need to know, including residential staff.• Young people have access to a broad, balanced and relevant curriculum that includes education, an introduction to the world of work through pre-vocational training and work-related learning, as well as the promotion of their personal and social development.• The requirements of the national curriculum are adapted appropriately when planning provision for young people under school leaving age.• Young people are occupied in education and learning and skills activities that provide sufficient challenge, enhance their confidence and self-esteem and improve their wellbeing.	Beijing 26.1–2, 26.4; BTPP 6, 10; CRC 3, 28, 29; ECHR Protocol 1(2); EPR 4, 6, 25, 26, 28, 35.1–3, 103, 105, 106; ERJO 50.1–2, 76, 77; JDL 12, 8(b), 23, 27, 38, 39, 42, 43; RTWP 37; SMR 58, 59, 65, 66, 69, 71(5), 77

- Classes are rarely cancelled but if they are, young people are informed of the reasons.
- Young people behave well and poor behaviour is responded to quickly and managed effectively.
- Young people are only returned to their residential units as a last resort and repeated returns are investigated for underlying causes.
- Exclusions from education are monitored robustly and used only as a last resort.
- Young people who are excluded have a clear and timely plan for their full reintegration. During the period of their exclusion they are provided with high quality learning opportunities that are sufficient to occupy them throughout the day.
- Young people who refuse to attend education and learning and skills activities are monitored robustly and have a clear and timely multidisciplinary plan which addresses their difficulties and works towards a return to their learning and skills programme at the earliest opportunity.

Cross reference with: rewards and sanctions; residential units; early days in custody; training planning and remand management; safeguarding; time out of cell.

4. Children and young people make good progress and achieve their learning goals, including relevant qualifications.

Indicators

- Young people enjoy their learning and make good progress relative to their prior attainment, especially in the key areas of literacy and numeracy.
- Young people achieve learning goals and qualifications which are sufficiently challenging, support their personal and social development and enable them to progress to further education, training or employment.
- Young people have opportunities to make progress in their personal and social development.
- All young people should have equal opportunities to access education and learning and skills.
- There are no significant variations in the progress and achievement of different groups of young people, including those with learning difficulties and/or disabilities or those in different locations, for example health care or care and separation.

References

Beijing
26.1–2, 26.4;
BPTP 2, 6,
10;
CRC 2, 28,
29;
CRPD 7, 24;
EPR 6, 13,
25, 28, 106;
ERJO 11,
50.1;
JDL 4, 12,
38, 39;

- Young people's lack of progress triggers more in depth assessment of their underlying skills. RTWP 37, 42;
- Good quality learning support is provided for young people who require it to enable them to make good progress and to achieve as well as their peers. SMR 6, 58, 59, 65, 66, 77
- Young people develop relevant knowledge, attitudes, understanding and skills to help prepare them for the world of work.

Cross reference with: health services; equality and diversity; training planning and remand management.

5. Children and young people benefit from education and learning and skills provision that is of a high standard and which supports their learning and personal and social development.

Indicators	References
<ul style="list-style-type: none"> • Young people attend education and learning and skills activities regularly and punctually. 	Beijing 26.1–2, 26.4;
<ul style="list-style-type: none"> • Young people receive a high standard of teaching, training and assessment which inspires, challenges and enables them to extend their knowledge and skills and to make progress in their personal and social development. 	BPTP 6, 8, 10; CRC 3(3), 12, 28, 29;
<ul style="list-style-type: none"> • Facilities and resources meet the diverse needs of young people and provide safe and effective support for learning and development. 	EPR 6, 25, 26, 28, 52.2, 89.1, 103, 105, 106;
<ul style="list-style-type: none"> • All young people have individual learning plans that contain clear goals, based on identified needs, and are used effectively to record and review their progress and achievement. Contents of plans should always be properly coordinated with any other existing plans involving the young people. 	ERJO 50.1, 76, 77; ICESCR 7(b); JDL 12, 38, 39, 42–44;
<ul style="list-style-type: none"> • Young people are involved in setting, reviewing and monitoring their progress towards the achievement of clearly defined individual learning goals. Where relevant, individual learning goals are underpinned by appropriate personal and social development targets. 	RTWP 37; SMR 58, 59, 65, 66, 69, 74(1), 75, 77
<ul style="list-style-type: none"> • Young people receive timely and constructive feedback on their work and their progress which gives them a clear understanding of how they can improve. 	
<ul style="list-style-type: none"> • Young people know how to work safely. 	

- The views of young people form an effective part of the review and future planning of provision.
- Education staff attend all training planning and remand management meetings and make a significant contribution to training or remand plans.
- Learning, teaching, training and assessment promote equality and diversity.

Cross reference with: equality and diversity; time out of cell; training planning and remand management.

6. Children and young people have good access to a well-equipped library and are encouraged to use it frequently.

Indicators

- All young people receive a timely and effective library induction.
- Through timetabled sessions, young people use the library frequently for leisure reading and to support their education programmes.
- Library materials are age-appropriate and the quantity and quality are sufficient to meet the needs of young people.
- Library materials are reflective of the diverse needs and abilities of all young people and include a range of formats and languages.
- Young people have appropriate access to a range of additional learning resources.
- Young people not on normal location, for example in care and separation and health care, are provided for.
- Young people are able to make reasonable requests for specific learning materials.
- Young people are encouraged to develop their research skills, including supervised use of the internet.
- Library sessions are rarely cancelled and if they are, young people are informed of the reasons.

References

BOP 28;
 CRC 13, 17;
 CRPD 9, 21;
 ECHR 10;
 EPR 28.5,
 38.1, 38.3;
 ERJO 106;
 ICCPR 19;
 JDL 41;
 SMR 40;
 UDHR 19

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

Expectation – Management of education and learning and skills

7. **Leadership and management of education and learning and skills are coordinated, efficient, effective and integrated within the establishment, and improve outcomes for children and young people. There is sufficient capacity to make and sustain improvements to the educational outcomes for children and young people.**

Indicators	References
<ul style="list-style-type: none"> Data collected on outcomes and skills needs are accurate and sufficient. They are used effectively in setting and meeting challenging targets and in evaluating the provision to improve outcomes for young people. 	Beijing 26.1; CRC 3(3), 28, 29;
<ul style="list-style-type: none"> Partnerships involved in the provision of education and learning and skills are well coordinated and lead to demonstrable benefits for young people. 	EPR 6, 7, 81, 89.1;
<ul style="list-style-type: none"> Staff are sufficient in number, have appropriate qualifications and expertise, and are supported by access to specialist inputs such as speech and language therapy, dyslexia and autistic spectrum services. 	JDL 12, 38, 42, 81, 84, 85;
<ul style="list-style-type: none"> Arrangements to assure and improve the quality of education and learning and skills and work are robust and have demonstrable and sustained impact. 	SMR 47(2, 3), 49(1), 71(4), 72
<ul style="list-style-type: none"> The education and learning and skills provision actively promotes equality and diversity, tackles discrimination and narrows any achievement gaps. 	
<ul style="list-style-type: none"> Young people feel safe in education and learning and skills. 	
<ul style="list-style-type: none"> The cancellation of classes is robustly monitored and appropriate action taken. 	
<ul style="list-style-type: none"> Staff attend all relevant meetings for young people. 	
<ul style="list-style-type: none"> Self-assessment of education and learning and skills is accurate and incorporates the views of young people, staff, partners and stakeholders. 	
<ul style="list-style-type: none"> Staff, at all levels, contribute to securing sustained improvements for young people. 	
<ul style="list-style-type: none"> There is a sound track record and clear evidence of sustained improvement to the learning outcomes for young people. 	

Cross reference with: equality and diversity; safeguarding; training planning and remand management.

Physical education and healthy living

All children and young people understand the importance of healthy living, and are encouraged and enabled to participate in and enjoy physical education in safety, regardless of their ability. The programme of activities is inclusive and well planned. It is varied and includes indoor and outdoor activities.

Expectations

8. Children and young people benefit from physical education and fitness provision that meets their needs.

Indicators

- Young people receive an appropriate and timely induction into physical education and fitness activities.
- Young people engage safely in a range of physical education, fitness and associated activities, based on an effective assessment of their needs.
- Physical education, fitness facilities, resources and an inclusive range of activities meet the developmental and educational needs of young people, including those who have health needs, regardless of ability.
- Physical education and fitness staff have appropriate qualifications and expertise.
- All young people have good access to timetabled physical education each week (in addition to optional recreational physical education) that includes a range of indoor and outdoor activities.
- Young people are able to shower in good quality facilities after each session and feel safe in doing so.
- The physical education and fitness provision is effective at improving and maintaining the physical fitness of young people.
- There are opportunities to gain meaningful qualifications.
- Physical education staff liaise appropriately with health services, substance misuse services and other departments and agencies involved in the care and resettlement of young people.
- The physical education facilities are in good condition and are well supervised so that young people feel safe when using them.

References

Beijing 26.2;
CRC 3(3), 12,
19, 29, 31;
EPR 19.3–4,
27, 35.1, 52,
81;
ERJO 50.3,
65.3, 81,
128.1;
JDL 12, 32,
34, 47, 81;
SMR 13, 21,
47(2, 3)

- There is appropriate provision for young people who have little or no previous experience of formal physical education.
- The range of activities caters for all levels of abilities and fitness.
- There is no over-emphasis on weight training and team games and sports are encouraged.
- Young people's views on physical education are sought and acted on.
- There are opportunities for young people to play against visiting teams.
- Young people are excluded from physical education only as a last resort and then only from optional recreational physical education. Reintegration is properly planned.
- Those young people who refuse to attend physical education are monitored robustly and reasons for refusals are sought and acted on.

Cross reference with: early days in custody; residential units; safeguarding; behaviour management; equality and diversity – children and young people with disabilities; health services; substance misuse.

9. Children and young people understand the importance of healthy living and personal fitness.

Indicators

- Healthy living and personal fitness are effectively promoted to young people.
- Healthy living and personal fitness objectives form an explicit part of training planning and remand management.

References

CRC 24;
EPR 39

Cross reference with: catering; training planning and remand management.

HM Inspectorate of Prisons
EXPECTATIONS

Section 4: **resettlement**

Children and young people are effectively helped to prepare for their release back into the community and to reduce the likelihood of reoffending.

Pre-release and resettlement
Training planning and remand management
Reintegration planning

Pre-release and resettlement

Planning for a child or young person's release or transfer starts on their arrival at the establishment. Resettlement underpins the work of the whole establishment, supported by strategic partnerships in the community and informed by assessment of children and young people's risk and need. Ongoing planning ensures a seamless transition into the community.

Expectations

- 1. Children and young people are helped to prepare for release or transfer through a 'whole establishment' approach. Resettlement begins on arrival and is designed to meet children and young peoples' needs and reduce their likelihood of committing further offences.**

Indicators	References
<ul style="list-style-type: none">• A comprehensive strategy shapes preparation for release and resettlement services. The strategy is informed by and developed in consultation with young people. It is kept up to date by regular analysis of the resettlement needs of the population.• The analysis of resettlement needs is based on a wide range of sources, and sufficient attention is paid to all diverse needs, as well as specific groups such as young women, indeterminate and long-term sentenced young people and those on recall and remand.• Governance structures are clear and well-defined and steer the work of all agencies providing resettlement services.• There are effective links with youth offending teams, local authorities and other external statutory, community and voluntary agencies that assist with preparation for release/transfer during custody and with resettlement after release.• Links and support services are available to parents and/or carers of young people during custody and post-release.• There are clear strategic and operational links between resettlement work and all other relevant departments in the establishment.• Staff delivering services linked to resettlement and preparation for release are adequately trained and supervised.• All staff in the establishment are clear about their responsibilities to support the pre-release and resettlement process.	Beijing 26.1; BTPP 10; CRC 3, 12, 25; EPR 6, 7, 72.2–3, 81, 83, 91, 103, 107; ERJO 14, 18, 50.1, 50.3, 51, 100, 102, 110, 129, 136.2; JDL 8, 12, 18, 38, 45, 59, 79, 80, 85; RTWP 45, 46; SMR 47(2, 3); 58–61, 64–66, 80, 81

- Resettlement services are coordinated and targeted to meet the needs of the population, and draw adequately from external statutory and voluntary agencies as well as internal resources.
- The services provided across all resettlement and pre-release areas meet both the assessed needs of the population and the strategic approach to resettlement at the establishment.
- Relevant services are monitored, necessary data collected and their effectiveness measured. This work is reviewed with input from service providers and young people.
- Release on temporary license (ROTL) is a key part of the resettlement strategy and is used to good effect within individual training plans.
- Outcomes for young people following their release from the establishment are monitored effectively and feed into the ongoing development and improvement of the establishment's pre-release and resettlement strategy.

Training planning and remand management

All children and young people have a training or remand management plan which is based on an individual assessment of risk and need. Relevant staff work collaboratively with children and young people and their parents or carers in drawing up and reviewing their plans. The plans are reviewed regularly and implemented throughout and after young people's time in custody to ensure a smooth transition to the community.

Expectations

2. **All children and young people have a good quality training or remand management plan that is based on their individual risks, needs and aspirations and is implemented effectively.**

Indicators	References
<ul style="list-style-type: none">• All aspects of a young person's physical and mental health, general welfare and offending behaviour are addressed within the training or remand management plan and are regularly reviewed.• The contents of training or remand management plans are properly linked to any other existing plan involving that young person.• The young person and their parent/carer, where appropriate, receive a copy of their training or remand management plan which identifies all those responsible for carrying out actions.	CRC 3; EPR 103, 104; ERJO 14, 50.1, 76, 77, 79; JDL 27; SMR 59, 60(2), 66

Cross reference with: safeguarding.

3. **Children and young people are able to participate in regular and well-attended training planning or remand management meetings and reviews in order to check on their general wellbeing, to review their progress and revise targets.**

Indicators	References
<ul style="list-style-type: none">• Young people's resettlement needs are assessed during induction and referrals are made to the relevant agencies at an early enough stage to obtain support.• All key staff who have a contribution to make attend training planning or remand management meetings. Where this is not possible, written reports should be supplied.	CRC 12, 25; EPR 7, 83, 103, 107; ERJO 14, 49.2, 62.6, 79, 86;

- All relevant assessments, including the risk of harm to others and an assessment of the likelihood of reoffending, are completed and available at the young person's initial training planning meeting. JDL 23, 27, 59, 79; SMR 60, 66, 69
- Young people's individual targets, contained within their training or remand management plan, are reviewed and revised as necessary at every training planning and remand management meeting.
- Training planning and remand management procedures are well integrated with other departments, including residential staff.
- Training and remand management meetings take place in suitable venues, at appropriate intervals and, where necessary, in response to a significant change/event.
- For young people who are eligible, reviews should routinely consider early release, late release, home detention curfew (HDC), ROTL, and parole.
- Young people who are to be transferred are well prepared and supported.
- The establishment takes active steps to encourage and facilitate the attendance and participation of parents and/or carers at training planning and remand management meetings.
- Young people are enabled and helped to participate actively in the training planning process.

Cross reference with: early days in custody; residential units; safeguarding; education, learning and skills; relationships between staff and children and young people.

4. Children and young people understand and are encouraged to achieve training or remand management plan targets and are supported within the establishment in their efforts.

Indicators

- Young people have targets that they can continue to work towards post-transfer or release.
- Relevant staff have access to up to date and comprehensive information about young people. Information is managed and stored with respect for confidentiality.

References

BPTP 10;
EPR 72.3, 74,
103;
ERJO 50.2;
JDL 12, 27;
SMR 66

Cross reference with: relationships between staff and children and young people.

Expectation – Public protection

5. Children and young people who may present a risk to the public on their release are managed appropriately during the custodial part of their sentence to minimise their risk both during custody and on release, as well as their likelihood of reoffending.

Indicators	References
<ul style="list-style-type: none"> • Young people who may present a risk to the public on release are identified immediately on arrival. • Young people are assessed appropriately and decisions are explained clearly to them. • Individual cases are reviewed regularly and monitored to consider any changes in circumstances. • Restrictions imposed are fair and proportionate, clearly communicated to the young person and last for as short a time as possible. • Young people are informed of the arrangements for managing the risk of harm they pose to others and the implications for them personally. They are given the opportunity to appeal. • The best interests and safety of the child in the community are considered when a young person's access to his/her children is being assessed. • Multi-agency structures for protecting and safeguarding the public are used effectively. Relevant cases are referred in a timely manner to the local multi-agency public protection panel for release planning. • Staff should attend relevant community-based multi-agency public protection arrangements (MAPPA) meetings before and after release. • There is routine management oversight of assessment and sentence planning in all high risk of harm cases or those involving child protection issues. 	<p>Beijing 26.1–2; BTPP 4, 10; CRC 3, 9(3), 16; ECHR 8; EPR 3, 24.2, 49, 51–53; ERJO 50.1; JDL 12, 23, 27; SMR 27</p>

Cross reference with: security and disciplinary procedures; safeguarding; early days in custody; children, families and contact with the outside world; residential units.

Expectation – Indeterminate sentence young people

6. Children and young people serving an indeterminate sentence (including those serving sentences for public protection) and those on long sentences are managed appropriately.

Indicators	References
<ul style="list-style-type: none"> Convicted young people serving indeterminate or long sentences are identified on arrival and fully supported. 	EPR 6, 30.1, 51, 103, 107;
<ul style="list-style-type: none"> Young people on remand who potentially face indeterminate or long sentences are identified on arrival and fully supported. 	ERJO 73(e); JDL 24, 25, 27;
<ul style="list-style-type: none"> Where relevant, young people and their families are provided with age-appropriate information about indeterminate and long sentences. 	SMR 35(1), 69
<ul style="list-style-type: none"> Individual assessments take full account of specific needs and the risk the young person may pose to themselves or others. 	
<ul style="list-style-type: none"> Training plans, any other relevant plans and lifer documentation take full account of the individual needs and risks that the young person presents. 	
<ul style="list-style-type: none"> There are a range of services to meet the criminogenic risks and needs of young people serving indeterminate or long sentences. 	
<ul style="list-style-type: none"> All documentation associated with young people serving long-term sentences should be completed fully and on time. 	
<ul style="list-style-type: none"> Young people transferring to the adult estate are fully supported in this move. 	
<p>Cross reference with: safeguarding, training planning and remand management; legal rights.</p>	

Expectation – Looked after children

7. **The specific needs of children and young people who have looked after status are managed appropriately so that they receive their full entitlements while they are in custody and on release.**

Indicators	References
<ul style="list-style-type: none"> • There is a dedicated lead in the establishment with responsibility for developing policies and procedures for looked after children and maintaining links with local authorities to ensure that the specific needs of looked after children are met. • There are clear procedures which set out how young people with looked after status are managed. • The procedures ensure that there are systems in place to identify looked after children on reception, inform their local authority and conduct statutory looked after children reviews as required. • Training plans and any other relevant plans take full account of the specific needs of young people with looked after status and involve their local authority at all stages. 	<p>CRC 2, 9; EPR 16(d); ERJO 11, 102; JDL 1, 4, 12, 23; SMR 66</p>

Cross reference with: early days in custody; safeguarding; training planning and remand management.

Reintegration planning

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

Expectations

8. Children and young people receive adequate services and practical help to properly prepare them for their release.

Indicators	References
<ul style="list-style-type: none">• All young people have a pre-release plan which sets out the services agreed for their release, specifically covering:<ul style="list-style-type: none">- accommodation- employment, training and education- health care- drugs and alcohol- finance, benefit and debt- children, families and contact with the outside world- attitudes, thinking and behaviour.• Suitable clothes and bags are available to discharged young people who do not have them.• Facilities are available before discharge to launder clothes that have been in storage for long periods.• Where eligible, young people receive funds from grants, and money owed to them from their establishment accounts to assist with reintegration.• Young people are informed about any relevant support in the community and this is recorded in their pre-release plan.• Measures are taken to ensure that young people with learning disabilities/difficulties and communication difficulties fully understand any licence requirements.	Beijing 26.2; BPTP 10; EPR 33, 35.3, 26.12, 103, 107; ERJO 50.1, 51, 100, 102; JDL 8, 36, 79, 80; RTWP 46, 47; SMR 64, 80, 81

Cross reference with: residential units; training planning and remand management; early days in custody.

Expectation – Accommodation

9. All children and young people have suitable, sustainable and safe accommodation arranged prior to their release.

Indicators	References
<ul style="list-style-type: none"> All young people are assessed jointly by the establishment staff and the youth offending team (YOT) to determine their accommodation needs. All young people, including those on remand, are made aware of and have full access to specialist services that provide assistance and advice in finding accommodation after release. Relevant staff demonstrate the level of knowledge required to address effectively the wide range of accommodation issues facing young people. External advisors have good links with all relevant staff working with a young person and, where applicable, those responsible for providing accommodation services contribute to meeting set targets. Relevant staff work closely with local housing agencies and providers and, where necessary, those located 'out of area'. In circumstances where a young person does not have suitable accommodation arranged, there is a clear procedure for escalating the case and making appropriate referrals to the local authority. 	<p>BPTP 10; CRC 27; EPR 33.7, 35.3, 87.1; ERJO 102; JDL 79, 80; SMR 61, 81</p>

Cross reference with: training planning and remand management.

Expectation – Education, training and employment

10. When transferred or released, children and young people continue to participate in appropriate education, training or employment.

Indicators	References
<ul style="list-style-type: none"> Young people are encouraged and supported to continue on appropriate learning programmes when released or transferred to other establishments. 	<p>BPTP 8, 10; CRC 28, 29;</p>

- Young people benefit from individual support, advice and guidance and careers education through their learning and development to meet their immediate and longer-term needs. EPR 35.3, 28.3, 28.7, 33.7, 87.1, 103, 107;
- Young people eligible for ROTL are able to attend placements and activities that support their personal and social development and their employability. ERJO 51, 102;
- When transferred or released, an accurate record of the young person's learning needs, progress and achievements is sent promptly to the receiving establishment or education, training and employment provider. JDL 38, 42, 45, 79, 80; SMR 66(1), 80, 81
- All young people leave custody with finalised arrangements for their education, work and/or training.
- There is a good liaison between the establishment and education, training and employment provider to organise 'start up' arrangements and other practical aspects of transitions and allow young people to begin their education, training and employment placement without delay.
- Links with community YOTs and home-based careers advice services enable young people to continue to receive appropriate services.

Cross reference with: education, learning and skills.

Expectation – Health care

11. Children and young people with continuing health and social care needs are prepared and assisted to access services in the community prior to their release.

Indicators	References
<ul style="list-style-type: none"> • Timely pre-release assessment and intervention are provided to young people who are identified as vulnerable and/or have significant and complex needs. 	CRC 24; EPR 33.6, 35.3, 40.1–2, 42.2, 42.3(h, j), 83(b), 87.1, 107.4–5;
<ul style="list-style-type: none"> • Young people leaving custody are registered or have appointments set up to register with health services, as appropriate. 	ERJO 51, 102;
<ul style="list-style-type: none"> • There are good links with all relevant staff/departments working with a young person and, where applicable, services contribute to meeting training planning and remand management targets. 	JDL 53; RTWP 47;
<ul style="list-style-type: none"> • Preparation for young people with serious and enduring mental health problems ensure that they continue to be managed appropriately on release. 	SMR 61, 83

- Continuation of care, including medications, post-release is coordinated with external agencies as required.
- Staff make contact with relevant agencies that support young people during their first weeks in the community to ensure integration of child-focused care.
- Young people receive relevant health promotion material and information on how to access primary care services on release.

Expectation – Drugs and alcohol

12. Children and young people with drug/alcohol problems are prepared for release and have access to appropriate support and continued treatment in the community.

Indicators	References
<ul style="list-style-type: none"> • Young people can continue their treatment regime at another establishment and on release. 	CRC 33; EPR 7,
<ul style="list-style-type: none"> • Effective working practice is established between YOTs, young people's substance misuse teams, and community services to ensure that training plan or remand management targets are met, pre-release planning is effective and post-release care is properly planned. 	83(b), 87.1, 107.4–5; ERJO 51, 73(c), 102;
<ul style="list-style-type: none"> • Young people receive information on how to avoid drug and/or alcohol-related injuries and death, including written information on overdose prevention. 	JDL 54; RTWP 15, 47; SMR 80

Expectation – Finance, benefit and debt

13. Children and young people are given advice and support on how to manage their money and how to deal with debt.

Indicators	References
<ul style="list-style-type: none"> • Young people who arrive in reception without private money are offered an advance to pay for purchases. Repayment is realistically staged over a period of time and guidance given on how to budget for it. 	CRC 27; EPR 16(d), 33.3, 35.3, 106, 107;
<ul style="list-style-type: none"> • On admission, young people are asked if they owe money. Where this is established, relevant support is provided. 	ERJO 77(k), 102;

- Individual financial records are maintained to which young people have access. JDL 27, 79, 80;
- Young people are taught budgeting/money management skills in preparation for release and are given relevant information about banking and financial products. SMR 61
- All young people are made aware of and have full access to services providing advice and information about benefits entitlements.
- Prior to release young people are encouraged and assisted to open a bank account. Where necessary, ROTL is used to achieve this.
- Young people are encouraged and assisted to apply for a National Insurance number.

Cross reference with: early days in custody; education, learning and skills.

Expectation – Children, families and contact with the outside world

14. Children and young people are encouraged and helped to maintain or re-establish family relationships, unless it is inappropriate.

Indicators

References

- | | |
|---|--|
| • Young people's distance from home, expected frequency of visits, parental status and, where applicable, number of dependents is established on arrival and monitored thereafter. | Beijing 26.5;
BOP 19, 31;
CRC 3, 9(3),
16, 18, 37(c); |
| • Maintaining contact with family and friends is given a high priority. | ECHR 8;
EPR 24,
107.4; |
| • Young people have the opportunity to participate in family days and access to accumulated visits which enables them to maintain frequent contact with their families. | ERJO 83, 85,
102; |
| • Where required, young people can receive additional visits and/or phone calls to family members. | ICESCR 10;
JDL 23, 27,
56–61, 79; |
| • Young people are helped to maintain family ties, and assisted with any difficulties relating to contact, such as long distances from home, through regular monitoring at training planning or remand management meetings. | RTWP 3, 26,
41(b), 43, 45; |
| • Every opportunity is taken to involve families in supporting young people, including during training plan or remand management and care and support plan (ACCT) reviews. | SMR 37, 61,
79, 80 |

- Young people are helped to fulfil any parental responsibilities. Those undergoing separation and child protection procedures are supported.
- Young people who are primary carers are provided with additional free letters and phone calls, and are able to receive incoming calls from dependents.
- Use of ROTL is promoted to help maintain contact with dependents, and where ROTL is unsuitable, in-house arrangements are made for extended pre-release contact with children and families where appropriate.
- Where required, general relationship counselling for young people and their immediate family members is available, and young people have access to programmes/interventions for improving parenting skills and relationships.
- Staff supporting young people to maintain contact with their family and friends are well integrated with other staff working with the young person. They contribute to meeting training/remand management plan targets.
- Young people and their immediate family or partners are informed sensitively of significant news about each other within 24 hours.

Cross reference with: residential units; suicide and self-harm prevention; training planning and remand management.

15. Children and young people can maintain access to the outside world through regular and easy access to visits.

Indicators	References
• Young people are informed of and understand their visits entitlement within 24 hours of arrival at the establishment.	Beijing 26.5; BOP 8, 15,
• Young people are able to receive their visit within two working days of admission and thereafter are able to receive at least one visit a week for a minimum of one and a half hours.	19, 36; CRC 3, 9(3), 16, 18, 19, 37(c);
• There is no upper limit set for the amount of visits to which a remanded young person is entitled.	ECHR 8; EPR 3, 24,
• The criteria to ban or otherwise restrict visitors is linked only to activity relating to visiting procedures. The criteria are visible and unambiguous, with an appeal process available. Those visitors subject to bans or restriction are reviewed every month.	30.1, 51.1, 51.5, 60.4, 99(a, b); ERJO 83–85, 95.6;

- The visits booking system is accessible and able to deal with the number and diverse requirements of visitors. JDL 17, 24, 25, 60;
- Visits are scheduled so they are responsive to the needs of young people’s families. Published visiting times provide for those who wish to visit at weekends and in the evenings. RTWP 23, 26, 43;
- Young people’s visits start and finish at the published time. SMR 35(1), 37, 79, 92
- Visitors can book the next visit before they leave the establishment.
- Visits staff are aware of child protection issues and there is a robust system for vetting and barring inappropriate visitors.
- Closed visits are authorised only when there is a significant risk arising from visits justified by security intelligence. They are not used as a punishment and allocations to closed visits are reviewed at least fortnightly.
- Young people are not deprived of their entitlement to visits as a punishment and the frequency, length and quality are not restricted.
- Young people are provided with additional visits if they have specific welfare needs.
- If visitors have not arrived within 15 minutes of the start of the visit, visits staff try to find out why and inform the young person and wing staff.

Cross reference with: early days in custody; security and disciplinary procedures; safeguarding; behaviour management.

16. Children and young people and their visitors are able to attend visits in a clean, respectful and safe environment which meets their needs. Visitors are made aware in advance of establishment routines and what support services are available.

Indicators

References

- | | |
|--|---|
| <ul style="list-style-type: none"> • All procedures for young people and visitors are carried out efficiently before and after visits, to ensure that the visit is neither delayed nor curtailed. • The searching of young people, visitors and their property is conducted in accordance with the risk they pose. • Visitors are never strip-searched. • Young peoples’ visitors are given information about how to get to the establishment, the visiting hours and details about what to expect when they arrive. | <p>BOP 19, 33;
BPTP 1, 3;
CRC 3, 9(3),
12, 16, 37(a, c);
ECHR 8;
EPR 1, 3,
16(c), 19,
24, 50, 51.1,
52.1, 52.2,
54, 70;</p> |
|--|---|

- Arrangements are made to help visitors to get to and from the establishment if local transport difficulties exist. ERJO 16, 50.3, 65.1–2, 84, 89, 121, 122;
 - Visitors arriving late are allowed to continue with their visit. ICCPR 17;
 - Young people and visitors are able to give staff feedback on the visiting arrangements, suggest improvements and, if necessary, complain using an available complaints procedure. JDL 4, 25, 31, 60, 75, 76, 87(e);
 - A properly equipped visitor’s centre managed by friendly, helpful staff is available alongside the establishment and is open at least an hour before and an hour after advertised visiting times. Facilities take account of the diverse needs of visitors. RTWP 19–21, 26, 28;
 - At all points when waiting for, during and after a visit all young people and visitors have access to toilet facilities. SMR 12, 14, 35(1), 36, 37, 79;
 - Visits areas are staffed, furnished and arranged to ensure easy contact between young people and their families or friends. Security arrangements in visits do not unnecessarily encroach on privacy. UDHR 12
 - Methods for identifying young people during visits are respectful and proportionate to the risk presented.
 - Visitors are able to share any concerns they have about the young person and visits staff demonstrate awareness of the risk of harm young people may present to others. Concerns are appropriately recorded and reported.
 - Visiting children are safe and can enjoy family visits in an environment that is sensitive to their needs.
 - Visitors can buy a range of refreshments during visits.
- Cross reference with:** safeguarding; child protection; security and disciplinary procedures.

Expectation – Attitudes, thinking and behaviour

17. Children and young people are encouraged and enabled to access a range of interventions that promote social reintegration and personal development and address behaviours which may contribute towards their offending.

Indicators

- Interventions are based on an up to date needs assessment of the population, including cultural and ethnic mix.
- Access to programme work is based on clear criteria and resources are allocated on the basis of prioritised need.

References

Beijing 26.1;
CRC 29;
EPR 75,
102.1, 106,
107, 91;

- Young people are subject to multi-disciplinary assessments to identify their needs in relation to offending behaviour programmes and other interventions. These assessments are reflected in individual training plans. ERJO 50.1–2; JDL 12, 80; SMR 48, 58, 59, 65, 70
- Young people are efficiently referred to offending behaviour programmes and other interventions in a timely manner.
- Basic skill deficits that may underlie offending behaviour are addressed.
- Young people are encouraged and motivated to engage with interventions, and prepared thoroughly in advance.
- All staff, especially in residential areas, positively reinforce young people' learning and progress. Young people are enabled to consolidate any learning and practise their newly acquired skills.
- Interventions include programmes that challenge the young person to accept responsibility for their offending behaviour. Victim awareness work is undertaken in all relevant cases.
- There are systems in place to assess the effectiveness of all interventions.

Cross reference with: relationships between staff and children and young people.

HM Inspectorate of Prisons
EXPECTATIONS

Annex: **list of abbreviations**

Annex: List of abbreviations

International human rights instruments

Legally binding

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

Normative

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

Annex: list of abbreviations

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

Regional human rights instruments

Legally binding

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

EPR	Recommendation Rec(2006)2 of the Committee of Ministers to member states on the European Prison Rules
ERJO	Recommendation CM/Rec(2008)11 of the Committee of Ministers to member states on the European Rules for juvenile offenders subject to sanctions or measures

Her Majesty's Inspectorate of Prisons
EXPECTATIONS



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