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# THE HARRIS REVIEW

Independent review into self-inflicted  
deaths in custody of 18-24 year olds

## Reflections on Themes Emerging from Prison Visits

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# List of Prisons Visited

- HMP Holloway – 8<sup>th</sup> July 2014
- HMYOI Brinsford – 25<sup>th</sup> July 2014
- HMYOI Parc – 31<sup>st</sup> July 2014
- HM YOI Aylesbury – 15<sup>th</sup> September 2014
- HMP&YOI Chelmsford – 8<sup>th</sup> September 2014
- HMP&YOI Swinfen Hall – 16<sup>th</sup> September 2014
- HMYOI Glen Parva – 9<sup>th</sup> October 2014
- HMP&YOI Isis – 1<sup>st</sup> December 2014
- HMP Leeds – 16<sup>th</sup> December 2014

# Common Themes

## Managing Vulnerability and ACCT

- Difference in level of knowledge, training and experience in those staff opening and managing prisoners on ACCT – all
- ACCT process is time consuming and difficult to navigate, leading to inconsistent operation – e.g. Aylesbury & Glen Parva
- Poor care plans, poor follow up, lack of accountability – (several - Holloway an exception)
- ACCT focuses on those who self-harm or who verbalise their wish to self-harm, not those that are quietly distressed – e.g. Swinfen Hall, Glen Parva
- There should be more input in opening ACCT from others with contact with the young adult, including family, Listeners and Chaplaincy – e.g. Glen Parva, Swinfen Hall, Parc, Leeds
- Information about and use of Listeners scheme is not consistent e.g. Swinfen Hall, Glen Parva
- Lack of knowledge around mental health issues e.g. Holloway & Chelmsford
- Inconsistent and inadequate approach to mental health training that would equip prison staff with the knowledge and skills they need to provide a professional response to the issues they encounter e.g. Holloway & Chelmsford

# Common Themes

## Operational Challenges

- Reduced staff numbers, impacts particularly waiting for and following benchmarking, carrying staff vacancies, loss of experienced staff on VEDS means a deterioration in prisoner/staff relationships – All.
- Reduced staff numbers impacts on the regime; time out of cell is reduced, less association, gym and other activities e.g. Glen Parva, Holloway, Brinsford, Chelmsford and Aylesbury.
- Resource pressures impact prisoners movements, prisoners may not get to appointments or work/education e.g. Holloway & Chelmsford
- Early days making contact with family can be difficult due to the way the PIN phones work e.g. Chelmsford, Glen Parva & Holloway
- Revised IEP scheme overall changes are not supported by staff, causes tension between staff and prisoners e.g. Chelmsford, Glen Parva & Holloway
- Ability of the Governor to know what is going on in each unit and Prison officers not being honest with the Governor – e.g. Glen Parva & Swinfen Hall,
- New Psychotic Substances in distribution within establishments e.g. Chelmsford & Glen Parva

# Common Themes

## Organisational Culture

- Strong leadership to support a safe and decent regime is critical to the well being of prisoners e.g. Holloway & Chelmsford
- There needs to be more trust built up between prisoners and staff, with staff spending time getting to know and chatting to prisoners – e.g. Glen Parva, Swinfen Hall
- Further development of Listener scheme and reluctance (sometimes) of some Prison Officers to support and respond to calls – e.g. Brinsford, Glen Parva, Chelmsford, Aylesbury, Swinfen Hall
- Education and employment programmes – relevance of programmes provided to support rehabilitation, availability of adequate spaces, belief that both are used to keep prisoners busy – e.g. Glen Parva, Holloway, Aylesbury and Swinfen Hall
- Staff redeployment means that some staff are now working with Young Adults and they are not equipped for or wanting to do so e.g. Glen Parva & Chelmsford
- Staff listening to and responding to individual prisoners needs, staff need to know and want to know who they are looking after e.g. Holloway & Chelmsford
- Some young adults want to live on wings with and work with older adult prisoners and think this is positive, some don't. Additionally, some older young adults don't want to mix with younger 18 and 19 year olds. e.g. Holloway, Swinfen Hall & Chelmsford

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# Common Themes

## Health and Mental Health

- There is a problem with transfer of information into the prison from primary health care services and mental health services, and also from other prisons, and too many obstacles in terms of IT system differences – e.g. Glen Parva, Swinfen Hall, Parc, Holloway, Chelmsford and Isis
- There is a sense that some vulnerable young people should not be in prison – e.g. Glen Parva & Holloway
- Concern that some Prison officers are resentful of health facilities available to prisoners and decide not to collect them from cells, leading to increased ‘did not attends’ – e.g. Glen Parva & Aylesbury
- Availability of services relating to mental health care are not consistent and disjointed – all
- More discrete problems around mental health and well-being could be picked up if staff had time to talk to prisoners – e.g. Glen Parva, Swinfen Hall.
- Too much time kept inside cells has an impact on mental health and well-being e.g. Glen Parva, Chelmsford, Holloway
- Need continuity of care e.g. Holloway & Chelmsford

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# Common Themes

## Family Contact and Liaison

- Young adults were concerned about the length of visits, which they felt were important for their mental well-being – e.g. Swinfen Hall, Glen Parva
- The arrangements for families being able to phone in their concerns about a particular prisoner and where they are able to do so that this information is used in a timely and appropriate way by the right staff e.g. Chelmsford & Holloway
- Concern that some officers do not see family engagement as being important, while prisoners have complained at the way that their families have been treated, e.g. Aylesbury, Glen Parva

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# Next Steps

- Are there any other key themes the panel feel should be included? Following discussion at meeting, panel have until COP 9<sup>th</sup> Jan to send views to secretariat.
- All remaining draft prison summaries are to be finalised. Comments to be sent to secretariat by 16<sup>th</sup> Jan 2015;
- Notes Reviewed with Harris Review legal advisors w/c 19<sup>th</sup> Jan;
- Relevant Governors and NOMS Director of PSP informed of impending publication and given chance to review if necessary;
- Final notes published on Review website by mid February;