

Report on an unannounced inspection of

HMP Altcourse

by HM Chief Inspector of Prisons

9–20 June 2014

Glossary of terms

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Introduction

HMP Altcourse is a local prison for adults and young adults in Liverpool run by G4S Custodial and Detention Services. After a succession of positive inspections this is a more mixed report. The prison's longstanding strengths of good relationships between staff and prisoners and high quality purposeful activity remain, but the prison is much less safe than at our last inspection.

The reception and early days experience was positive for most prisoners, although some first night accommodation was in a poor condition. Prisoners told us they felt safe, and during the inspection the prison seemed calm. However, under the surface levels of assaults against both prisoners and staff, bullying incidents and fights were high and rising sharply. There had been 38 serious assaults in just four months before the inspection. Gang issues and the availability of drugs, particularly new psychoactive substances (so-called 'legal highs' such as 'Spice' and 'Black Mamba'), were a significant factor in much of the violence, and these had also been the cause of regular hospital admissions.

The prison's response to this was inadequate at both strategic and operational levels. The prison had been slow to react to the increasing levels of violence which, to some extent, had become normalised. The security strategy did not make the necessary links between drugs, gangs and violence and little had been done to address the disproportionate number of young adults involved in violent incidents. Prisoners who had completed organised activities but who had not yet been locked up for the night complained to us of feeling bored; this had not been identified or addressed and created an obvious potential for trouble. At an operational level, there was little support for victims and a failure to take prompt, firm action against perpetrators. The lack of early action and an effective incentives and earned privileges scheme was likely to have been a contributory factor in the high use of formal discipline and force. We were not assured that the use of force was always proportionate and necessary. There was high use of segregation in poor conditions; significant numbers of those in segregation were seeking sanctuary from violence elsewhere in the prison.

The prison was overcrowded and many squalid cells designed for one or two held an additional prisoner. Many prisoners complained of shortages of basic equipment such as cutlery, cups and pillows. However, these shortcomings were offset by a good, spacious external environment in which prisoners spent much more time out of their cells than we usually see in prisons of this type. Relationships between staff and prisoners were exceptionally good and there was an effective personal officer scheme. These relationships offered good care for prisoners at risk of suicide or self-harm, although more focus was required on the lessons arising from the three self-inflicted deaths that had occurred since our last inspection. Health care was good and improving further and complaints were generally handled well.

Despite the other challenges it faced, the prison had maintained very good levels of high quality activity. There was a strong emphasis on maintaining a good work ethic, prisoners achieved relevant qualifications, and there was some outstanding teaching. Behaviour here was much better managed than elsewhere in the prison. Very good use was made of peer mentors. However, some wing cleaners were not fully occupied and vulnerable prisoners did not have the same opportunities as the rest of the prison.

Good quality activities supported reasonable resettlement provision. However, provision was disjointed and needed to be more effectively focused on need. Too little was done to tackle the significant need to address domestic violence offences. Most practical resettlement needs, including family relationships, were well met. About 15% of the prisoners returned to Wales where they had a guarantee of accommodation, but a similar number from England left the prison without any accommodation arranged.

The urgent priority for Altcourse is to reduce the high levels of violence. The prison needs to ensure it does this without damaging its longstanding strengths of positive relationships between staff and prisoners and good purposeful activity, which are critical if prisoners are to leave Altcourse with decent opportunities in order to lead law-abiding lives in the community.

Nick Hardwick
HM Chief Inspector of Prisons

October 2014

Fact page

Task of the establishment

Category B local prison holding sentenced and remanded adult and young adult male prisoners.

Prison status

Contracted out and managed by G4S Custodial and Detention Services, Central Government Services - North West area.

Number held

11 June 2014: 1,131

Certified normal accommodation

794

Operational capacity

1,133

Date of last inspections

Full inspection: January 2010

Short follow-up inspection: October 2012

Brief history

Altcourse opened in December 1997 as a category A prison and restructured to a category B core local prison in June 2003. It expanded in 2007 with the opening of a further house block holding an additional 180 prisoners.

Short description of residential units

There are seven house blocks divided into individual units, each holding between 60 and 90 prisoners.

Bechers	remand and short-term sentenced prisoners.
Canal	medium to long-term sentenced prisoners on an enhanced regime.
Furlong	green: remand and short-term sentenced prisoners. red: drug stabilisation unit.
Melling	induction unit.
Reynoldstown	vulnerable prisoner unit.
Valentines	medium- to long-term sentenced prisoners working in industries care suite.
Foinavon	red: mixture of prisoners taking part in vocational training. green: prisoners over 50. blue: mixture of prisoners taking part in vocational training.

Name of director

Bob McColm

Escort contractor

Prisoner Escort and Custody Services

Health service commissioner and provider

Commissioner: NHS England

Provider: G4S Justice Health Services

Learning and skills providers

The Manchester College

N-ergy Training

Liverpool Community College

Aramark

Independent Monitoring Board chair

Eileen Darbyshire

About this inspection and report

A1 Her Majesty's Inspectorate of Prisons is an independent, statutory organisation which reports on the treatment and conditions of those detained in prisons, young offender institutions, secure training centres, immigration detention facilities, police and court custody and military detention.

A2 All inspections carried out by HM Inspectorate of Prisons contribute to the UK's response to its international obligations under the Optional Protocol to the UN Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). OPCAT requires that all places of detention are visited regularly by independent bodies – known as the National Preventive Mechanism (NPM) – which monitor the treatment of and conditions for detainees. HM Inspectorate of Prisons is one of several bodies making up the NPM in the UK.

A3 All Inspectorate of Prisons reports carry a summary of the conditions and treatment of prisoners, based on the four tests of a healthy prison that were first introduced in this inspectorate's thematic review *Suicide is everyone's concern*, published in 1999. The tests are:

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

A4 Under each test, we make an assessment of outcomes for prisoners and therefore of the establishment's overall performance against the test. There are four possible judgements: In some cases, this performance will be affected by matters outside the establishment's direct control, which need to be addressed by the National Offender Management Service.

- **outcomes for prisoners are good.**
There is no evidence that outcomes for prisoners are being adversely affected in any significant areas.
- **outcomes for prisoners are reasonably good.**
There is evidence of adverse outcomes for prisoners in only a small number of areas. For the majority, there are no significant concerns. Procedures to safeguard outcomes are in place.
- **outcomes for prisoners are not sufficiently good.**
There is evidence that outcomes for prisoners are being adversely affected in many areas or particularly in those areas of greatest importance to the well-being of prisoners. Problems/concerns, if left unattended, are likely to become areas of serious concern.
- **outcomes for prisoners are poor.**
There is evidence that the outcomes for prisoners are seriously affected by current practice. There is a failure to ensure even adequate treatment of and/or conditions for prisoners. Immediate remedial action is required.

- A5 Our assessments might result in one of the following:
- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
 - **housekeeping points:** achievable within a matter of days, or at most weeks, through the issue of instructions or changing routines
 - **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.
- A6 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.
- A7 Since April 2013, all our inspections have been unannounced, other than in exceptional circumstances. This replaces the previous system of announced and unannounced full main inspections with full or short follow-ups to review progress. All our inspections now follow up recommendations from the last full inspection, unless these have already been reviewed by a short follow-up inspection. This inspection follows a short follow-up inspection and does not report directly on progress made against the previous recommendations.

This report

- A8 This explanation of our approach is followed by a summary of our inspection findings against the four healthy prison tests. There then follow four sections each containing a detailed account of our findings against our *Expectations. Criteria for assessing the treatment of prisoners and conditions in prisons*. Section 5 collates all recommendations, housekeeping points and examples of good practice arising from the inspection.
- A9 Details of the inspection team and the prison population profile can be found in Appendices I and II respectively.
- A10 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in Appendix III of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.¹

¹ The significance level is set at 0.05, which means that there is only a 5% chance that the difference in results is due to chance.

Summary

Safety

- S1** *For most prisoners the escort, reception, first night and induction experience was positive, despite some poor first night accommodation. The incidence of violence and bullying was high and many cases involved young adults but the prison had done too little to understand and address these issues. There had been three self-inflicted deaths since our last inspection, but we found some good practice to care for and support prisoners in crisis. However, there were no safeguarding arrangements. Too many security procedures were disproportionate, and the incentives scheme was ineffective. The segregation unit was usually full and the regime was limited but prisoners were positive about the staff. Substance misuse services were good but the supply reduction strategy was not effective enough. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***
- S2** Many new prisoners travelled long distances to reach Altcourse, including many from North Wales. Some escort vans were dirty, but the prisoners we spoke to were mostly positive about their escort experience and treatment by escort staff. In our survey, more prisoners than the comparator said they felt safe while under escort.
- S3** Reception, first night and induction arrangements were good, although young adults felt less safe than older prisoners during their first few days. Reception staff were supportive and new arrivals had access to 'carers' (prisoners trained to provide confidential emotional support to fellow prisoners), health care staff, a free telephone call and a meal, although access to showers was restricted. All prisoners transferring in from other prisons were strip searched on arrival, which was inappropriate.
- S4** The first night cells were mostly in poor condition, with much graffiti, which was not a good introduction to Altcourse. However, new arrivals were not held there for long and support on their first night was good. They all had access to a carer and wing staff made enhanced checks on them. All new arrivals completed a comprehensive multi-agency induction programme that covered essential and useful information, and induction information was available in a variety of languages.
- S5** Although some safety indicators in our survey were more positive than the comparator, the number of violent incidents was much higher than similar prisons and escalating, and many involved young adults. Prisoners told us that they felt safe, and on the surface the prison appeared well controlled. However, this positive atmosphere masked the bullying and violence taking place, and management and staff seemed inured to the real picture. The strategic management of violence reduction was weak and the prison was not active in addressing violence. Investigations into antisocial behaviour were often poor. Monitoring of perpetrators was generally good but targets set for them were limited, and there were no interventions to address violent or antisocial behaviour. Victims received little support. There was no coherent strategy to manage vulnerable prisoners, which left many feeling unsafe. One side of the vulnerable prisoner wing held a toxic mix of sex offenders, and young adults under protection for mainly debt and gang issues. This had led to high levels of bullying and violence.
- S6** There had been three self-inflicted deaths since our last inspection. We were not assured that the prison had addressed or reviewed all the learning points arising from these tragic incidents, apart from important ones concerning health care. The level of self-harm was

much higher than in similar prisons, but prisoners had good access to carers who provided an excellent service and were well supported by staff. Prisoners in crisis spoke positively about the care they received. Staff entries in assessment, care in custody and teamwork (ACCT) case management documents for at-risk prisoners were excellent and demonstrated good care. However, too many prisoners on ACCTs were in segregation without the exceptional circumstances required to justify this. There were no safeguarding procedures for prisoners at risk due to their age, disability or illness, which was a concern given the high levels of violence and bullying.

- S7 There were weaknesses in the prison's physical security, which had resulted in a high number of packages thrown over the perimeter and into the site, with subsequent finds of drugs and mobile phones. The security department received a high number of intelligence reports; resulting actions were timely. Intelligence objectives were appropriate but analysis of information and plans to address concerns lacked sufficient rigour. The security department was not active in identifying new arrivals with a gang affiliation. Some security arrangements, including closed visits and strip searching, were not always applied proportionately. Mandatory drug testing results were within target, but there were indicators of a significant problem with new psychoactive substances and the prison needed to address this, especially given the likely link with the high levels of violence or debt resulting in acts of violence.
- S8 The incentives and earned privileges (IEP) scheme was ineffective. Targets for improved behaviour were perfunctory. Prisoners, including many on basic, felt there were no real consequences to negative behaviour. Weaknesses in the IEP scheme were a factor in the high levels of bullying and violence. Education was the only department actively tackling antisocial behaviour, and much could be learned from their approach in the classroom. Adjudications were for good reasons but records of hearings did not always show sufficient enquiry before findings of guilt, and quality assurance was not yet effective.
- S9 Governance of the use of force was inadequate. Not only was the use of force high, but over three-quarters of incidents had involved control and restraint techniques. In our survey, more prisoners than the comparator said that control and restraint had been used against them. Too many records of incidents were incomplete and poor quality, and we were not assured that all uses of force, particularly those that involved non-compliance with staff orders, were as a last resort or de-escalated quickly enough. Although the designated special accommodation had not been used for some time, full relocations took place on the care and separation (segregation) unit exercise yard, which we were told was in effect used as an overflow cell/special accommodation when the segregation unit was full.
- S10 Throughput of the segregation unit was extremely high, and not all uses seemed warranted or for the shortest period. We were concerned by the number of prisoners seeking refuge for their own protection. Too many cells contained graffiti and dirty or scaled toilets. Prisoners could access daily showers, telephone calls and exercise periods but the regime was otherwise very limited. Reintegration plans for longer term residents were underdeveloped. Segregated prisoners had to wear red tracksuits, even on visits, which was disrespectful. However, prisoners were mostly complimentary about relationships with the unit staff and we observed friendly, relaxed engagement.
- S11 The clinical management of substance misuse was improving with a full range of therapeutic options. Psychosocial services were among the best we have seen with an impressive array of therapeutic opportunities and some commendable practice. A care pathway for prisoners with primary alcohol problems had been established since our last visit.

Respect

S12 *The prison was generally clean but some accommodation was worn and there was much graffiti. Staff engagement with prisoners was very impressive. Arrangements for equality and faith provision were adequate and there was positive support for most prisoners with protected characteristics² but little provision for young adults. Complaints were managed reasonably well and legal services were adequate. Health services were good and improving. Many prisoners were critical about food and there was evidence to support their view. The prison shop was adequate. **Outcomes for prisoners were reasonably good against this healthy prison test.***

S13 Most external areas were clean and well maintained. Communal areas on wings were generally clean, although less so on the Melling, Bechers and Furlong units, which mainly held remand or shorter term prisoners. Too many cells, around two-thirds, held more prisoners than they were designed for, and the double cells holding three men were particularly cramped. Most cells had insufficient furniture and were covered with graffiti and offensive displays. Prisoners had good access to the showers but some were broken and none had sufficient privacy. There was also good access to clean clothes, bedding, laundry facilities, telephones and mail, but prisoners sometimes did not have items such as cups, cutlery and pillows, although we were told there were adequate stocks. Applications procedures were weak: forms were not always freely available, were only accepted before 9am, were not logged and prisoners repeatedly told us they did not get responses.

S14 Throughout the inspection we observed good interaction with prisoners from staff who were knowledgeable and caring; this was a real strength. In our survey, respondents were more positive than the comparators about respectful treatment and relationships with staff and, with the exception of some young adults, this was echoed throughout the inspection. The personal officer scheme was effective and better than we usually find, with some really good quality entries on prisoners' electronic case notes linked to their resettlement.

S15 The equality team was effective and most prisoners with protected characteristics commented favourably on the support they received, but there was little consultation to understand the needs of prisoners from specific groups. Care planning and equality procedures were weak, and the needs of a small number of prisoners with disabilities were overlooked. Support for foreign national prisoners was good but they had inadequate access to independent legal advice. No equality policy or activity addressed the needs of young adults, despite clear evidence of their over-representation in some key areas, such as adjudications and use of force. Two transgender prisoners received good support from the equality team. Faith provision was satisfactory but the chaplaincy was not fully integrated into the life of the prison.

S16 Complaints were dealt with fairly but some responses were terse and apologies were rarely offered. It was inappropriate that complaints were rejected if they were undated or about the quality of the food. Legal services officers saw all new arrivals and provided a good bail information service and useful support for criminal proceedings.

S17 The health care centre offered a range of primary care clinics and inpatient care. The treatment rooms on wings were not sufficiently clean. Prisoners waited too long to see a GP and the booking system was ineffective. Access to outside hospital appointments was good with very few cancellations. The dental service was well managed and met prisoner demand

² The equality legislation term covering race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), gender, transgender issues, sexual orientation and age.

with short waiting times. The mental health team delivered good care that met the demands of the population, and a resident counselling service also provided very good support.

- S18 Too many prisoners were dissatisfied with the food. The kitchen was poorly equipped with much equipment that needed to be repaired or replaced. As a result, the caterers were unable to provide varied menus, and we found the quality and range of food were poor. Prisoners could buy a wide variety of goods from the prison shop but had to pay a processing fee for catalogue orders, which was inappropriate.

Purposeful activity

S19 *There were sufficient activity places, and time out of cell for most prisoners was impressive. There was a strong emphasis on developing a good work ethic and skills for prisoners that matched those in the job market. The quality of education and vocational provision was good for most but too limited for vulnerable prisoners. Overall achievement outcomes were high. Peer workers were used effectively to encourage and support prisoners' learning. Prisoners had good access to the well-resourced library. A balanced range of recreational PE and vocational courses was offered.*
Outcomes for prisoners were good against this healthy prison test.

- S20 Time out of cell for most prisoners was over 11 hours a day, which was impressive. On average only 14% of prisoners were locked up during the core day, which was good for a local prison. Although Altcourse was overcrowded, it was still able to support at least part-time activities for the whole population. However, the prison needed to do more to fill prisoners' association time constructively as long periods of unstructured time had the potential to lead to problems.
- S21 Senior managers had a clear direction for the development of learning and skills, with a good focus on resettlement objectives. The curriculum had been effectively revised to meet the prisoner need more fully. Links between the prison and its external partners were very effective, and the operational management of learning and skills and work was good.
- S22 There were sufficient activity places to engage prisoners in part- or full-time activities, and the variety and range of education and vocational courses were good. However, the work and vocational training available for vulnerable prisoners were too limited. The prison contract workshops provided purposeful employment that replicated commercial practices and working times. Too many prisoners worked as residential cleaners and there was not enough work to occupy them all fully.
- S23 Initial assessment of prisoners' English and maths levels and careers information and advice support were good. Prisoner allocation to activities was fair and prompt, and pay structures were an incentive to engage with activities.
- S24 The standard of teaching, learning, coaching and assessment was good, with some outstanding teaching in education. The training and use of peer mentors to support prisoners across all areas of learning and skills and work was excellent. There was a good focus on the development of prisoners' English and maths skills, including relevant support in vocational training. Behaviour management was very effective and contributed to a positive learning environment, with mutual respect between prisoners and tutors.
- S25 In the prison workshops, prisoners developed a good work ethic, worked productively to meet targets, produced work to a very high standard, and developed good employability

skills. Skills development and standards of work were good, and outstanding in art. Achievement of accredited qualifications was good.

- S26 The library was well organised, access was good and the stock was generally appropriate. However, data on its use were not sufficiently analysed to ensure that all prisoner groups used the library regularly. The lack of an inter-library loan service meant a slow response to prisoners' requests for books not held there.
- S27 The PE department provided good facilities and induction was appropriate, with a good emphasis on health and safety. All prisoners had good access to the gym, with weekend and evening sessions for prisoners who worked. Data collected on gym use was not used sufficiently well to identify specific groups who did not use it. PE programmes met the needs of the population and healthy living was promoted well, but accredited courses had been temporarily suspended due to staff shortages.

Resettlement

S28 *The resettlement policy was up to date but there was no strategy for offender management and some aspects of the current delivery were fragmented as a result. The quality of sentence planning was variable. There were good arrangements to reduce prisoners' risk level and no backlog of assessments. The support for indeterminate-sentenced prisoners was positive and public protection arrangements were adequate. Resettlement pathway provision was generally good, although we were not assured that there was sufficient support for prisoners' accommodation needs on discharge.*
Outcomes for prisoners were reasonably good against this healthy prison test.

- S29 The resettlement policy covered each resettlement pathway but not the work of the offender management unit, and there was no up-to-date needs analysis, overarching strategy or meetings schedule. As a consequence, much of the offender management and resettlement work operated in isolation from each other, with insufficient coordination. The lack of needs analysis also meant that some major needs were not met. For example, many prisoners were said to have been involved in domestic violence, yet the extent of this was not clear and there was little in place to address it.
- S30 The assessment of risk and completion of offender assessment system (OASys) assessments by offender supervisors was better than we often see in local prisons. It was positive that personal officers took an active role in supporting the resettlement of prisoners, but their targets and work sometimes overlapped with those of offender supervisors and needed greater demarcation and clarification. Beyond OASys and sentence planning, offender supervisor work was limited and often reactive. The prison had introduced some basic custody planning for prisoners on remand or serving short sentences, which was positive, but this was variable and not quality assured. Quality assurance was limited to OASys work, and only the three probation officers received regular casework supervision. Probation offender supervisors managed the 71 indeterminate-sentenced prisoners. Their work was generally appropriate, but there was little else in place for these prisoners. Public protection arrangements were broadly adequate.
- S31 The resettlement team saw all prisoners a few weeks before their release and again for a discharge interview the day before release. However, this work was not coordinated with that of the pathways, including drugs and alcohol, and offender supervisors were not actively involved in the pre-release process.

- S32 Resettlement staff assessed the accommodation needs of prisoners when they arrived and, where necessary, provided support and guidance. The team had reasonable links with local housing providers but lacked specialist knowledge. Around 70% of all prisoners were released to a permanent address, but for the remainder accommodation on release was less secure. While around 15% returned to Wales where accommodation for them was guaranteed, it was not clear how many of the remaining 15% had a place to live on their release.
- S33 Prisoners could have an individual interview with an education, training and employment worker before release, and had opportunities to produce CVs and job applications. The prison's vocational provision was well informed by an analysis of skills vacancies in areas where prisoners were to be released, as well as good links with a variety of employers, although these needed to be further developed. The education and vocational training provision and the prison workshops had a strong focus on preparing prisoners for employment.
- S34 There was reasonable support from the resettlement team for prisoners who had finance, benefit and debt needs. Prisoners could access debt advice, a money management course, citizen and identification cards, and bank accounts before their release.
- S35 There was effective health care discharge planning. The care programme approach continued for those with enduring mental health problems, and the procedures for palliative care were good. Good pre-release work linked prisoners with substance misuse services on their release, and there was a range of programmes and support for drug and alcohol misusers.
- S36 In our survey, more prisoners than the comparator said that staff had supported them to maintain contact with their family. Visitors and prisoners were positive about their visits experience and said they were treated well by staff. The visits facilities were good and included a well-equipped children's play area for all visit sessions.
- S37 The thinking skills programme was available to address prisoners' offending behaviour needs and the waiting lists were not too long. However, there was still no work or strategy for engaging with the many sex offenders or to address antisocial behaviour.

Main concerns and recommendations

- S38 **Concern:** There was a very high level of violence and no coherent strategy to address this. There was poor analysis of data, no strategy to manage young adults who were over-represented in incidents, no support for victims and no interventions for perpetrators.
- Recommendation: The prison should adopt a strategic and coordinated approach to reduce the levels of bullying, violence and antisocial behaviour.**
- S39 **Concern:** The security strategy lacked rigour. There were very high levels of drug and mobile phone finds, and many prisoners told us that the new psychoactive synthetic substances were readily available which healthcare staff told us led to regular hospital admissions. The response to drug availability, gang activity and the high levels of violence in the prison was disjointed.
- Recommendation: The security strategy should be reviewed and provide a more sophisticated and rigorous response to the issues of drug availability, gangs and violence and the links between them.**

S40 **Concern:** There was high use of force and inadequate governance, and we were not assured that it was always used as a last resort. Records of the use of force were poor, planned interventions were not always filmed or reviewed, and there were limited efforts to de-escalate incidents. We were concerned by the use of the exercise yard in the care and separation unit for what appeared to be special accommodation without the required authority, checks and balances. There was no use of force committee to analyse data adequately or address shortfalls

Recommendation: The prison should reduce the number of incidents involving the use of force and improve the governance of and accountability for its use, including planned interventions. Documentation of all use of force should also be improved.

Section 1. Safety

Courts, escorts and transfers

Expected outcomes:

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

I.1 *Many prisoners travelled long distances to reach Altcourse, sometimes after excessive waits at court. Some escort vans were dirty, but prisoners were mostly positive about their treatment by escort staff.*

I.2 In our survey, more prisoners than the comparator (78% against 74%) said they felt safe while under escort to Altcourse. Many prisoners travelled long distances to the prison from courts in North Wales, sometimes after excessive waits there. On arrival, the vans did not wait for long periods outside the gate reception. Although in our survey only 61% of respondents, against the comparator of 67%, said that escort staff treated them well, the escort staff we observed were courteous to prisoners and all the prisoners we spoke to were positive about their treatment by staff.

I.3 Fewer prisoners than the comparator, 50% against 59%, said that the escort vehicle was clean, and some vans we saw were dirty. All the vans were equipped with water, and with food on board when travelling over meal times.

I.4 Not all prisoners were given sufficient notice of planned transfers, and many were only told of their destination by reception staff as they left Altcourse.

Recommendations

I.5 **Prisoners should be escorted to the prison promptly after they have been dealt with by the courts.**

I.6 **All prisoners should receive sufficient notice of planned transfers, unless there are evidence-based security concerns.**

Housekeeping point

I.7 Escorting vans should be regularly cleaned.

Early days in custody

Expected outcomes:

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

- I.8** *Reception, first night and induction arrangements were good. Apart from young adults, more prisoners than the comparator said they felt safe on their first night. Reception staff were polite and supportive. New arrivals had access to carers, health care, a free telephone call and a meal in reception although use of showers was restricted. The first night cells were mostly of a poor condition, with much graffiti. However, prisoners were not held in reception for long and they received good first night support. The comprehensive multi-agency induction programme started the day after arrival and was completed by all prisoners.*
- I.9** Reception, first night and induction arrangements were good. In our survey, more prisoners than the comparator said they had felt safe on their first night, although young adults felt less safe than older prisoners during their first few days.
- I.10** The reception area was large, clean and fit for purpose, and although it could be busy in the evening, new arrivals did not wait long before they were moved to their first night location. New arrivals were interviewed by the admissions manager who identified those in custody for the first time and vulnerable prisoners, and gave written information outlining the reception and first night process to all prisoners. First night and cell sharing risk assessments were properly focused and took place in a screened area that ensured privacy.
- I.11** All new arrivals had access to carers, health care, a free telephone call and a meal in reception. There were showers in reception but these were not offered to all new arrivals. Staff used the telephone interpreting service to interview prisoners who could not speak English.
- I.12** All prisoners transferring in from other prisons were strip searched on arrival at Altcourse without a risk assessment or supporting intelligence; this was inappropriate.
- I.13** From reception, prisoners went to one of three first night centres; most went to Melling although vulnerable prisoners went to Reynoldstown and those needing detoxification spent their first days on Furlong. All were given an induction booklet with information about what would happen during their first few days. The first night cells were mostly of poor condition – many were dirty, all contained graffiti (see photograph in appendix IV) and not all had pillows (see also paragraph 2.4). However, prisoners were not held in such conditions for long and they had good support on their first night – all had access to a carer (prisoners trained to provide confidential emotional support to fellow prisoners), and wing staff carried out enhanced checks. Throughout the inspection, we observed good interaction between staff and prisoners during their early days.
- I.14** All prisoners started the comprehensive three- to five-day induction programme the day after their arrival. Legal services officers also saw all new prisoners and provided a good bail information service and useful support relating to criminal proceedings (see also paragraph 2.54). Induction information was available in a variety of languages, and telephone interpreting was used if required. Education, health care and resettlement assessments contributed to an individual action plan completed for all prisoners during their first week,

which included assessments of need and key targets identified by their personal officer. On completion of induction, all prisoners were quickly moved to another location, except for vulnerable prisoners who remained on the vulnerable prisoner unit.

Recommendation

- I.15 Prisoners transferring in from other prisons should only be strip searched on the basis of supporting intelligence.**

Housekeeping point

- I.16** All prisoners should have access to a shower on their first night in custody.

Bullying and violence reduction

Expected outcomes:

Everyone feels and is safe from bullying and victimisation (which includes verbal and racial abuse, theft, threats of violence and assault). Prisoners at risk/subject to victimisation are protected through active and fair systems known to staff, prisoners and visitors, and which inform all aspects of the regime.

I.17 *Levels of violence and antisocial behaviour were high and increasing. The strategic management of violence reduction lacked direction. Analysis of incidents was underdeveloped and inadequate to inform strategy. Young adults were disproportionately over-represented in violent incidents. Investigation and monitoring of perpetrators of antisocial behaviour required improvement. The strategy to manage vulnerable prisoners was inadequate.*

- I.18** In our survey, only 12% of respondents said they felt unsafe now against the comparator of 18%, although vulnerable prisoners and young adults were less positive. Most prisoners we spoke to said they felt safe, and the prison was generally calm and well controlled. However, the number of violent incidents was very high for the type of prison, and escalating. Positive staff-prisoner relationships masked the seriousness of the problem, and staff and prisoners appeared to be inured to the levels of violence and bullying.
- I.19** In the previous six months, there had been 210 assaults of which 157 were against prisoners and 53 against staff, which was a high number for the type of establishment. There had also been 63 fights. Only in the last few months had the prison began to analyse the levels and type of incidents. Analysis showed that incidents had risen in 2014 and, if they continued at the current rate, would be nearly twice as high as 2013, when there had been 242 incidents of violence; this was very concerning. There had been 38 serious assaults between January and April 2104, which was also high. The prison accommodated around 130 young adults who were disproportionately over-represented in many violent incidents. Recent analysis had made the establishment aware of this but there was no strategy to manage this group (see recommendation 2.38).
- I.20** The safer custody committee oversaw violence reduction and suicide and self-harm prevention (see also paragraph 1.27). The meeting was not always well attended and not given a high enough priority. The committee had inadequate links with the security team. The overall strategy to manage violence was weak, lacked focus and was not active in reducing the incidence of violence. It had not yet incorporated results from a prisoner

survey. The analysis of data to inform strategy had been unsophisticated, and the action plan evolving from the recent analysis was embryonic (see main recommendation S38).

- I.21** Investigations into alleged incidents of violence or bullying were often poor. Antisocial behaviour documents were used to monitor and manage perpetrators of violence and bullying – 278 had been opened in the previous six months, which was very high. Monitoring arrangements were generally good but targets and reviews were often brief, and there was little support for victims. With the exception of a rudimentary questionnaire booklet, there were no interventions for perpetrators of antisocial behaviour.
- I.22** Vulnerable prisoners were accommodated on both sides of the Reynoldstown unit, due to the increasing number of prisoners requesting protection. They received a comparable regime to mainstream prisoners, apart from their access to activities (see paragraph 3.12 and recommendation 3.16). In our survey, 61% of vulnerable prisoners said they had been victimised by other prisoners compared with 27% of main location respondents. Reynoldstown green accommodated a mixture of sex offenders, and some young adults who had requested protection, mainly for debt or gang-related issues. Many prisoners here told us that the mixture of prisoners was toxic and that bullying was rife. Statistics collated by the safer custody team showed a higher number of violent incidents than we would expect to see on a vulnerable prisoner unit, but there was no coherent strategy to manage it.

Recommendations

- I.23 All alleged incidents of bullying should be thoroughly investigated, targets and interventions should be meaningful, and there should be support for victims.**
- I.24 The prison should develop and implement a coherent strategy to manage vulnerable prisoners, which offers good care and meaningful support.**

Self-harm and suicide prevention

Expected outcomes:

The prison provides a safe and secure environment which reduces the risk of self-harm and suicide. Prisoners 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.

- I.25** *Support for prisoners subject to self-harm case management was good, and prisoner carers played a positive role. Some learning points from deaths in custody were not reviewed. Too many prisoners on case management were segregated.*

- I.26** Tragically, there had been three self-inflicted deaths since our last inspection. With the exception of actions by the health care team, we were not assured that all learning points from death in custody reports by the Prisons and Probation Ombudsman had been addressed or reviewed. The number of self-harm incidents was higher than at similar prisons with 318 between December 2013 and May 2014, although there had been a reduction since the previous year.
- I.27** The monthly safer custody committee (see also paragraph I.20) was attended by carers (prisoners trained to support others in crisis.) There was good analysis of incidents to draw meaningful conclusions and inform a continuous action plan. Safer custody was well

promoted throughout the prison. Two-thirds of staff had received annual refresher training in assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm.

- I.28** The quality of ACCT case management documentation was excellent: care maps were continually updated; reviews were frequently multidisciplinary; entries in prisoner case history notes were excellent and demonstrated good care; and there was evidence of quality assurance. Prisoners in our survey and those we spoke to said they felt supported. There were good interventions to support prisoners in crisis, including contact with birds of prey to enhance relaxation, involvement in the prison radio and excellent access to counsellors for those who required them.
- I.29** In our survey, 63% of respondents said they could speak to a carer at any time if they wanted to, against the comparator of 55%. Trained carers were given good access to those in crisis. There were two care suites, which were warm and welcoming. Carers saw all new arrivals in reception and delivered the safer custody element of the induction programme.
- I.30** There was a constant watch cell in the health care centre. Seven prisoners at risk of suicide had been on constant supervision in the previous six months, but there were none at the time of the inspection. Some of the constant supervision had taken place by staff outside the prisoner's own cell with the door open, which was a good initiative.
- I.31** Forty-six prisoners subject to ACCT case management had been located in the care and separation (segregation) unit. The circumstances of these prisoners in the cases we reviewed did not always justify segregation.

Recommendations

- I.32** **The prison should implement learning points from deaths in custody recommendations and review them regularly.**
- I.33** **Prisoners subject to assessment, care in custody and teamwork (ACCT) case management should only be located in the care and separation unit in exceptional circumstances.**

Safeguarding (protection of adults at risk)

Expected outcomes:

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

- I.34** *Safeguarding arrangements for prisoners at risk because of disability, age or illness were poor.*

- I.35** The prison had no safeguarding procedures, which was a major concern considering the high levels of violence and bullying (see section on bullying and violence). Although new arrivals were seen and assessed by health care staff, relevant safeguarding issues were not shared

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

with other departments. There was no complex case review meeting to discuss prisoners with vulnerabilities. Staff we spoke to were unaware of who to contact to refer a safeguarding issue, and some did not understand who constituted an adult at risk. There was no safeguarding policy or links with the local safeguarding adults board.

Recommendation

- I.36 The director should ensure that there are procedures to identify and support prisoners at risk, and that all staff are aware of what constitutes an adult at risk. Contact should be made with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes.**

Security

Expected outcomes:

Security and good order are maintained through an attention to physical and procedural matters, including effective security intelligence as well as positive staff-prisoner relationships. Prisoners are safe from exposure to substance misuse while in prison.

- I.37** *The drug supply reduction strategy required more focus. Intelligence objectives were appropriate but there was a lack of strategy to address the major problems with safety. Some security procedures were disproportionate and ineffective.*

- I.38** The monthly security meeting was well attended and considered a range of appropriate security objectives. However, analysis of information was unsophisticated and the strategy to address some objectives, particularly the links between drug supply and the high levels of bullying and violence, lacked sufficient rigour (see section on bullying and violence, and main recommendation S39).
- I.39** The location, of Altcourse meant that packages could be thrown into the prison, and this happened frequently. The prison had identified the weak points in its physical security and had installed netting on exercise yards, with some success. However, it needed to do more, particularly in identifying those involved, to reduce this supply route. In the previous six months, the prison had retrieved over 130 mobile phones and 98 parcels, which was high but we were not assured this was the full extent of the problem. Between December 2013 and May 2014, over 4,000 security information reports had been submitted and processed, which was much higher than similar prisons. Much of this intelligence related to drugs and violence. Resulting actions, including target searching, were prompt. The strategy to manage gang affiliation was too reactive, and there were violent incidents between opposing gang members before the prison had been able to identify them.
- I.40** The mandatory drug testing (MDT) suite was sizable and functional. There were 55 to 60 random mandatory drug tests a month, and they were completed in time. The MDT positive target was 10%; the actual rate for 2013-14 was 6.4%, and for April and May 2014 the average was 3.5%. Intelligence-led tests were few, at four to five month in the six months to April 2014 – although there had been no tests in two months. Tests were positive in 18.5% of cases, which was low. The prescribing of tradable medicines in the prison was tightly controlled. Small amounts of hooch (illegal alcohol) were occasionally found on site. Prisoners testing positive were referred to the drug stabilisation unit.

- I.41** Prisoners told us that new psychoactive substances (previously known as 'legal highs'), for which no tests were available – commonly 'black mamba' and 'spice' – were readily available. Staff said that prisoners having negative random tests admitted to taking these. Health staff told us that patients with acute and concerning signs were sent to the general hospital regularly. We were not confident that the prison was managing this major psychoactive substances problem effectively (see main recommendation S39).
- I.42** Some security procedures were disproportionate. The use of closed visits was not always related to visits-related incidents. All new arrivals were routinely strip searched, and 5% of prisoners were routinely strip searched after visits. Visitors had a swab test, which indicated if they had been in contact with a range of illegal substances. Visitors who tested positive were offered a closed visit or the opportunity to rebook the visit. This had been applied 252 times in the previous six months, which was nearly 10% of all visits, and often without supporting intelligence. Prisoner movement around the prison was well managed and proportionate to the prison's function.

Recommendations

- I.43** **Security arrangements, including the use of closed visits and strip searching, should be reviewed to ensure they are proportionate to the risk posed.**
- I.44** **A positive swab test should not lead to closed visits in the absence of other supporting intelligence.**

Incentives and earned privileges

Expected outcomes:

Prisoners understand the purpose of the incentives and earned privileges (IEP) scheme and how to progress through it. The IEP scheme provides prisoners with incentives and rewards for effort and behaviour. The scheme is applied fairly, transparently and consistently.

I.45 *The incentives and earned privileges (IEP) scheme was ineffective in challenging negative behaviour. Prisoners were placed on basic for appropriate reasons and reviews were timely but targets were perfunctory and the scheme was not applied consistently.*

- I.46** Around 13% of prisoners were on the entry level of the IEP scheme, 60% were on standard, 21% on enhanced and 6% on basic. All prisoners on entry level were reviewed after 14 days and most then progressed to standard. Opportunities to progress from standard to enhanced were limited.
- I.47** Prisoners were given more opportunities than we normally see to comply and improve their behaviour before they were placed on the basic regime, although the IEP documentation we reviewed assured us that prisoners were demoted to basic for appropriate reasons, often linked to antisocial behaviour including bullying and violence. In our survey, 46% of respondents against the comparator of 42% felt they had been treated fairly in their experience of the IEP scheme.
- I.48** Reviews for prisoners on basic were timely but targets set for them were often perfunctory. Most prisoners spent 28 days on basic even when their behaviour had improved. Prisoners on the basic level were required to attend education to focus on their social skills, and the

education team actively challenged antisocial behaviour, which was positive (see paragraph 3.20). However, other elements of the basic regime were ineffective in challenging poor behaviour. Prisoners on basic told us that there were very few consequences for negative behaviour. Many had a similar amount of time out of cell as standard prisoners, often with nothing to occupy them when not attending education (see paragraph 3.2). They felt that the difference between the levels was too limited to encourage positive behaviour, and we agreed with this. These were potential reasons for the high levels of bullying and violence.

Recommendation

- 1.49 The prison should ensure that the incentives and earned privileges scheme provides clear incentives for prisoners to improve poor behaviour.**

Discipline

Expected outcomes:

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

1.50 *Young adults were over-represented in all areas of discipline. Adjudications were not excessive for the size of prison and were for good reasons. Hearings were generally fair but some records did not indicate full investigation before a finding of guilt. Use of force was high and its oversight was inadequate, and we were not assured all uses were as a last resort or de-escalated quickly enough. Throughput of the segregation unit was very high, including many who were seeking sanctuary, and not all uses seemed warranted or for the shortest time. The regime was limited and prisoners were not kept occupied constructively, although they were positive about relationships with unit staff.*

Disciplinary procedures

- 1.51** Between December 2013 and May 2014 there had been 878 adjudications, which was not excessive for the type and size of prison but young adults were over-represented (see also paragraph 1.19). The records we sampled indicated that charges were laid for proper reasons. Prisoners were given enough time to prepare their case and could request legal advice. Most records of hearings were adequate but some showed insufficient exploration before a finding of guilt. Recently introduced quality assurance procedures had not yet led to necessary improvements. Disciplinary measures were fair overall, and there were examples where adjudicators had dismissed charges due to a lack of evidence, a prisoner's mental health capacity or anomalies in the process.
- 1.52** There was good collation of data on adjudications. Quarterly adjudication standardisation meetings were well attended but the minutes did not assure us that trends and patterns, such as the over-representation of young adults, were identified or acted on.

Recommendation

- 1.53 Adjudications should explore charges thoroughly before a finding of guilt, and quality assurance procedures should be improved.**

Housekeeping point

- I.54** Analysis of data on adjudications should be improved and used more effectively.

The use of force

- I.55** In our survey, more respondents than the comparator said control and restraint had been used against them. Between January and May 2014, force was used 173 times, which was high. In the records we sampled, control and restraint had been used in 84% of cases, including 16% that involved full and sustained use with no de-escalation. Around a third of incidents involved young adults, although only 12% of the population were under 21 (see also paragraph 2.24). Use of handcuffs and relocation to the care and separation unit (CSU) were not routine after the use of force. Around half of the records we sampled indicated that force was used to deal with non-compliance with staff orders. Many records were incomplete, lacked detail and showed limited efforts to de-escalate, and they did not assure us that force was always used only as a last resort (see main recommendation S40).
- I.56** Planned interventions were not always filmed and were not reviewed routinely for any learning points. Those we were able to watch did not assure us that force was always used as a last resort or that it was de-escalated quickly enough.
- I.57** There were two designated special accommodation cells in the CSU. We were told these had not been used since at least 2010, which was commendable. However, we were concerned that at least two use of force documents stated that violent or refractory prisoners (for whom special accommodation could be appropriate) were located using force on to the exercise yard in the CSU. This was not appropriate and did not assure us that proper authority and required checks and balances were in place (see main recommendation S40).
- I.58** There was no specific use of force committee to analyse data, and oversight of the use of force was inadequate.

Segregation

- I.59** Between December 2013 and May 2014, there had been 518 cases of segregation, which was very high for the type of prison. The records we sampled did not assure us that all uses were warranted or for the shortest time. Almost a third of segregated prisoners in this period were young adults, which was disproportionately high. The average length of stay was high at around 16 days, and some prisoners remained segregated for unacceptably long periods. Most prisoners were reintegrated back to locations in the prison but as many as 43 in the same period were transferred out. Around 28% of prisoners were segregated pending an adjudication, which was high, and we were not assured from records and conversations with staff that such segregation was always warranted. In the same period, 91 prisoners sought refuge in the CSU, which was a high number.
- I.60** Communal areas in the CSU were generally clean and bright but the three exercise yards were bare, austere cages (see photograph in appendix IV). The unit had 22 cells and most contained graffiti and dirty or scaled toilets with no toilet seats.
- I.61** Contrary to the belief of managers, most prisoners were strip searched on entry to the CSU and we were not assured that this was always warranted. Prisoners in the CSU were required to wear bright red tracksuits throughout their stay, even if they went to visits or health care, which was unnecessary and disrespectful. Protocols for unlocking individual

prisoners were proportionate to their risk. In the previous six months, 46 prisoners on ACCTs had been held in the CSU but not always under exceptional circumstances (see paragraph I.31 and recommendation I.33).

- I.62** All segregated prisoners had access to a basic daily regime, including showers, telephone calls and a one-hour exercise period. The regime was otherwise extremely limited. Prisoners had access to a small stock of books but education staff did not visit the unit and there were insufficient opportunities for off-unit activities – many were not even permitted to collect their meals from the servery, for which we could find no good justification. During the inspection, many of the 17 residents did not have a radio and there were no televisions, including for those who were being held in the unit for their own protection. We were told that activity packs were available but none of the residents had been offered them. Most prisoners repeatedly, and with some justification, complained of a lack of constructive activity to occupy them.
- I.63** Most multidisciplinary reviews of prisoners in the CSU were timely but authorising documentation was often completed poorly and targets were not individualised. Formal care and reintegration planning for longer-term residents was underdeveloped.
- I.64** Prisoners were generally complimentary about CSU staff and we observed some positive engagement, with staff who were caring and patient with some challenging individuals.
- I.65** The collation of data on segregation was generally good, but the segregation monitoring group met too infrequently and did not use the data meaningfully to identify and address trends.

Recommendation

- I.66** **The number of prisoners in the segregation unit should be reduced, and the quality of regime and environment should be improved.**

Substance misuse

Expected outcomes:

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

- I.67** *Psychosocial interventions for and clinical management of substance misuse were good. There was good regulation of drug administration queues.*

- I.68** The drug and alcohol strategy was effective, but more information for prisoners about the health risk associated with the use of NPS in the prison was required (see paragraph I.41). The needs assessment now included an analysis of prisoners' alcohol-related needs. In our survey, 37% of prisoners, against the comparator of 33%, said they had a problem with drugs when they arrived. All new arrivals were screened for substance misuse issues and those wanting support were transferred on to the drug stabilisation unit (Furlong red wing); all others were seen by drug workers during their induction.
- I.69** Drug workers, clinicians and managers were spread out over several buildings but, despite this, joint working between G4S integrated services (IS) offering psychosocial support and G4S justice health services (JHS) offering clinical treatment was improving after a period of

discontinuity. There were regular joint management meetings and participation in reviews. There were plans to share information on the SystemOne clinical IT system, although an information sharing protocol had yet to be agreed, and the location of terminals led to congestion. Service user feedback informed service development.

- I.70** IS provided psychosocial support to around 400 prisoners a month. An array of individual and group therapeutic opportunities was available, including tailored and accredited courses, such as the 'building skills for recovery' programme and 'intuitive recovery' (this was accredited by the National Open College Network, prisoners could then use the academic credits they achieved to take up educational opportunities on release). (See also paragraph 4.48.) Prisoner engagement with their individual in-cell workbooks was impressive. A care pathway for prisoners with primary alcohol problems had been established since our last visit. A variety of peer support opportunities was complemented by a new assertive peer-led 'through the gate' initiative that supported prisoners before their release.
- I.71** JHS provided clinical substance misuse services. In the previous six months, 60 to 70 patients had been in opiate substitution therapy with an average of 61% on reducing regimes, which was appropriate. Prescribing and care were robust and recovery focused, with reviews at appropriate intervals. The administration of opiate substitution medication was safe. IS officers sited themselves strategically and regulated medicine queues. Patients had confidentiality, were not subject to intimidation, and staff took time and care to check that medications had been ingested. Health care offered 24-hour nursing care for patients undergoing detoxification. There was no drug-free area in the prison, which presented a daily challenge for those preferring abstinence.
- I.72** Around 70 clients were on compact based drug testing (CBDT) and at least 50% were tested each month. Clients testing positive were referred to IS. There was no CBDT room and tests were carried out in cell, which was unsatisfactory.

Recommendations

- I.73** **There should be a drug-free area in the prison.**
- I.74** **There should be suitable compact based drug testing facilities.**

Good practice

- I.75** *The accreditation of the intuitive recovery course by the National Open College Network enabled prisoners to achieve academic credits that they could use to take up educational opportunities in the community on release.*

Section 2. Respect

Residential units

Expected outcomes:

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

- 2.1** *The spacious external areas were well maintained. Most communal areas were clean but some were in poor condition. Too many cells were overcrowded, and many had inadequate furniture, and graffiti and offensive displays. Prisoners had good access to showers but they lacked privacy. Although prisoners got clean bedding, clothes and cleaning materials and good access to telephones, too many did not have basic utensils or a pillow. The application system was weak.*
- 2.2** Altcourse was spacious and external areas were maintained well. The Melling, Bechers and Furlong units, which generally held remand or shorter term prisoners, were grubbier than the rest of the residential units. Most communal areas were clean and had good sightlines for staff, although some were in poor condition considering the age of the prison, as was some association equipment. We observed generally calm and relaxed wings during the day and night.
- 2.3** All wings except Foinavon which had single cells only, contained a mix of single, double and triple cells. However, around two-thirds of the cells designed for one or two prisoners held an additional prisoner. Those that held three were extremely cramped. Most cells we inspected had insufficient chairs and there were not lockable cupboards for all prisoners, and many contained much graffiti and offensive displays. All in-cell toilets were in a separate, private closet, except on Foinavon where there was no toilet screening.
- 2.4** Responses to our survey indicated that prisoners had better access to clean clothes, bedding, cleaning materials, showers, mail and telephones than in similar prisons, and our inspection confirmed this. However, the showers had insufficient privacy, were worn and many were dirty or broken (see photograph in appendix IV). We found many prisoners without basic items such as cutlery, cups and pillows, although we were told there were sufficient stocks of these. Prisoners were also not provided with kettles or flasks to make a hot drink after they were locked in their cells (see recommendation 2.99).
- 2.5** All prisoners could wear their own clothes and each residential unit had a laundry. Although a couple of washing machines were broken during the inspection, prisoners told us that the laundry procedures worked well. Prison clothing was in good condition.
- 2.6** In our survey, responses about emergency cell bells were better than the comparator, but when we tested the system we were concerned that staff did not respond within five minutes.
- 2.7** Prisoners were more positive than the comparator about the ease of making applications but were negative about the fairness of the process. Application forms were not freely available and could generally only be submitted before 9am. The system for logging applications was inconsistent and responses to applications were not tracked. However, many staff dealt with prisoners' issues informally to avoid the need for formal applications. Information on rules

and routines was given to prisoners during induction and displayed in residential wings. Staff enforced the rules fairly.

Recommendations

- 2.8 Single and double cells should not hold additional prisoners.**
- 2.9 Toilets and showers should be screened, communal showers should be refurbished, and all cells should be adequately furnished and free from graffiti and offensive displays.**
- 2.10 Application forms should be freely available, and applications and their responses should be tracked.**
- 2.11 Officers should always respond to emergency cell bells within five minutes.**

Housekeeping point

- 2.12 All association equipment should be in good working order.**

Staff-prisoner relationships

Expected outcomes:

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

2.13 *Relationships between staff and prisoners were a strength, with staff positively engaged. The personal officer scheme was effective and links with resettlement were better than we usually see. Prisoners were consulted regularly but identified issues were not always followed up.*

- 2.14** In our survey, responses about staff-prisoner relationships were more positive than the comparator, except for young adults. Most prisoners we spoke to, apart from young adults, said that staff were helpful and courteous, and we observed staff who interacted positively with prisoners. Staff addressed prisoners by their preferred names or titles and also used these in documentation.
- 2.15** In our survey, more respondents than the comparator said that they had a personal officer. The prison had prioritised improvements to the personal officer scheme, which was now effective. The scheme was promoted well and understood by staff and prisoners. Personal officers knew about those in their care. The quality of personal officer entries in prisoner files was improving and, although not as regular as we would expect, the entries were among the best we have seen, including a focus on prisoner resettlement needs and encouragement and motivation to meet their sentence planning targets (see also paragraph 4.12).
- 2.16** The monthly prisoner consultation council meeting was well attended by staff and prisoners and often had a specific focus, such as food or health care. The minutes indicated that prisoners could air their views but there was no sense that issues were followed up or action taken to address them, and some prisoners expressed their frustration about this to us.

Recommendation

- 2.17** The prison should be more responsive to matters raised through prisoner consultation.

Good practice

- 2.18** *The prison's approach to improving personal officer work had led to an effective scheme with a proper focus on resettlement work, which was better than we normally see.*

Equality and diversity

Expected outcomes:

The prison demonstrates a clear and coordinated approach to eliminating discrimination, promoting equitable outcomes and fostering good relations, and ensures that no prisoner is unfairly disadvantaged. This is underpinned by effective processes to identify and resolve any inequality. The distinct needs of each protected characteristic⁴ are recognised and addressed: these include race equality, nationality, religion, disability (including mental, physical and learning disabilities and difficulties), gender, transgender issues, sexual orientation and age.

- 2.19** *The equality team was effective and most prisoners from minority groups were positive about the support from staff. Care planning and equality procedures were not sufficiently developed and the needs of some prisoners were overlooked. Foreign national prisoners had good support within the prison but inadequate access to independent legal advice. There was no specific policy or activity to address the needs of young adults, The two transgender detainees received good support from the equality team.*

Strategic management

- 2.20** There was a clear management structure for the prison's equality work. The equality team was effective and evidenced a clear commitment to this work. Policies, equality meetings and action planning covered all the protected characteristics, but the needs of the young adult population were overlooked.
- 2.21** Bimonthly equality meetings were generally well attended and discussion was mostly purposeful and action-focused, but they would have benefited from more prisoner representatives, and there was no external equality representation. The meeting considered monitoring data on the treatment of prisoners in most protected groups, although not foreign nationals. The monitoring data showed clear over-representation of young adults in adjudications, on the basic regime and in the use of force for the first quarter of 2014, but these findings were not discussed at the equality meeting where they were presented (see also paragraph 1.19).
- 2.22** The well-attended monthly prisoner equality meeting were purposeful, and evidenced good engagement with prisoners on equality issues. Apart from these meetings, the only regular forum was for Gypsy, Roma and Traveller prisoners, and there were none for other

⁴ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

protected groups. Such meetings would have helped the establishment to identify and address issues revealed by our prisoner survey, such as concerns by prisoners with disabilities about their safety.

- 2.23** There had been 25 discrimination incident reports (DIRFs) in the previous six months, mostly concerning race. There was no external scrutiny of DIRF responses. However, all responses were signed off by the diversity lead manager, investigations were thorough and action taken when discrimination was found to have taken place.
- 2.24** The prison had good systems for identifying new arrivals from protected groups, in particular those with disabilities. There was relatively little engagement with outside support agencies for protected groups.

Recommendations

- 2.25** **Equality provision should cover the needs of young adults, and activities should be developed for young adults, older prisoners and those with disabilities.**
- 2.26** **Monitoring data should include the treatment of foreign national prisoners.**
- 2.27** **There should be dedicated prisoner forums for each protected group.**

Protected characteristics

- 2.28** In our prisoner groups, black and minority ethnic prisoners were favourable about life in Altcourse, particularly the staff-prisoner relationships. Black and minority ethnic prisoners said staff were supportive, and evidence from DIRF responses showed that racism was challenged appropriately.
- 2.29** There was a full-time, knowledgeable foreign nationals orderly, and support for this group on their life in the prison was good. Use of professional telephone interpreting was adequate, although not enough information for prisoners was translated into relevant languages. The information booklet for foreign national prisoners was only partially translated and required updating. Foreign national prisoners were entitled to a free international monthly telephone call, but only if they had received no family visits. There were plans to use Skype to improve family contact for foreign nationals.
- 2.30** Only prisoners and detainees who had claimed asylum could access independent legal representation. While useful, monthly Home Office surgeries were no compensation for prisoners unable to secure legal representation for their immigration case, including challenge to immigration detention. The immigration law textbooks in the library were inadequate. The prison held three people detained under immigration powers after they had completed their sentence. Staff told us that prisoners were often only told they were going to be detained a day before their release date, which was unacceptable.
- 2.31** In our survey, 30% of prisoners with disabilities compared with 8% of those without said they felt unsafe in Altcourse. Two prisoners with disabilities told us that some prisoners assumed that those with restricted mobility were sex offenders and they consequently received high levels of verbal abuse. We were satisfied that such abuse was challenged when witnessed by staff. In fact, older prisoners and most of those with disabilities told us they were well supported by staff., and we saw evidence of good informal support from other prisoners. The prison was trialling a paid peer support scheme for a prisoner requiring

additional help. There were insufficient activities tailored to older prisoners and those with disabilities, and none for young adults (see recommendation 2.25).

- 2.32** There was a lack of clarity about the preparation of evacuation plans for older prisoners and those with disabilities, and not all prisoners who required such a plan had one. Notice boards in wing offices showed prisoners who needed assistance in an emergency, but were not up to date. Staff were also not clear about when they should prepare care plans for less able prisoners, and we saw isolated cases of unmet need. There were only two adapted cells, and one prisoner reported that his cell was finally going to be adapted over a year since he had arrived at the prison.
- 2.33** In our survey, young adults reported less favourably than older prisoners across a range of areas, and we found that they were over-represented in several key areas, such as violent incidents, use of force and segregation. The failure of the prison to analyse monitoring data and hold forums for young adults meant it was unable to explore these concerns.
- 2.34** The prison recorded 11 gay prisoners, although very few were openly gay. There were two transgender prisoners who received good support from the equality team. There were plans to set up a support group for gay, bisexual and transgender prisoners with the involvement of outside advice agencies.

Recommendations

- 2.35** **The Ministry of Justice should ensure that prisoners and detainees who might be entitled to publicly funded immigration advice have effective access to legal representation.**
- 2.36** **The Home Office should serve all decision to detain notices at least one month before the end of a prisoner's sentence.**
- 2.37** **Multidisciplinary support plans should be developed for all prisoners with disabilities and older prisoners with identified needs, with their involvement, and be readily accessible to all staff.**
- 2.38** **The prison should develop a strategy for young adults, and should explore and address the specific issues for this group.**

Housekeeping points

- 2.39** Up-to-date prison information and notices should be translated into relevant languages and be freely available to prisoners.
- 2.40** All prisoners requiring help in evacuating their wing in an emergency should be clearly identified to staff on duty.

Faith and religious activity

Expected outcomes:

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

2.41 *There was satisfactory faith provision. Pastoral care was reasonable, although the chaplaincy was not fully integrated into the work of the prison.*

2.42 The small team of paid chaplains, supported by paid sessional staff and volunteers, covered the religious faiths of the population. The prison was considering the need for additional provision for the team to cover its work in restorative justice. The team was not fully integrated into the work of the prison, for example, through representation at the senior management team, and was not always informed promptly about significant events in prisoners' lives, such as bereavement. The team did not often attend ACCT reviews.

2.43 Although there was no separate multi-faith room, the chapel provided adequate facilities and could be adapted for different faith groups. Prisoners could freely attend services without having to make an application. Vulnerable prisoners could attend services, although only a few regularly did. Vulnerable, older and disabled prisoners were positive about the accessibility of chaplains on the wings.

2.44 In our survey, only 26% of young adults said their religion was respected, compared with 47% of those over 21. The reasons for this were unclear and highlighted the lack of attention given to the experience and needs of this group (see recommendation 2.25).

2.45 The chaplaincy ran useful courses on restorative justice and bereavement, and had also led on some mediation work, which could be usefully developed and expanded to respond to some of the issues facing the prison.

Recommendation

2.46 **The chaplaincy should be better integrated into the work of the prison to maximise its positive impact.**

Complaints

Expected outcomes:

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

2.47 *Complaints were dealt with fairly and upheld when appropriate, but forms were returned unanswered if they were undated or about the quality of food.*

2.48 Some complaints were returned unanswered to prisoners. In some cases, this was appropriate, for example, where the matter could be better addressed through an

application. However, complaints were also returned if they were undated or unsigned, or if they were about the quality of food – as they were instructed to raise such concerns in the catering comments book. This approach might explain prisoners’ concerns in our survey about delays in responses to complaints which were not evident in the complaints log, which showed that replies were prompt.

- 2.49** Complaint forms had been translated into several languages but were not freely available to prisoners. Prisoners and staff were unaware that complaints could be made in the prisoner’s own language
- 2.50** The complaints we looked at had been dealt with fairly. Most responses were reasonably polite, although a few were terse and not all addressed the prisoner by name. Apologies were rarely offered for complaints that had substance. There was no quality management check of complaint responses.

Recommendation

- 2.51** **Complaints should be considered even if forms are unsigned or undated, and prisoners should be able to complain about the quality of food.**

Housekeeping point

- 2.52** A sample of complaint responses should be quality checked.

Legal rights

Expected outcomes:

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

- 2.53** *Legal services officers provided a good bail information service and more general useful support for criminal proceedings.*

- 2.54** The experienced legal services team saw all new arrivals. There was a good bail information service for prisoners on remand and more general useful support for criminal proceedings. In our survey, 60% of prisoners said it was easy to attend a legal visit, against the 55% comparator. Legal visits could be booked for up to three hours on weekdays. Although prisoners were sometimes brought to the visits centre up to 20 minutes late, solicitors told us that visits were otherwise well organised.

Health services

Expected outcomes:

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

2.55 *Prisoners had satisfactory access to most health services, apart from GP appointments. There was a good range of clinical and screening services. Prisoners were generally positive about the care provided, especially in the inpatient unit. Prisoners had no access to the pharmacist and there were some problems with the storage and administration of medicines. Good dental care was available. Primary and secondary mental health care met demands.*

Governance arrangements

- 2.56** Care was delivered by two main providers who worked well together. The director and health care manager were regularly represented on the partnership arrangements, which were informed by an integrated clinical governance meeting. Prisoners were negative about access to the GP services, including access to some medications. They were more complimentary about the broad range and quality of care provided.
- 2.57** Care was provided in a large health care centre with rooms for clinical services, a pharmacy and small inpatient unit. It was well decorated, bright and clean with suitable rooms for the care and treatment of patients. Care was also provided in treatment rooms on the wings but they were not sufficiently clean to meet the requirements for the control of infection. Specialist and GP clinics were held in the health care centre and were sometimes delivered on the wings to improve access for patients.
- 2.58** The current health needs assessment was dated 2012 and although there had been a new assessment for 2014 a first draft had yet to be produced. Primary care services were led by an operational manager with the support of a senior clinical nurse lead. There were four general nurse vacancies covered by the provider's nursing bank. All other services were fully staffed. Clinical supervision was available informally, but required greater documentation of activities.
- 2.59** Primary care, including primary mental health, was managed by the lead clinical nurse and secondary mental health by the in-reach mental health provider. A good range of services was provided. Care was provided over 24 hours with two health care staff based on the inpatient unit overnight.
- 2.60** Emergency resuscitation equipment was located in the health care centre and was well maintained. There were automated external defibrillators on each wing and discipline staff told us that they would use the equipment, but there had been no formal training in their use.
- 2.61** Clinical records were maintained electronically using the SystmOne clinical IT system and any paper records managed appropriately. Health care staff were regularly informed of national guidelines and treatment protocols.
- 2.62** Prisoners could raise health care issues at a monthly health care forum. An average of 25 health care complaints were received each month. Responses were handwritten and were

varied, but mostly sensitive and professional. The health care complaint process was not well advertised nor sufficiently robust or confidential.

- 2.63** Health promotion screening and specialist clinics were available, but health promotion needed strategic development with information more widely available throughout the prison. There were no health care noticeboards on the wings to display a range of health information.

Recommendations

- 2.64** All treatment rooms should comply with the control of infection requirements and be fit for purpose.
- 2.65** Discipline staff should be trained in the use of defibrillators.
- 2.66** The process for making a health care complaint should be better advertised to prisoners and be confidential.

Housekeeping point

- 2.67** There should be a strategy for health promotion, focusing on providing information for prisoners, and information about health services should be widely available throughout the prison.

Delivery of care (physical health)

- 2.68** There were sufficient facilities in reception for initial health screening of new arrivals, which was usually done by a mental health nurse. Secondary screening was carried out within 48 hours and prisoners were given the opportunity to see a GP. New arrivals were not given any written information about the health services available (see housekeeping point 2.70).
- 2.69** There were many GP clinics each week, including two at the weekends. One full-time GP and one full-time locum delivered most clinics, with additional locums used occasionally. The GPs were also available for an out-of-hours service. There was a suitable range of clinics, including those for chronic diseases, and older prisoners had a named nurse. Chronic disease clinics would be enhanced by the additional specialist training of nurses. Waiting times for all clinics, apart from the GP, were satisfactory. Over 150 patients were waiting to see a GP, with waits of up to five weeks. The attendance rates at all health clinics were very good. Although the number of clinics was sufficient, the arrangements for appointments were poor. Health staff had good relations with the care and separation unit and regularly saw prisoners who were segregated.
- 2.70** A small inpatient unit in the health care centre could accommodate up to 12 inpatients. The regime was relaxed and the environment therapeutic. We were told that the unit was usually full and patients were admitted for their health care needs. The unit was well managed and health staff received good support from discipline staff. Inpatients were generally positive about the quality of their care.
- 2.71** Arrangements for outside hospital appointments were well managed. There were effective and helpful relations with security staff and very few cancellations as a result.

Recommendations

- 2.72** Health care staff should be trained to meet the demands of the prison population.
- 2.73** The arrangements for appointments should be revised to improve access to GP clinics.

Pharmacy

- 2.74** Pharmacy services were provided by an in-house pharmacy team and limited to a supply and stock management function, with some input into prescribing and support for the GPs. There were no pharmacy-led clinics that prisoners could attend or medicine use reviews. The pharmacist expressed an interest in developing the services.
- 2.75** Medication was supplied against legally valid prescriptions and mostly as named patient. Medication was appropriately labelled with an audit trail of who was involved in the dispensing. Patient information leaflets were provided with medication.
- 2.76** Some patients received their medication as in possession, supported by an up-to-date policy and risk assessment. Risk assessments were completed by the GPs or nurses, with no input from the pharmacist, and available electronically. The pharmacy processed repeat medicine requests within 24 hours of receipt. Patients attending court were given any doses due.
- 2.77** Most patients' own medication received into the prison from another establishment was disposed of rather than used after assessing that it was safe to be continued. There was an out-of-hours medicines cupboard in the health care centre. Some patient group directions enabled health care professionals to supply medicines without the patient seeing a doctor, but not all such directions were in use. Some medication was available to supply as 'special sick' (outside normal surgery arrangements).
- 2.78** Medicines were administered three times a day, with the last dose time usually at 5.30pm. This limited the range of medication that could be given not in possession. We observed administration on one wing, and it was performed safely with patient confidentiality maintained.
- 2.79** Stock management systems in the pharmacy were appropriate. Fridge temperatures were recorded and within the accepted range, but the controlled drugs cabinet was used to store other stock. The fridge on the wing we visited only had temperatures recorded for six days in that month, and when temperatures were greater than 8°C degrees, no stock was stored. We found unopened insulin in a cupboard when it should have been kept at fridge temperatures until used. Waste medicines were stored appropriately, regularly disposed of and recorded. Controlled drug registers complied with the regulations.
- 2.80** The standard operating procedures, such as dispensing incidents, did not provide adequate information to support the safe delivery of pharmacy services. The risks associated with dispensing were managed through the monitoring of near misses, although these did not detail the medication involved.
- 2.81** The pharmacist presented a regular review of prescribing data, including medication liable to abuse, at the integrated governance meeting.

Recommendations

- 2.82** Patients should have access to a complete pharmaceutical service, including pharmacy-led clinics and medicine use reviews.
- 2.83** More patient group directions should be used to enable nurses to supply a greater range of more potent medications and to avoid unnecessary consultations with the GP.
- 2.84** Stock management systems should support the safe administration of medicines.
- 2.85** The administration of supervised medication should be at times that ensure the best treatment for patients.

Housekeeping point

- 2.86** Standard operating procedures should reflect the systems and processes in the pharmacy.

Dentistry

- 2.87** Dental services were contracted by the main provider and delivered over four sessions a week, which met the demands of the prison population. The waiting list averaged 45 patients, with the longest wait of three weeks for routine treatment. Prisoners were happy with the quality of care provided and access to treatment. Appointments were managed electronically through SystemOne.
- 2.88** The dental surgery room was in the health care centre and was a good facility for the care and treatment of patients. The dental equipment was well maintained and emergency equipment was shared with the health care centre. The patients who we observed were treated very professionally with their privacy maintained. The dentist promoted oral health during treatment, and additional clinics were provided by the dental nurse as required.

Delivery of care (mental health)

- 2.89** The primary care team included eight mental health nurses who had an average total caseload of over 500 patients, mainly as new referrals. The team was able to meet the demands of the population and was due to work more closely as an integrated team with the in-reach service. Prisoners also had access to three professional counsellors who provided a good service and had an average caseload of 75 prisoners. Cases were seen quickly and a range of appropriate services was offered.
- 2.90** The secondary care mental health team included three mental health nurses who carried a caseload of 20 patients each. Two visiting psychiatrists attended weekly and there were no extended waiting times for patients. There was good involvement of prison staff in a range of multidisciplinary meetings to manage cases.
- 2.91** All secondary mental health patients were managed using the care programme approach. Clinical records were managed electronically using SystemOne. Approximately 15 patients a year were transferred to secure mental health units, and two were awaiting transfer during our inspection. Transfer waiting times ranged from two to seven weeks.

- 2.92** Some mental health awareness training had been provided for custody staff during their induction but there was no programme of regular training.

Recommendation

- 2.93** There should be a rolling programme of mental health awareness training for all discipline staff.

Catering

Expected outcomes:

Prisoners 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.

- 2.94** *Too many prisoners were dissatisfied with the food. The kitchen was poorly equipped and much equipment needed repair or replacement. This meant the caterers were unable to provide varied menus for prisoners. We found the quality and range of food provision to be poor.*

- 2.95** The food was very unpopular. In our survey, fewer prisoners than the already low comparator, 13% against 22%, said the food was good, and in our prisoner groups and throughout the inspection prisoners complained to us about the food. We found that many items of kitchen equipment needed repair. The lack of equipment led to repetitive menus and meant that food had to be cooked in batches longer ahead before it was placed on heated trolleys, some of which were also broken. There were often further delays, with meals waiting on trolleys for considerable periods while prisoner roll checks took place. Although the kitchen catered for all diets, we found both the range and quality of the food to be poor.
- 2.96** The kitchen and serveries were clean and all prisoners working there received food hygiene training. The kitchen employed 25 prisoners and a further six in the staff restaurant who could take national vocational qualifications (NVQs) at level 1 and 2. Prisoners could dine out of their cells, and these facilities were well used on all wings. However, most prisoners were unable to make a hot drink in their cell after evening lock up (see paragraph 2.4).
- 2.97** The kitchen ran two surveys a year and food comments books were available on all wings. The comments were discussed at monthly servery workers' meetings, although not responded to individually. It was inappropriate that prisoners were unable to use the prison complaints system to complain about the food (see paragraph 2.48 and recommendation 2.51).

Recommendations

- 2.98** The quality and range of the food should be improved.
- 2.99** Prisoners should be able to make a hot drink in their cell after evening lock up.

Purchases

Expected outcomes:

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

2.100 *Prisoners could buy a wide variety of goods from the prison shop, but they had to pay a fee for catalogue orders.*

2.101 In our survey, prisoners were more satisfied than the comparator with the range of items in the prison shop. Reception packs were available for new arrivals, and prisoners could order from the main prison shop list twice a week. Depending on their day of arrival, prisoners could wait up to six days to receive their first order but most did not wait this long. Prisoners could order items from a range of catalogues but were charged a processing fee on all orders, which was inappropriate.

2.102 Arrangements to consult prisoners on the shop were underdeveloped – there had been only one meeting about the shop in the previous six months and this had been cancelled due to poor attendance. Prisoners were not able to make changes to the shop list.

Recommendations

2.103 Prisoners should not be charged a processing fee on catalogue orders.

2.104 Prisoners should be able to change the items available in the prison shop.

Section 3. Purposeful activity

Time out of cell

Expected outcomes:

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

3.1 *The majority of prisoners could spend most of the day out of cell. There was not enough constructive activity to occupy prisoners when they were not in work or education.*

3.2 The published core day showed that most prisoners had 11 hours out of their cell, with an impressive 12 hours a day for prisoners on the enhanced status of the incentives and earned privileges (IEP) scheme. At roll checks during the morning and afternoon we found an average of 14% of prisoners locked in their cells, which was much lower than we normally see in a local prison. In our survey, respondents were more positive than the comparator about their access to time out of cell, exercise and association. Even though the prison was overcrowded, it was still able to support full-time work for around 350 prisoners and part-time activity for the rest of the population. However, too many prisoners had nothing constructive to occupy them when they were not engaged in work or education, and this had the potential to result in bad behaviour.

Recommendation

3.3 **Prisoners should have sufficient constructive activity to occupy themselves when they are not engaged in work or education.**

Learning and skills and work activities

Expected outcomes:

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

3.4 *The strategic direction and operational management of learning and skills and work were good, as were quality improvement systems. The variety and range of activities were good but there was not enough training and work for vulnerable prisoners. A needs analysis had led to improvements in the curriculum. Teaching, coaching, learning and assessment were good. Individual learning plans were used well but some short-term targets were not focused. The use of peer mentors to support learning was excellent. Achievement of accredited qualifications was high, and learners developed good personal and employability skills. Prisoners had good access to the library but the prison needed to ensure that all prisoner groups used it.*

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

3.5 *Ofsted⁶ made the following assessments about the learning and skills and work provision:*

<i>Overall effectiveness of learning and skills and work:</i>	<i>Good</i>
<i>Achievements of prisoners engaged in learning and skills and work:</i>	<i>Good</i>
<i>Quality of learning and skills and work provision:</i>	<i>Good</i>
<i>Leadership and management of learning and skills and work:</i>	<i>Good</i>

Management of learning and skills and work

- 3.6** Senior managers had a clear focus on linking learning and skills to the prison's resettlement functions. The operational management of the learning and skills provision was good. There had been improvements to the key aspects of quality improvement, which was now good, and the quality improvement group had been restructured and was very effective. The observation of teaching, learning and assessment in education and vocational training was linked well to staff development to improve the quality of work. Teaching staff were well qualified and attended regular staff training.
- 3.7** The prison's self-assessment report was comprehensive, self-critical and covered all aspects of learning and skills in the prison. However, the judgements for the overall learning and skills provision were not always sufficiently clear.
- 3.8** Senior managers and the prison's key partners had carried out a needs analysis of prisoners' learning requirements that had resulted in significant improvements to the curriculum, including the education available to vulnerable prisoners.
- 3.9** The prison had successfully introduced realistic shift patterns and working hours for its contract workshops, and prisoners in all the workshops had opportunities for their work skills to be accredited. There was good operational management of the education provision by The Manchester College. Punctuality was very good and attendance had improved, but at 80% needed to improve further.

Recommendations

- 3.10 Judgements in the self-assessment report for the overall quality of the prison's learning and skills provision should be clear.**
- 3.11 Prisoner attendance at planned activities should be improved.**

⁶ Ofsted is the Office for Standards in Education, Children's Services and Skills. It reports directly to the UK Parliament and is independent and impartial. It (inter alia) inspects and regulates services that provide education and skills for all ages, including those in custody. For information on Ofsted's inspection framework, please visit: <http://www.ofsted.gov.uk>.

Provision of activities

- 3.12** The prison provided around 930 learning and work places, which was sufficient to enable prisoners to engage in full- or part-time activities throughout the week. The variety and range of vocational training and education were particularly good. Courses were available from entry to intermediate level, with a few at advanced level in education. However, there was not enough work and vocational training for vulnerable prisoners.
- 3.13** Vocational training provided by G4S offered around 112 full-time places in plastering, painting and decorating, wood occupations and creative design. Liverpool Community College delivered motor vehicle maintenance and repair training. The Manchester College provided around 214 part-time places and 86 full-time education places. Available courses ranged from entry level to level 3 in a variety of subjects, such as English and mathematics, functional skills, English for speakers of other languages (ESOL), art, information technology, employability/enterprise programmes, food hygiene, motivational programmes, mentoring qualifications, and support for distant learning.
- 3.14** There were around 154 places in prison contract workshops providing a variety of work in engineering, fabrication, assembly and textiles. The prison offered a further 364 places in kitchen work, gardens, painting, laundry and wing cleaning. Wing cleaners did not have enough work to occupy them and develop a good work ethic. A few prisoners also worked in a call centre in the prison and in a team with a range of activities, such as the prison radio station, producing an internal magazine, and looking after birds of prey and beehives. Prisoners in all the workshops had opportunities for accredited work skills qualifications provided by N-ergy.
- 3.15** New arrivals were given good information on the learning opportunities available during their induction. The Manchester College gave timely and effective initial career advice and guidance, which had a clear focus on the individual's long-term resettlement objectives. Prisoners received an effective initial assessment of their English and mathematics levels. The allocation of prisoners to activities was efficient, fair and equitable. There were very few waiting lists and prisoners could go on alternative activities while they waited for their choice of course. The pay structure for prisoners was fair and an incentive to engage in activities.

Recommendations

- 3.16** **The range and variety of work and vocational training available to vulnerable prisoners should be improved.**
- 3.17** **Wing cleaners should have sufficient work to be fully occupied during the working day.**

Quality of provision

- 3.18** The standard of teaching, coaching, learning and assessment in learning and skills was consistently good, with some examples of outstanding teaching in education. Lesson planning was good and tailored to individual needs, with a clear focus on progression and resettlement opportunities for learners. Teachers effectively developed learners' independent learning skills in most lessons, particularly in information technology and art. Verbal feedback to learners was very effective in identifying how they could improve their skills, particularly in functional skills sessions.

- 3.19** Accommodation and learning resources for education, vocational training and prison workshops were good. Classroom walls were used effectively to display learners' work and create a positive learning environment. Learners on distance learning were supported well by The Manchester College. There was excellent use of well-trained peer mentors across all aspects of learning and skills to support learning and help less able learners progress. Teachers and vocational tutors were skilful at dealing with groups of learners with widely different abilities. A variety of enterprise and employability courses prepared learners well for employment.
- 3.20** Learners in vocational training had good opportunities to improve their English and mathematics. The promotion of English and mathematics was good, particularly in mathematics, where learners applied their understanding to practical tasks. The management of behaviour was good, and staff were skilled at de-escalating disruptive behaviour. Mutual respect between teachers, tutors and prisoners helped create a positive learning environment. Individual learning plans for prisoners were used well but some short-term targets were not specific enough to help them know what they needed to do to improve. Most learners were clear about their learning objectives and what was needed to achieve their qualification. The checking of learners' spelling and grammar was very good in functional skills and English classes but less so in other sessions. ESOL learners had good support to develop their skills. Equality and diversity were promoted well in learning sessions, and through displays in all classrooms and communal areas.
- 3.21** Coaching in vocational training and workshops was very effective in helping learners develop new skills. Assessment practice was good and tutors provided constructive feedback to learners. Prisoner mentors were deployed well in vocational training and workshops to provide training and support, and were excellent role models in encouraging other workers to develop good employability skills and attitudes.

Recommendation

- 3.22** **Teachers should set precise short-term targets in individual learning plans to help learners understand what they have to improve.**

Education and vocational achievements

- 3.23** The overall achievement of accredited qualifications was good. Learners made good progress towards their main qualifications, developed good skills and were enthusiastic about their learning. In education, learners made good progress in developing their English and mathematics. Achievement on personal and social development courses was good, as was the achievement by mentors of the 'Preparing to teach in the lifelong learning sector' awards. Standards of learners' work in education were good overall, and outstanding in art. Learners used technology well in information technology lessons and make good progress in developing their computer skills.
- 3.24** In prison workshops, prisoners developed good employability skills and applied themselves well to completing their work quotas. In the engineering workshop, prisoners had a good understanding of health and safety, and used complex equipment with confidence. Prisoners developed a good work ethic and working practices with good standards of behaviour. They worked successfully to exacting standards, producing work of exceptional high quality, and achievement for learners who followed accredited courses in the workshops was high.

- 3.25** In vocational training, skills development was very good, going beyond that required by the qualification. In woodwork, learners skilfully worked on producing picnic benches for family visits to the prison.

Library

- 3.26** The library was staffed by two trained librarians, supported by an assistant librarian and three prison mentors. The mentors provided very effective support to ensure the smooth day-to-day running of the library. The library provided a welcoming environment, with a small area for computer use. It was promoted well, prisoners had good access to it and it was well used. Although data on library use were collected, analysis was insufficient to ensure that all prisoner groups routinely used the facility.
- 3.27** The library had good links with education and vocational training, and provided books for learners on courses delivered in the prison. The education department used the library well to support classroom learning. The library stock was appropriate with a good range of easy-read texts as well as books in a range of languages. There was no inter-library loan service, and prisoner requests for books not held by the library were very slow to be met. Prisoners had access to up-to-date legal texts and had good support from library staff in photocopying required sections. Prison Service Orders were available and kept up to date. The library operated a book club to promote literacy to prisoners.

Recommendation

- 3.28** **The use of library data should be improved to ensure that the library fully meets the needs of prisoners.**

Physical education and healthy living

Expected outcomes:

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

- 3.29** *The PE provision was generally good and facilities included an all-weather football pitch. All prisoners had good access to the gym, although there was insufficient analysis of data to ensure that all groups used it. PE links with health care and the promotion of healthy living were good. Accredited PE courses had been affected by staff shortages.*

- 3.30** The PE department provided reasonably good facilities, which included areas for free weights, resistance and cardiovascular equipment. Outside facilities include a large all-weather football pitch and a multipurpose sport and recreation tarmac pitch. The vocational training wing had its own gym, staffed by the main gym instructors. The outside facilities were used well by prisoners for a variety of sports and occasionally for competitive sport linked to community teams. There were not enough showers in the main gym, but most prisoners preferred to shower back on their wing.
- 3.31** Induction into the gym was appropriate with a good emphasis on health and safety. Access to recreational PE was good. All prisoners, including vulnerable prisoners, could use the gym four times a week, and there were weekend and evening session for prisoners who worked during the day. The PE staff promoted the gym well and frequently visited wings to

encourage participation. Data were collected about gym use but were not used sufficiently well to identify groups of prisoners who might not be using it.

- 3.32** PE programmes met the needs of the prison population. Links with health care were good and remedial PE was offered. Healthy living was promoted well and the use of free weights was restricted, with a strong focus on promoting cardiovascular exercise. The PE department offered a range of qualifications from entry level up to level 3, but these had recently been suspended due to insufficient staff.

Recommendations

- 3.33** The prison should analyse data on gym participation to ensure that all prisoner groups are using it.
- 3.34** The prison should offer accredited courses in the gym.

Section 4. Resettlement

Strategic management of resettlement

Expected outcomes:

Planning for a prisoner's release or transfer starts on their arrival at the prison.

Resettlement underpins the work of the whole prison, supported by strategic partnerships in the community and informed by assessment of prisoner risk and need.

Good planning ensures a seamless transition into the community.

4.1 *The prison had a policy for resettlement but not for offender management. There was no up-to-date analysis of prisoner needs and no strategy group, although informal links between the resettlement and offender management departments were reasonable. A large number of prisoners had been involved in domestic violence but there was no policy to address this. There was some basic custody planning for prisoners on remand or serving short sentences but no quality assurance to ensure consistency.*

4.2 The prison had a resettlement policy covering key aspects of each resettlement pathway, but there was no equivalent for the work of the offender management department. Similarly, there was no clear strategy or identified development objectives. There were separate offender management and resettlement departments each led by their own manager but, although there were informal links between the two, there was no overarching group that met regularly to discuss overall strategy or developments.

4.3 This lack of strategic overview and direction meant that offender management and resettlement work was insufficiently coordinated. For example, the resettlement department made initial assessments of individual prisoners' needs at induction and reviewed these when they were due for release, but offender supervisors had minimal involvement and the information was not routinely shared with offender management.

4.4 The prison did not have an up-to-date analysis of prisoner resettlement needs, even though information was collated by the resettlement team during induction and around 80% of the sentenced population were subject to offender assessment system (OASys) assessment, which produced such information. This lack of analysis meant that some significant needs were not met. For instance, we were told that a large number of prisoners had convictions for or involvement in domestic violence, yet the prison did not have a clear idea about the number – estimates varied from 30-50%. Although one offender supervisor had developed some initial work in this area with a view to a specific programme to address such behaviour, there was no strategy to develop this or manage these prisoners.

4.5 The prison had recently introduced some basic custody planning for prisoners on remand or serving sentences under 12 months. Personal officers used the information about prisoners' needs obtained during induction and incorporated this into setting individual targets, and supporting prisoners in meeting these through their regular contact with them. This was a positive initiative but was applied inconsistently. In some cases that we saw, personal officers recorded discussions with prisoners and made regular reference to their resettlement needs, but there was little or no such focus in other cases. There was no quality assurance of this work.

Recommendations

- 4.6** Policies underpinning the resettlement and offender management functions of the prison should cover all aspects of the work, include a clear development strategy and be underpinned by an up-to-date needs analysis, and all departments involved in the work should meet regularly.
- 4.7** The prison should develop a policy to address domestic violence that ensures that perpetrators are identified and appropriately engaged to reduce their risk of reoffending, and that also covers any child protection concerns.
- 4.8** Custody planning for prisoners on remand or serving a sentence of less than 12 months should be implemented consistently, and be supported with effective quality assurance.

Offender management and planning

Expected outcomes:

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

4.9 *There was little backlog of OASys assessments and most were completed to a reasonable standard. The involvement of personal officers in supporting prisoners to meet their sentence planning targets was positive, although not coordinated with the work of offender supervisors. There was little contact between offender supervisors and prisoners beyond OASys and sentence planning, even though some prisoners were at Altcourse for over 12 months, if not the whole of their sentence. There was no casework supervision for officer offender supervisors even though many were responsible for high and very high risk of harm cases. Public protection arrangements were generally appropriate, as was work with indeterminate-sentenced prisoners.*

- 4.10** At the time of the inspection, 653 sentenced prisoners (81%) were serving over 12 months, and therefore subject to OASys, and 150 (19%) were serving sentences of less than 12 months. The offender management department consisted of 12 officer offender supervisors and three probation officers. Probation staff countersigned OASys assessments after the officers had completed them and were also responsible for the case management of all 68 indeterminate-sentenced prisoners. Two officer offender supervisors managed prolific and priority offenders, who numbered around 80 at the time of the inspection.
- 4.11** There were only six out-of-date OASys assessments, and their quality overall, completed both by offender managers in the community and offender supervisors at the prison, was good, and better than we often see at local prisons.
- 4.12** Many personal officers took an active role in working with prisoners, and we saw several examples of regular contact to support prisoners achieve sentence planning targets and focus on resettlement issues. In our survey, twice as many sentenced prisoners as the comparator (20% against 10%) said that their personal officer was working with them to achieve sentence planning targets. However, there was no indication that this work was coordinated with that of offender supervisors. Sentence plans rarely identified personal officers for specific targets, and we saw some work that was duplicated.

- 4.13** Beyond OASys and sentence planning, the role of offender supervisors was limited. There were no agreed levels of contact with prisoners, even those identified as a high risk of harm, and most contact was in reaction to prisoners seeking information. In most cases this was appropriate, as once prisoners were assessed they were generally transferred to a training prison, or they had been transferred to Altcourse for local release. However, a large number of prisoners had been at the prison for some time, with 85 there for over 12 months at the time of the inspection. There was no specific approach for work with such prisoners. Although many were likely to be prioritised for offending behaviour programmes, some could well go for long periods with no work to address their offending behaviour. We came across some prisoners who had spent all or most of their sentence at Altcourse and were likely to be released having done no work to address their offending behaviour or underlying attitudes.
- 4.14** While probation offender supervisors received casework and professional supervision from a visiting senior probation officer, there was no such support for officer offender supervisors, even though these staff managed determinate-sentenced prisoners assessed as high or very high risk of harm.
- 4.15** The prison considered an average of 32 prisoners a month for home detention curfew (HDC), and around 24% of applicants were successful. All prisoners were considered through an HDC board and could make personal representation. All the cases we reviewed had been properly considered and the decisions were appropriate.

Recommendations

- 4.16 The roles of personal officers and offender supervisors in supporting prisoners achieve sentence planning and resettlement targets should be clearly identified.**
- 4.17 The level of contact by offender supervisors with prisoners beyond sentence planning and OASys reviews should be agreed and monitored to ensure consistency.**
- 4.18 Long-term prisoners should be prioritised for work to address their offending behaviour.**
- 4.19 Casework, professional supervision and personal development should be provided to all offender supervisors, whatever their professional background.**

Public protection

- 4.20** All prisoners identified with a current or past conviction for a violent or sexual offence were subject to an initial risk assessment, which was counterchecked by the public protection manager. Weekly child protection reviews considered all prisoners subject to child protection concerns (currently 230) or on the sex offender register (88). The monthly inter departmental risk team meeting considered all new prisoners subject to multi agency public protection arrangements (MAPPA) or due for release in the next six months. This forum also reviewed prisoners subject to high risk cell sharing and/or a risk to staff, as well as those subject to a harassment order (76).
- 4.21** These arrangements were generally appropriate and well managed. Minutes of meetings were reasonable and appropriate indicators were flagged on the P-Nomis Prison Service computer system. However, case reviews were not routinely noted on P-Nomis, and offender supervisors did not routinely attend meetings.

- 4.22** Given the level of concern about domestic violence offenders (see paragraph 4.4), we were not assured that child protection issues (presence of children etc) were consistently considered in all such cases.

Housekeeping point

- 4.23** A brief summary of the discussion and action points from public protection and child protection case reviews should be recorded on prisoners' electronic case notes.

Categorisation

- 4.24** At the time of the inspection, 84% of the sentenced population were category C, 12% category B and 3.4% category D. All prisoners were initially categorised once sentenced and there were further reviews in line with OASys reviews. The recategorisation review board sat weekly and prisoners could attend and make representation. The cases we observed were managed appropriately. There were usually few delays in moving prisoners recategorised to D. Most prisoners categorised as B were sex offenders and there were some difficulties in transferring them to alternative and appropriate establishments.

Indeterminate sentence prisoners

- 4.25** The prison held 34 prisoners serving an indeterminate sentence for public protection and a further 34 on a mandatory life sentence. There was a very basic policy outlining the work with these prisoners, but no information specifically for them. Some indeterminate-sentenced prisoners told us that they had received no information about how their case would be managed or what they could expect over the coming weeks and months at Altcourse. This was the case for those on licence recall as well as those recently sentenced. Although their situation had been explained to them, their lack of knowledge reinforced the need for written information.
- 4.26** All indeterminate-sentenced prisoners were allocated to one of the three probation officer offender supervisors, but there was little available beyond this. There was no lifer forum or specific facilities for this group of prisoners

Recommendation

- 4.27** **The support for indeterminate-sentenced prisoners should include a forum to cover their specific needs, as well as written information on their management.**

Reintegration planning

Expected outcomes:

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

4.28 *All prisoners received discharge planning but arrangements were not always shared with community offender managers. Provision across the resettlement pathways was generally good, but there was no specialist housing advice and around 15% of prisoners were released without fixed accommodation. Good careers advice and vocational training was available but links with employers were underdeveloped. There were appropriate arrangements for health and substance misuse support. There was a range of assistance for finance, benefit and debt need. Visits provision was reasonable but children and family support was otherwise underdeveloped. There was a good range of interventions to address offending behaviour but no strategy to manage the large sex offender population in denial of their offence.*

4.29 The prison released an average of around 130 prisoners a month. All prisoners were seen by one of the seven resettlement team members a few weeks before their release to identify any outstanding needs, in particular housing. There was a further discharge interview the day before release. Although this work was useful, coordination with other pathway providers was limited.

4.30 Offender supervisors did not play an active role in this discharge planning. Pre-release OASys assessments were not always completed before prisoners were released, and post-release plans identified by pathway providers were not shared with offender supervisors to enable them to inform community offender managers.

Recommendation

4.31 **Offender supervisors should be actively involved in the pre-release planning of prisoners serving over 12 months, and all resettlement pathway providers should collate plans and share them with the offender manager before release.**

Accommodation

4.32 The resettlement team assessed prisoners' accommodation needs during their induction, and provided appropriate help to manage housing-related debt and/or the preservation or relinquishment of tenancies. Although the team was experienced, it lacked specialist housing knowledge and had little formal training.

4.33 Around 70% of prisoners released from Altcourse returned to a relatively permanent address or identified supported accommodation, but the remaining 30% required specific help and support as they had no fixed address to return to. Approximately half of this group returned to Wales, where they were guaranteed accommodation through arrangements specific to Wales. The remaining 15% were more problematic. Although they were given advice about where to seek help on release and, where available, to access the single contact for homelessness, there was no monitoring to identify how many prisoners received appropriate support or whether the accommodation was appropriate.

Recommendation

- 4.34** The prison should follow up prisoners released without a specific address to ensure that appropriate accommodation is available, and should use outcomes from this data used to inform service development.

Education, training and employment

- 4.35** The Manchester College provided good careers advice that focused well on the resettlement objectives of prisoners. Careers information and guidance was good but needed to be promoted better to prisoners who required additional individual sessions before release. Prisoners had the opportunity for an individual interview with an education, training and employment worker at a month and a week before release, which provided focused support in helping them access training or employment on release. The prison had developed links with agencies and providers in the community to support prisoners into training and employment. Prisoners had good opportunities to produce curriculum vitae and develop skills in job applications.
- 4.36** The vocational training provision in the prison had been well informed by a needs analysis of skills vacancies in areas where prisoners were to be released. Links with a variety of employers helped inform the skills developed by prisoners in their vocational work. However, the prison needed to develop these links further to improve employment opportunities for prisoners. The prison's education and vocational training provision and the contract workshops had a strong focus on preparing prisoners for employment, and around two-thirds of prisoners released progressed into employment or training.

Recommendations

- 4.37** Career guidance workers should promote the availability of additional individual career and guidance sessions for prisoners before their release.
- 4.38** The prison should further develop its employer links to improve the post-release employment opportunities for prisoners.

Health care

- 4.39** Pre-release health care planning took place in sufficient time to prepare for patients requiring continuing treatments or medications. Health staff provided information to prisoners about NHS services before their release. The care programme approach for patients with enduring mental health problems was continued for outside community mental health teams. There were good arrangements for palliative care and end-of-life procedures for patients.

Drugs and alcohol

- 4.40** Resettlement work with substance misusers was complex due to the different arrangements for Welsh and English prisoners, and diverse provision between areas in the North West. Despite this, IS coordinated community in-reach links to good effect. Harm minimisation work and post-release opportunities were impressive, including housing and educational aspects of care.

Finance, benefit and debt

- 4.41** Support under this pathway was reasonably comprehensive, and in our survey more prisoners than the comparator said they knew who to speak to at the prison about support with finances. Prisoners were asked about any financial problems during their induction interview. Fortnightly debt advice sessions had been available to all prisoners since March 2014, and the resettlement team ran a money matters programme. Prisoners could obtain identification and citizenship cards as well as open bank accounts before their release.

Children, families and contact with the outside world

- 4.42** In our survey, more prisoners than the comparator, 42% against 32%, said that staff had helped them to maintain contact with their family. Visiting arrangements were good with visits sessions every day and four evenings a week. However, visitors found it difficult to book a visit over the telephone because the lines were often busy, and they could not book by email.
- 4.43** The visitors' centre was large and clean. It was run by PSS (Person Shaped Support), which offered information and support to all visitors, particularly those visiting for the first time. Visitors and prisoners we spoke to were positive about their visits experience and said they were treated well by staff.
- 4.44** There was a large, bright visits hall with a well-equipped children's play area that was open for all sessions. Visitors and prisoners consistently told us that all visits lasted the full hour, and we found an impressive system of timing for individual visits to ensure this. Prisoners were allowed to have reasonable physical contact with visitors, although they had to wear bibs during visits, which was not necessary. There were seven family days a year, one for each wing. Family days were open to all prisoners, whatever their IEP status.
- 4.45** There was a qualified family support worker but the role was underdeveloped. There was no initial assessment of family support need when prisoners arrived at Altcourse, and no current interventions for children and families apart from visits. A family relationships course (family interventions programme) was planned for 36 prisoners a year, but had yet to start.

Recommendation

- 4.46** **The visits booking system should be improved.**

Housekeeping point

- 4.47** Prisoners should not have to wear bibs in visits.

Attitudes, thinking and behaviour

- 4.48** The prison ran two accredited programmes, building skills for recovery (BRS) and thinking skills (TSP). There was a good range of other programmes to support prisoners with drug and alcohol problems, including the intuitive recovery programme designed to promote recovery from addictive behaviour (see also paragraph 1.70) and the Dare (drink awareness reduction and education) course. TSP had been in place since March 2014 and had just finished its second course at the time of the inspection. Seven courses were planned by the end of March 2015. Waiting lists for all programmes were well managed and not excessive.

- 4.49** The SORI (supporting offenders through restoration inside) restorative justice course was delivered through the chaplaincy four times a year for 12 participants a time. The anger management and violence reduction programmes had been withdrawn earlier in 2014 and not replaced. The lack of a needs analysis meant that it was not possible to establish whether there was a need for alternative programmes to address prisoner violence and aggression.
- 4.50** The prison continued to hold many sex offenders – 88 prisoners currently had a conviction for a sexual offence. Although many were in denial about their offending or refused to be considered for work such as the sex offender treatment programme, there was no work to develop their motivation and no strategy to manage this specific group of prisoners.

Recommendation

- 4.51** **The prison should develop a specific strategy to manage the sex offender population.**

Section 5. Summary of recommendations and housekeeping points

The reference number at the end of each recommendation, housekeeping point or example of good practice refers to its paragraph location in the main report.

Main recommendations

To the director

- 5.1 The prison should adopt a strategic and coordinated approach to reduce the levels of bullying, violence and antisocial behaviour. (S38)
- 5.2 The security strategy should be reviewed and provide a more sophisticated and rigorous response to the issues of drug availability, gangs and violence and the links between them. (S39)
- 5.3 The prison should reduce the number of incidents involving the use of force and improve the governance of and accountability for its use, including planned interventions. Documentation of all use of force should also be improved. (S40)

Recommendation

To Prisoner Escort and Custody Services

- 5.4 Prisoners should be escorted to the prison promptly after they have been dealt with by the courts. (1.5)

Recommendation

To Ministry of Justice

- 5.5 The Ministry of Justice should ensure that prisoners and detainees who might be entitled to publicly funded immigration advice have effective access to legal representation. (2.35)

Recommendation

To Home Office

- 5.6 The Home Office should serve all decision to detain notices at least one month before the end of a prisoner's sentence. (2.36)

Recommendations

To the director

Courts, escort and transfers

- 5.7 All prisoners should receive sufficient notice of planned transfers, unless there are evidence-based security concerns. (1.6)

Early days in custody

- 5.8 Prisoners transferring in from other prisons should only be strip searched on the basis of supporting intelligence. (1.15)

Bullying and violence reduction

- 5.9** All alleged incidents of bullying should be thoroughly investigated, targets and interventions should be meaningful, and there should be support for victims. (1.23)
- 5.10** The prison should develop and implement a coherent strategy to manage vulnerable prisoners, which offers good care and meaningful support. (1.24)

Self-harm and suicide

- 5.11** The prison should implement learning points from deaths in custody recommendations and review them regularly. (1.32)
- 5.12** Prisoners subject to assessment, care in custody and teamwork (ACCT) case management should only be located in the care and separation unit in exceptional circumstances. (1.33)

Safeguarding

- 5.13** The director should ensure that there are procedures to identify and support prisoners at risk, and that all staff are aware of what constitutes an adult at risk. Contact should be made with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.36)

Security

- 5.14** Security arrangements, including the use of closed visits and strip searching, should be reviewed to ensure they are proportionate to the risk posed. (1.43)
- 5.15** A positive swab test should not lead to closed visits in the absence of other supporting intelligence. (1.44)

Incentives and earned privileges

- 5.16** The prison should ensure that the incentives and earned privileges scheme provides clear incentives for prisoners to improve poor behaviour. (1.49)

Discipline

- 5.17** Adjudications should explore charges thoroughly before a finding of guilt, and quality assurance procedures should be improved. (1.53)
- 5.18** The number of prisoners in the segregation unit should be reduced, and the quality of regime and environment should be improved. (1.66)

Substance misuse

- 5.19** There should be a drug-free area in the prison. (1.73)
- 5.20** There should be suitable compact based drug testing facilities. (1.74)

Residential units

- 5.21** Single and double cells should not hold additional prisoners. (2.8)

- 5.22** Toilets and showers should be screened, communal showers should be refurbished, and all cells should be adequately furnished and free from graffiti and offensive displays. (2.9)
- 5.23** Application forms should be freely available, and applications and their responses should be tracked. (2.10)
- 5.24** Officers should always respond to emergency cell bells within five minutes. (2.11)

Staff-prisoner relationships

- 5.25** The prison should be more responsive to matters raised through prisoner consultation. (2.17)

Equality and diversity

- 5.26** Equality provision should cover the needs of young adults, and activities should be developed for young adults, older prisoners and those with disabilities. (2.25)
- 5.27** Monitoring data should include the treatment of foreign national prisoners. (2.26)
- 5.28** There should be dedicated prisoner forums for each protected group. (2.27)
- 5.29** Multidisciplinary support plans should be developed for all prisoners with disabilities and older prisoners with identified needs, with their involvement, and be readily accessible to all staff. (2.37)
- 5.30** The prison should develop a strategy for young adults, and should explore and address the specific issues for this group. (2.38)

Faith and religious activity

- 5.31** The chaplaincy should be better integrated into the work of the prison to maximise its positive impact. (2.46)

Complaints

- 5.32** Complaints should be considered even if forms are unsigned or undated, and prisoners should be able to complain about the quality of food. (2.51)

Health services

- 5.33** All treatment rooms should comply with the control of infection requirements and be fit for purpose. (2.64)
- 5.34** Discipline staff should be trained in the use of defibrillators. (2.65)
- 5.35** The process for making a health care complaint should be better advertised to prisoners and be confidential. (2.66)
- 5.36** Health care staff should be trained to meet the demands of the prison population. (2.72)
- 5.37** The arrangements for appointments should be revised to improve access to GP clinics. (2.73)

- 5.38** Patients should have access to a complete pharmaceutical service, including pharmacy-led clinics and medicine use reviews. (2.82)
- 5.39** More patient group directions should be used to enable nurses to supply a greater range of more potent medications and to avoid unnecessary consultations with the GP. (2.83)
- 5.40** Stock management systems should support the safe administration of medicines. (2.84)
- 5.41** The administration of supervised medication should be at times that ensure the best treatment for patients. (2.85)
- 5.42** There should be a rolling programme of mental health awareness training for all discipline staff. (2.93)

Catering

- 5.43** The quality and range of the food should be improved. (2.98)
- 5.44** Prisoners should be able to make a hot drink in their cell after evening lock up. (2.99)

Purchases

- 5.45** Prisoners should not be charged a processing fee on catalogue orders. (2.103)
- 5.46** Prisoners should be able to change the items available in the prison shop. (2.104)

Time out of cell

- 5.47** Prisoners should have sufficient constructive activity to occupy themselves when they are not engaged in work or education. (3.3)

Learning and skills and work activities

- 5.48** Judgements in the self-assessment report for the overall quality of the prison's learning and skills provision should be clear. (3.10)
- 5.49** Prisoner attendance at planned activities should be improved. (3.11)
- 5.50** The range and variety of work and vocational training available to vulnerable prisoners should be improved. (3.16)
- 5.51** Wing cleaners should have sufficient work to be fully occupied during the working day. (3.17)
- 5.52** Teachers should set precise short-term targets in individual learning plans to help learners understand what they have to improve. (3.22)
- 5.53** The use of library data should be improved to ensure that the library fully meets the needs of prisoners. (3.28)

Physical education and healthy living

- 5.54** The prison should analyse data on gym participation to ensure that all prisoner groups are using it. (3.33)

5.55 The prison should offer accredited courses in the gym. (3.34)

Strategic management of resettlement

5.56 Policies underpinning the resettlement and offender management functions of the prison should cover all aspects of the work, include a clear development strategy and be underpinned by an up-to-date needs analysis, and all departments involved in the work should meet regularly. (4.6)

5.57 The prison should develop a policy to address domestic violence that ensures that perpetrators are identified and appropriately engaged to reduce their risk of reoffending, and that also covers any child protection concerns. (4.7)

5.58 Custody planning for prisoners on remand or serving a sentence of less than 12 months should be implemented consistently, and be supported with effective quality assurance. (4.8)

Offender management and planning

5.59 The roles of personal officers and offender supervisors in supporting prisoners achieve sentence planning and resettlement targets should be clearly identified. (4.16)

5.60 The level of contact by offender supervisors with prisoners beyond sentence planning and OASys reviews should be agreed and monitored to ensure consistency. (4.17)

5.61 Long-term prisoners should be prioritised for work to address their offending behaviour. (4.18)

5.62 Casework, professional supervision and personal development should be provided to all offender supervisors, whatever their professional background. (4.19)

5.63 The support for indeterminate-sentenced prisoners should include a forum to cover their specific needs, as well as written information on their management. (4.27)

Reintegration planning

5.64 Offender supervisors should be actively involved in the pre-release planning of prisoners serving over 12 months, and all resettlement pathway providers should collate plans and share them with the offender manager before release. (4.31)

5.65 The prison should follow up prisoners released without a specific address to ensure that appropriate accommodation is available, and should use outcomes from this data used to inform service development. (4.34)

5.66 Career guidance workers should promote the availability of additional individual career and guidance sessions for prisoners before their release. (4.37)

5.67 The prison should further develop its employer links to improve the post-release employment opportunities for prisoners. (4.38)

5.68 The visits booking system should be improved. (4.46)

5.69 The prison should develop a specific strategy to manage the sex offender population. (4.51)

Housekeeping point

To prisoner escort and custody services

Courts, escort and transfers

5.70 Escorting vans should be regularly cleaned. (1.7)

Housekeeping points

To the director

Early days in custody

5.71 All prisoners should have access to a shower on their first night in custody. (1.16)

Discipline

5.72 Analysis of data on adjudications should be improved and used more effectively. (1.54)

Residential units

5.73 All association equipment should be in good working order. (2.12)

Equality and diversity

5.74 Up-to-date prison information and notices should be translated into relevant languages and be freely available to prisoners. (2.39)

5.75 All prisoners requiring help in evacuating their wing in an emergency should be clearly identified to staff on duty. (2.40)

Complaints

5.76 A sample of complaint responses should be quality checked. (2.52)

Health services

5.77 There should be a strategy for health promotion, focusing on providing information for prisoners, and information about health services should be widely available throughout the prison. (2.67)

5.78 Standard operating procedures should reflect the systems and processes in the pharmacy. (2.86)

Offender management and planning

5.79 A brief summary of the discussion and action points from public protection and child protection case reviews should be recorded on prisoners' electronic case notes. (4.23)

Reintegration planning

5.80 Prisoners should not have to wear bibs in visits. (4.47)

Examples of good practice

- 5.81** The accreditation of the intuitive recovery course by the National Open College Network enabled prisoners to achieve academic credits that they could use to take up educational opportunities in the community on release. (1.75)

- 5.82** The prison's approach to improving personal officer work had led to an effective scheme with a proper focus on resettlement work, which was better than we normally see. (2.18)

Section 6. Appendices

Appendix I: Inspection team

Nick Hardwick	Chief inspector
Kieron Taylor	Team leader
Deri Hughes-Roberts	Inspector
Andy Lund	Inspector
Keith McInnis	Inspector
Angus Mulready-Jones	Inspector
Kellie Reeve	Inspector
Caroline Elwood	Researcher
Joe Simmonds	Researcher
Gemma Quayle	Research trainee

Specialist inspectors

Mick Bowen	Health services inspector
Paul Tarbuck	Substance misuse inspector
Elizabeth Wands-Murray	Care Quality Commission
Helen Jackson	Pharmacist
Rachel O'Callaghan	Pharmacist
Steve Miller	Ofsted inspector
Malcolm Fraser	Ofsted inspector
Steve Hunsley	Ofsted inspector
Steve Woodgate	Offender management inspector
Helen Rinaldi	Offender management inspector

Appendix II: Prison population profile

Please note: the following figures were supplied by the establishment and any errors are the establishment's own.

Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	75	664	65.9
Recall	5	64	6.2
Convicted unsentenced	19	82	9.0
Remand	37	168	18.3
Civil prisoners	0	1	0.1
Detainees	0	1	0.1
Other	0	5	0.4
Total	136	985	100

Sentence	18–20 yr olds	21 and over	%
Unsentenced	56	262	28.4
Less than six months	11	107	10.5
Six months to less than 12 months	4	28	2.9
12 months to less than 2 years	24	117	12.6
2 years to less than 4 years	30	168	17.7
4 years to less than 10 years	11	182	17.2
10 years and over (not life)	0	53	4.7
ISPP (indeterminate sentence for public protection)	0	34	3.0
Life	0	34	6.1
Total	136	985	100

Age	Number of prisoners	%
Under 21 years: <i>minimum age=18</i>	136	12.1
21 years to 29 years	434	38.7
30 years to 39 years	267	23.8
40 years to 49 years	178	15.9
50 years to 59 years	72	6.4
60 years to 69 years	24	2.1
70 plus years: <i>maximum age=90</i>	10	0.9
Total	1121	100

Nationality	18–20 yr olds	21 and over	%
British	130	944	95.8
Foreign nationals	3	32	3.1
Not stated	3	9	1.1
Total	136	985	100

Security category	18–20 yr olds	21 and over	%
Unclassified	5	15	1.8
Unsentenced	55	267	28.7
YOI closed	71	5	6.8
Category B	0	84	7.5
Category C	2	590	52.8
Category D	0	24	2.1
Other	3	0	0.3
Total	136	985	100

Ethnicity	18–20 yr olds	21 and over	%
White			
British	129	895	91.3
Irish	1	3	0.4
Gypsy/Irish Traveller	0	3	0.3
Other white	1	19	1.8
Mixed			
White and black Caribbean	0	5	0.4
White and black African	0	2	0.2
Other mixed	1	4	0.4
Asian or Asian British			
Indian	0	2	0.2
Pakistani	1	5	0.5
Bangladeshi	0	3	0.3
Chinese	1	2	0.3
Other Asian	0	7	0.6
Black or black British			
Caribbean	0	6	0.5
African	0	9	0.8
Other black	0	4	0.4
Other ethnic group	0	2	0.2
Not stated	2	14	1.4
Total	136	985	100

Religion	18–20 yr olds	21 and over	%
Baptist	0	1	0.1
Church of England	11	186	17.6
Roman Catholic	28	244	24.3
Other Christian denominations	14	100	10.2
Muslim	1	28	2.6
Buddhist	2	20	2.0
Jewish	0	3	0.3
Other	0	4	0.4
No religion	80	399	42.7
Total	136	985	100

Other demographics	18–20 yr olds	21 and over	%
Veteran (ex-armed services)	0	13	1.2
Total	0	13	1.2

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	26	2.3	143	12.8
1 month to 3 months	23	2.1	207	18.5
3 months to six months	23	2.1	150	13.4
Six months to 1 year	7	0.6	134	12.0
1 year to 2 years	1	0.1	63	5.6
2 years to 4 years	0	0	21	1.9
4 years or more	0	0	1	0.1
Total	80	7.1	723	64.5

Sentenced prisoners only

	18–20 yr olds	21 and over	%
Foreign nationals detained post sentence expiry	0	0	0
Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions).	11	220	20.6
Total	11	220	20.6

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	25	7.9	90	28.3
1 month to 3 months	17	5.3	95	29.9
3 months to six months	10	3.1	60	18.9
Six months to 1 year	4	1.3	16	5.0
1 year to 2 years	0	0	1	0.3
Total	56	5	262	23.4

Main offence – information not supplied
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Appendix III: Summary of prisoner questionnaires and interviews

Prisoner survey methodology

A voluntary, confidential and anonymous survey of a representative proportion of the prisoner population was carried out for this inspection. The results of this survey formed part of the evidence base for the inspection.

Sampling

The prisoner survey was conducted on a representative sample of the prison population. Using a robust statistical formula provided by a government department statistician we calculated the sample size required to ensure that our survey findings reflected the experiences of the entire population of the establishment. Respondents were then randomly selected from a P-Nomis prisoner population printout using a stratified systematic sampling method. We also ensured that the proportion of black and minority ethnic prisoners in the sample reflected the proportion in the prison as a whole.

Distributing and collecting questionnaires

Every attempt was made to distribute the questionnaires to respondents individually. This gave researchers an opportunity to explain the purpose of the survey and to answer respondents' questions. We also stressed the voluntary nature of the survey and provided assurances about confidentiality and the independence of the Inspectorate. This information is also provided in writing on the front cover of the questionnaire.

Our questionnaire is available in a number of different languages and via a telephone interpreting service for respondents who do not read English. Respondents with literacy difficulties were offered the option of an interview.

Respondents were not asked to put their names on their questionnaire. To ensure confidentiality, respondents were asked to seal their completed questionnaire in the envelope provided and either hand it back to a member of the research team at a specified time or leave it in their room for collection. Refusals were noted and no attempts were made to replace them.

Survey response

At the time of the survey on 9 June 2014, the prisoner population at HMP Altcourse was 1,133. Using the method described above, questionnaires were distributed to a sample of 225 prisoners.

We received 172 completed questionnaires, a response rate of 76%. None of the questionnaires were completed via interview. Ten respondents refused to complete a questionnaire, 36 questionnaires were not returned and seven were returned blank.

Wing/Unit	Number of completed survey returns
Bechers	24
Canal	20
Furlong	26
Melling	23
Foinavon	31
Reynoldstown	26
Valentines	18
Health care	0
Segregation unit	4

Presentation of survey results and analyses

Over the following pages we present the survey results for HMP Altcourse.

First a full breakdown of responses is provided for each question. In this full breakdown all percentages, including those for filtered questions, refer to the full sample. Percentages have been rounded and therefore may not add up to 100%.

We also present a number of comparative analyses. In all the comparative analyses that follow, statistically significant differences are indicated by shading. Results that are significantly better are indicated by green shading, results that are significantly worse are indicated by blue shading. If the difference is not statistically significant there is no shading. Orange shading has been used to show a statistically significant difference in prisoners' background details.

Filtered questions are clearly indented and preceded by an explanation of how the filter has been applied. Percentages for filtered questions refer to the number of respondents filtered to that question. For all other questions, percentages refer to the entire sample. All missing responses have been excluded from analyses.

Percentages shown in the full breakdown may differ slightly from those shown in the comparative analyses. This is because the data has been weighted to enable valid statistical comparison between establishments.

The following comparative analyses are presented:

- The current survey responses from HMP Altcourse in 2014 compared with responses from prisoners surveyed in all other local prisons. This comparator is based on all responses from prisoner surveys carried out in 35 local prisons since April 2008.
- The current survey responses from HMP Altcourse in 2014 compared with the responses of prisoners surveyed at HMP Altcourse in 2010.
- A comparison within the 2014 survey between the responses of prisoners who consider themselves to have a disability and those who do not consider themselves to have a disability.
- A comparison within the 2014 survey between those who are aged 50 and over and those under 50.
- A comparison within the 2014 survey between those who are aged 21 and under and those over 21.
- A comparison within the 2014 survey between the vulnerable prisoner wing (Reynoldstown) and the rest of the establishment.

Survey summary

Section I: About you

Q1.2	How old are you?		
	<i>Under 21</i>		21 (12%)
	<i>21 - 29</i>		69 (40%)
	<i>30 - 39</i>		34 (20%)
	<i>40 - 49</i>		27 (16%)
	<i>50 - 59</i>		12 (7%)
	<i>60 - 69</i>		5 (3%)
	<i>70 and over</i>		4 (2%)
Q1.3	Are you sentenced?		
	<i>Yes</i>		110 (65%)
	<i>Yes - on recall</i>		17 (10%)
	<i>No - awaiting trial</i>		22 (13%)
	<i>No - awaiting sentence</i>		20 (12%)
	<i>No - awaiting deportation</i>		0 (0%)
Q1.4	How long is your sentence?		
	<i>Not sentenced</i>		42 (26%)
	<i>Less than 6 months</i>		16 (10%)
	<i>6 months to less than 1 year</i>		8 (5%)
	<i>1 year to less than 2 years</i>		26 (16%)
	<i>2 years to less than 4 years</i>		24 (15%)
	<i>4 years to less than 10 years</i>		24 (15%)
	<i>10 years or more</i>		9 (6%)
	<i>IPP (indeterminate sentence for public protection)</i>		9 (6%)
	<i>Life</i>		4 (2%)
Q1.5	Are you a foreign national? (i.e. do not have UK citizenship)		
	<i>Yes</i>		7 (4%)
	<i>No</i>		162 (96%)
Q1.6	Do you understand spoken English?		
	<i>Yes</i>		167 (98%)
	<i>No</i>		3 (2%)
Q1.7	Do you understand written English?		
	<i>Yes</i>		168 (99%)
	<i>No</i>		2 (1%)
Q1.8	What is your ethnic origin?		
	<i>White - British (English/ Welsh/ Scottish/ Northern Irish)</i>	156 (92%)	<i>Asian or Asian British - Chinese</i> 0 (0%)
	<i>White - Irish</i>	0 (0%)	<i>Asian or Asian British - other</i> 1 (1%)
	<i>White - other</i>	4 (2%)	<i>Mixed race - white and black Caribbean</i> 2 (1%)
	<i>Black or black British - Caribbean</i>	2 (1%)	<i>Mixed race - white and black African</i> 1 (1%)
	<i>Black or black British - African</i>	0 (0%)	<i>Mixed race - white and Asian</i> 1 (1%)
	<i>Black or black British - other</i>	0 (0%)	<i>Mixed race - other</i> 0 (0%)
	<i>Asian or Asian British - Indian</i>	1 (1%)	<i>Arab</i> 0 (0%)
	<i>Asian or Asian British - Pakistani</i>	0 (0%)	<i>Other ethnic group</i> 0 (0%)
	<i>Asian or Asian British - Bangladeshi</i>	2 (1%)	

Q1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?			
	Yes			3 (2%)
	No			165 (98%)
Q1.10	What is your religion?			
	None	63 (37%)	Hindu	0 (0%)
	Church of England	46 (27%)	Jewish	0 (0%)
	Catholic	39 (23%)	Muslim	3 (2%)
	Protestant	5 (3%)	Sikh	0 (0%)
	Other Christian denomination	4 (2%)	Other	8 (5%)
	Buddhist	2 (1%)		
Q1.11	How would you describe your sexual orientation?			
	Heterosexual/ Straight			167 (97%)
	Homosexual/Gay			2 (1%)
	Bisexual			3 (2%)
Q1.12	Do you consider yourself to have a disability? (i.e do you need help with any long term physical, mental or learning needs.)			
	Yes			30 (18%)
	No			139 (82%)
Q1.13	Are you a veteran (ex-armed services)?			
	Yes			6 (4%)
	No			165 (96%)
Q1.14	Is this your first time in prison?			
	Yes			41 (24%)
	No			130 (76%)
Q1.15	Do you have children under the age of 18?			
	Yes			87 (51%)
	No			84 (49%)

Section 2: Courts, transfers and escorts

Q2.1	On your most recent journey here, how long did you spend in the van?			
	Less than 2 hours			113 (66%)
	2 hours or longer			51 (30%)
	Don't remember			8 (5%)
Q2.2	On your most recent journey here, were you offered anything to eat or drink?			
	My journey was less than two hours			113 (66%)
	Yes			17 (10%)
	No			41 (24%)
	Don't remember			1 (1%)
Q2.3	On your most recent journey here, were you offered a toilet break?			
	My journey was less than two hours			113 (66%)
	Yes			4 (2%)
	No			53 (31%)
	Don't remember			1 (1%)
Q2.4	On your most recent journey here, was the van clean?			
	Yes			85 (50%)
	No			73 (43%)
	Don't remember			13 (8%)

Q2.5	On your most recent journey here, did you feel safe?	
	Yes	132 (78%)
	No	35 (21%)
	Don't remember	3 (2%)
Q2.6	On your most recent journey here, how were you treated by the escort staff?	
	Very well	47 (27%)
	Well	57 (33%)
	Neither	50 (29%)
	Badly	7 (4%)
	Very badly	6 (3%)
	Don't remember	5 (3%)
Q2.7	Before you arrived, were you given anything or told that you were coming here? (please tick all that apply to you.)	
	Yes, someone told me	107 (62%)
	Yes, I received written information	3 (2%)
	No, I was not told anything	54 (31%)
	Don't remember	8 (5%)
Q2.8	When you first arrived here did your property arrive at the same time as you?	
	Yes	137 (81%)
	No	25 (15%)
	Don't remember	8 (5%)

Section 3: Reception, first night and induction

Q3.1	How long were you in reception?			
	Less than 2 hours	85 (50%)		
	2 hours or longer	77 (45%)		
	Don't remember	8 (5%)		
Q3.2	When you were searched, was this carried out in a respectful way?			
	Yes	131 (78%)		
	No	33 (20%)		
	Don't remember	5 (3%)		
Q3.3	Overall, how were you treated in reception?			
	Very well	34 (20%)		
	Well	74 (44%)		
	Neither	34 (20%)		
	Badly	20 (12%)		
	Very badly	5 (3%)		
	Don't remember	3 (2%)		
Q3.4	Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)			
	Loss of property	21 (13%)	Physical health	19 (12%)
	Housing problems	23 (15%)	Mental health	27 (17%)
	Contacting employers	3 (2%)	Needing protection from other prisoners	7 (4%)
	Contacting family	36 (23%)	Getting phone numbers	41 (26%)
	Childcare	2 (1%)	Other	7 (4%)
	Money worries	27 (17%)	Did not have any problems	46 (29%)
	Feeling depressed or suicidal	22 (14%)		

Q3.5	Did you receive any help/support from staff in dealing with these problems when you first arrived here?	
	Yes	45 (29%)
	No	66 (42%)
	Did not have any problems	46 (29%)
Q3.6	When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)	
	Tobacco	141 (82%)
	A shower	38 (22%)
	A free telephone call	135 (79%)
	Something to eat	86 (50%)
	PIN phone credit	89 (52%)
	Toiletries/ basic items	69 (40%)
	Did not receive anything	3 (2%)
Q3.7	When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)	
	Chaplain	113 (67%)
	Someone from health services	110 (65%)
	A Listener/Samaritans	67 (40%)
	Prison shop/ canteen	41 (24%)
	Did not have access to any of these	28 (17%)
Q3.8	When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)	
	What was going to happen to you	73 (46%)
	What support was available for people feeling depressed or suicidal	82 (52%)
	How to make routine requests (applications)	57 (36%)
	Your entitlement to visits	56 (35%)
	Health services	76 (48%)
	Chaplaincy	72 (46%)
	Not offered any information	44 (28%)
Q3.9	Did you feel safe on your first night here?	
	Yes	137 (81%)
	No	27 (16%)
	Don't remember	5 (3%)
Q3.10	How soon after you arrived here did you go on an induction course?	
	Have not been on an induction course	23 (14%)
	Within the first week	120 (71%)
	More than a week	16 (9%)
	Don't remember	10 (6%)
Q3.11	Did the induction course cover everything you needed to know about the prison?	
	Have not been on an induction course	23 (14%)
	Yes	75 (45%)
	No	58 (35%)
	Don't remember	9 (5%)
Q3.12	How soon after you arrived here did you receive an education ('skills for life') assessment?	
	Did not receive an assessment	23 (14%)
	Within the first week	93 (56%)
	More than a week	33 (20%)
	Don't remember	16 (10%)

Section 4: Legal rights and respectful custody

Q4.1	How easy is it to.....						
		Very easy	Easy	Neither	Difficult	Very difficult	N/A
	Communicate with your solicitor or legal representative?	26 (15%)	45 (27%)	15 (9%)	32 (19%)	31 (18%)	20 (12%)
	Attend legal visits?	29 (19%)	63 (41%)	16 (10%)	8 (5%)	13 (8%)	25 (16%)
	Get bail information?	15 (10%)	24 (16%)	23 (16%)	20 (14%)	19 (13%)	46 (31%)
Q4.2	Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?						
	Not had any letters						17 (10%)
	Yes						67 (40%)
	No						85 (50%)
Q4.3	Can you get legal books in the library?						
	Yes						72 (43%)
	No						11 (7%)
	Don't know						86 (51%)
Q4.4	Please answer the following questions about the wing/unit you are currently living on:						
		Yes	No	Don't know			
	Do you normally have enough clean, suitable clothes for the week?	123 (73%)	45 (27%)	1 (1%)			
	Are you normally able to have a shower every day?	161 (94%)	9 (5%)	1 (1%)			
	Do you normally receive clean sheets every week?	148 (88%)	19 (11%)	2 (1%)			
	Do you normally get cell cleaning materials every week?	148 (87%)	19 (11%)	3 (2%)			
	Is your cell call bell normally answered within five minutes?	58 (35%)	86 (51%)	23 (14%)			
	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	113 (69%)	50 (30%)	1 (1%)			
	If you need to, can you normally get your stored property?	52 (31%)	64 (38%)	52 (31%)			
Q4.5	What is the food like here?						
	Very good						4 (2%)
	Good						17 (10%)
	Neither						27 (16%)
	Bad						58 (35%)
	Very bad						59 (36%)
Q4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?						
	Have not bought anything yet/ don't know						8 (5%)
	Yes						91 (54%)
	No						68 (41%)
Q4.7	Can you speak to a Listener at any time, if you want to?						
	Yes						107 (63%)
	No						12 (7%)
	Don't know						50 (30%)
Q4.8	Are your religious beliefs respected?						
	Yes						74 (44%)
	No						18 (11%)
	Don't know/ N/A						75 (45%)
Q4.9	Are you able to speak to a chaplain of your faith in private if you want to?						
	Yes						100 (60%)
	No						10 (6%)
	Don't know/ N/A						58 (35%)

Q4.10 How easy or difficult is it for you to attend religious services?

<i>I don't want to attend</i>	41 (24%)
<i>Very easy</i>	44 (26%)
<i>Easy</i>	29 (17%)
<i>Neither</i>	3 (2%)
<i>Difficult</i>	8 (5%)
<i>Very difficult</i>	6 (4%)
<i>Don't know</i>	37 (22%)

Section 5: Applications and complaints**Q5.1 Is it easy to make an application?**

<i>Yes</i>	134 (79%)
<i>No</i>	24 (14%)
<i>Don't know</i>	11 (7%)

Q5.2 Please answer the following questions about applications (If you have not made an application please tick the 'not made one' option.)

	<i>Not made one</i>	<i>Yes</i>	<i>No</i>
<i>Are applications dealt with fairly?</i>	27 (18%)	62 (40%)	65 (42%)
<i>Are applications dealt with quickly (within seven days)?</i>	27 (18%)	52 (35%)	68 (46%)

Q5.3 Is it easy to make a complaint?

<i>Yes</i>	88 (55%)
<i>No</i>	27 (17%)
<i>Don't know</i>	46 (29%)

Q5.4 Please answer the following questions about complaints (If you have not made a complaint please tick the 'not made one' option.)

	<i>Not made one</i>	<i>Yes</i>	<i>No</i>
<i>Are complaints dealt with fairly?</i>	76 (48%)	25 (16%)	56 (36%)
<i>Are complaints dealt with quickly (within seven days)?</i>	76 (52%)	16 (11%)	54 (37%)

Q5.5 Have you ever been prevented from making a complaint when you wanted to?

<i>Yes</i>	27 (18%)
<i>No</i>	127 (82%)

Q5.6 How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?

<i>Don't know who they are</i>	55 (33%)
<i>Very easy</i>	20 (12%)
<i>Easy</i>	30 (18%)
<i>Neither</i>	36 (22%)
<i>Difficult</i>	19 (11%)
<i>Very difficult</i>	7 (4%)

Section 6: Incentive and earned privileges scheme**Q6.1 Have you been treated fairly in your experience of the incentive and earned privileges (IEP) scheme? (This refers to enhanced, standard and basic levels.)**

<i>Don't know what the IEP scheme is</i>	25 (15%)
<i>Yes</i>	77 (46%)
<i>No</i>	43 (26%)
<i>Don't know</i>	23 (14%)

Q6.2 Do the different levels of the IEP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels.)

<i>Don't know what the IEP scheme is</i>	25 (15%)
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Yes	72 (44%)
No	52 (32%)
Don't know	16 (10%)

Q6.3 In the last six months have any members of staff physically restrained you (C&R)?

Yes	17 (10%)
No	152 (90%)

Q6.4 If you have spent a night in the segregation/care and separation unit in the last six months, how were you treated by staff?

<i>I have not been to segregation in the last 6 months</i>	129 (81%)
Very well	7 (4%)
Well	4 (3%)
Neither	7 (4%)
Badly	5 (3%)
Very badly	8 (5%)

Section 7: Relationships with staff**Q7.1 Do most staff treat you with respect?**

Yes	136 (82%)
No	29 (18%)

Q7.2 Is there a member of staff you can turn to for help if you have a problem?

Yes	118 (72%)
No	47 (28%)

Q7.3 Has a member of staff checked on you personally in the last week to see how you are getting on?

Yes	64 (38%)
No	104 (62%)

Q7.4 How often do staff normally speak to you during association?

<i>Do not go on association</i>	14 (8%)
Never	23 (14%)
Rarely	30 (18%)
Some of the time	55 (33%)
Most of the time	32 (19%)
All of the time	12 (7%)

Q7.5 When did you first meet your personal (named) officer?

<i>I have not met him/her</i>	66 (40%)
<i>In the first week</i>	31 (19%)
<i>More than a week</i>	50 (30%)
<i>Don't remember</i>	20 (12%)

Q7.6 How helpful is your personal (named) officer?

<i>Do not have a personal officer/ I have not met him/ her</i>	66 (42%)
Very helpful	30 (19%)
Helpful	33 (21%)
Neither	17 (11%)
Not very helpful	6 (4%)
Not at all helpful	5 (3%)

Section 8: Safety

Q8.1	Have you ever felt unsafe here?		
	Yes		71 (42%)
	No		97 (58%)
Q8.2	Do you feel unsafe now?		
	Yes		19 (12%)
	No		144 (88%)
Q8.3	In which areas have you felt unsafe? (Please tick all that apply to you.)		
	Never felt unsafe	97 (61%)	At meal times
	Everywhere	14 (9%)	At health services
	Segregation unit	2 (1%)	Visits area
	Association areas	12 (8%)	In wing showers
	Reception area	7 (4%)	In gym showers
	At the gym	3 (2%)	In corridors/stairwells
	In an exercise yard	7 (4%)	On your landing/wing
	At work	1 (1%)	In your cell
	During movement	16 (10%)	At religious services
	At education	6 (4%)	
Q8.4	Have you been victimised by other prisoners here?		
	Yes		54 (33%)
	No		112 (67%)
Q8.5	If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)		
	Insulting remarks (about you or your family or friends)		25 (15%)
	Physical abuse (being hit, kicked or assaulted)		16 (10%)
	Sexual abuse		4 (2%)
	Feeling threatened or intimidated		26 (16%)
	Having your canteen/property taken		11 (7%)
	Medication		4 (2%)
	Debt		10 (6%)
	Drugs		9 (5%)
	Your race or ethnic origin		3 (2%)
	Your religion/religious beliefs		1 (1%)
	Your nationality		0 (0%)
	You are from a different part of the country than others		10 (6%)
	You are from a traveller community		1 (1%)
	Your sexual orientation		0 (0%)
	Your age		5 (3%)
	You have a disability		6 (4%)
	You were new here		13 (8%)
	Your offence/ crime		10 (6%)
	Gang related issues		5 (3%)
Q8.6	Have you been victimised by staff here?		
	Yes		44 (27%)
	No		122 (73%)
Q8.7	If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)		
	Insulting remarks (about you or your family or friends)		17 (10%)
	Physical abuse (being hit, kicked or assaulted)		5 (3%)
	Sexual abuse		2 (1%)
	Feeling threatened or intimidated		15 (9%)
	Medication		6 (4%)

Debt	3 (2%)
Drugs	9 (5%)
Your race or ethnic origin	2 (1%)
Your religion/religious beliefs	1 (1%)
Your nationality	1 (1%)
You are from a different part of the country than others	6 (4%)
You are from a traveller community	0 (0%)
Your sexual orientation	0 (0%)
Your age	3 (2%)
You have a disability	1 (1%)
You were new here	6 (4%)
Your offence/ crime	6 (4%)
Gang related issues	3 (2%)

Q8.8 If you have been victimised by prisoners or staff, did you report it?

Not been victimised	98 (67%)
Yes	13 (9%)
No	36 (24%)

Section 9: Health services**Q9.1 How easy or difficult is it to see the following people:**

	Don't know	Very easy	Easy	Neither	Difficult	Very difficult
The doctor	26 (16%)	9 (5%)	24 (15%)	12 (7%)	37 (22%)	57 (35%)
The nurse	19 (12%)	31 (20%)	58 (37%)	16 (10%)	17 (11%)	17 (11%)
The dentist	31 (19%)	6 (4%)	15 (9%)	14 (9%)	31 (19%)	62 (39%)

Q9.2 What do you think of the quality of the health service from the following people?:

	Not been	Very good	Good	Neither	Bad	Very bad
The doctor	30 (19%)	17 (10%)	28 (17%)	24 (15%)	31 (19%)	32 (20%)
The nurse	22 (14%)	29 (19%)	42 (27%)	22 (14%)	23 (15%)	18 (12%)
The dentist	52 (34%)	14 (9%)	13 (9%)	21 (14%)	23 (15%)	28 (19%)

Q9.3 What do you think of the overall quality of the health services here?

Not been	11 (7%)
Very good	19 (12%)
Good	40 (24%)
Neither	20 (12%)
Bad	34 (21%)
Very bad	40 (24%)

Q9.4 Are you currently taking medication?

Yes	75 (45%)
No	91 (55%)

Q9.5 If you are taking medication, are you allowed to keep some/ all of it in your own cell?

Not taking medication	91 (55%)
Yes, all my meds	25 (15%)
Yes, some of my meds	18 (11%)
No	32 (19%)

Q9.6 Do you have any emotional or mental health problems?

Yes	62 (38%)
No	102 (62%)

Q9.7	Are you being helped/ supported by anyone in this prison? (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff.)	
	<i>Do not have any emotional or mental health problems</i>	102 (63%)
	Yes	28 (17%)
	No	32 (20%)

Section 10: Drugs and alcohol

Q10.1	Did you have a problem with drugs when you came into this prison?	
	Yes	62 (37%)
	No	105 (63%)
Q10.2	Did you have a problem with alcohol when you came into this prison?	
	Yes	27 (16%)
	No	139 (84%)
Q10.3	Is it easy or difficult to get illegal drugs in this prison?	
	Very easy	33 (20%)
	Easy	20 (12%)
	Neither	14 (9%)
	Difficult	6 (4%)
	Very difficult	10 (6%)
	Don't know	80 (49%)
Q10.4	Is it easy or difficult to get alcohol in this prison?	
	Very easy	8 (5%)
	Easy	11 (7%)
	Neither	14 (9%)
	Difficult	13 (8%)
	Very difficult	19 (12%)
	Don't know	99 (60%)
Q10.5	Have you developed a problem with illegal drugs since you have been in this prison?	
	Yes	14 (8%)
	No	152 (92%)
Q10.6	Have you developed a problem with diverted medication since you have been in this prison?	
	Yes	15 (9%)
	No	151 (91%)
Q10.7	Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?	
	<i>Did not / do not have a drug problem</i>	95 (60%)
	Yes	38 (24%)
	No	25 (16%)
Q10.8	Have you received any support or help (for example substance misuse teams) for your alcohol problem, whilst in this prison?	
	<i>Did not / do not have an alcohol problem</i>	139 (86%)
	Yes	12 (7%)
	No	11 (7%)
Q10.9	Was the support or help you received, whilst in this prison, helpful?	
	<i>Did not have a problem/ did not receive help</i>	113 (71%)
	Yes	34 (21%)
	No	12 (8%)

Section II: Activities

Q11.1	How easy or difficult is it to get into the following activities, in this prison?						
		<i>Don't know</i>	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
	Prison job	22 (13%)	26 (16%)	55 (34%)	22 (13%)	23 (14%)	16 (10%)
	Vocational or skills training	31 (20%)	16 (10%)	59 (38%)	23 (15%)	17 (11%)	10 (6%)
	Education (including basic skills)	23 (15%)	40 (26%)	63 (42%)	16 (11%)	7 (5%)	2 (1%)
	Offending behaviour programmes	47 (31%)	11 (7%)	41 (27%)	17 (11%)	24 (16%)	12 (8%)
Q11.2	Are you currently involved in the following? (Please tick all that apply to you.)						
	<i>Not involved in any of these</i>						36 (23%)
	Prison job						85 (54%)
	Vocational or skills training						22 (14%)
	Education (including basic skills)						38 (24%)
	Offending behaviour programmes						19 (12%)
Q11.3	If you have been involved in any of the following, while in this prison, do you think they will help you on release?						
		<i>Not been involved</i>	<i>Yes</i>	<i>No</i>	<i>Don't know</i>		
	Prison job	30 (20%)	58 (39%)	42 (28%)	18 (12%)		
	Vocational or skills training	41 (35%)	43 (36%)	24 (20%)	10 (8%)		
	Education (including basic skills)	30 (24%)	54 (44%)	27 (22%)	13 (10%)		
	Offending behaviour programmes	41 (37%)	37 (34%)	21 (19%)	11 (10%)		
Q11.4	How often do you usually go to the library?						
	<i>Don't want to go</i>						29 (18%)
	<i>Never</i>						37 (23%)
	<i>Less than once a week</i>						35 (21%)
	<i>About once a week</i>						48 (29%)
	<i>More than once a week</i>						15 (9%)
Q11.5	Does the library have a wide enough range of materials to meet your needs?						
	<i>Don't use it</i>						54 (34%)
	<i>Yes</i>						73 (46%)
	<i>No</i>						33 (21%)
Q11.6	How many times do you usually go to the gym each week?						
	<i>Don't want to go</i>						28 (18%)
	<i>0</i>						30 (19%)
	<i>1 to 2</i>						30 (19%)
	<i>3 to 5</i>						66 (42%)
	<i>More than 5</i>						5 (3%)
Q11.7	How many times do you usually go outside for exercise each week?						
	<i>Don't want to go</i>						10 (6%)
	<i>0</i>						12 (7%)
	<i>1 to 2</i>						34 (21%)
	<i>3 to 5</i>						45 (28%)
	<i>More than 5</i>						60 (37%)
Q11.8	How many times do you usually have association each week?						
	<i>Don't want to go</i>						8 (5%)
	<i>0</i>						8 (5%)
	<i>1 to 2</i>						4 (3%)
	<i>3 to 5</i>						18 (11%)
	<i>More than 5</i>						122 (76%)

Q11.9	How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc)	
	<i>Less than 2 hours</i>	13 (8%)
	<i>2 to less than 4 hours</i>	9 (6%)
	<i>4 to less than 6 hours</i>	27 (17%)
	<i>6 to less than 8 hours</i>	9 (6%)
	<i>8 to less than 10 hours</i>	37 (23%)
	<i>10 hours or more</i>	55 (34%)
	<i>Don't know</i>	10 (6%)

Section 12: Contact with family and friends

Q12.1	Have staff supported you and helped you to maintain contact with your family/friends while in this prison?	
	<i>Yes</i>	66 (42%)
	<i>No</i>	93 (58%)
Q12.2	Have you had any problems with sending or receiving mail (letters or parcels)?	
	<i>Yes</i>	56 (35%)
	<i>No</i>	105 (65%)
Q12.3	Have you had any problems getting access to the telephones?	
	<i>Yes</i>	34 (21%)
	<i>No</i>	127 (79%)
Q12.4	How easy or difficult is it for your family and friends to get here?	
	<i>I don't get visits</i>	17 (11%)
	<i>Very easy</i>	23 (14%)
	<i>Easy</i>	42 (26%)
	<i>Neither</i>	24 (15%)
	<i>Difficult</i>	25 (16%)
	<i>Very difficult</i>	26 (16%)
	<i>Don't know</i>	4 (2%)

Section 13: Preparation for release

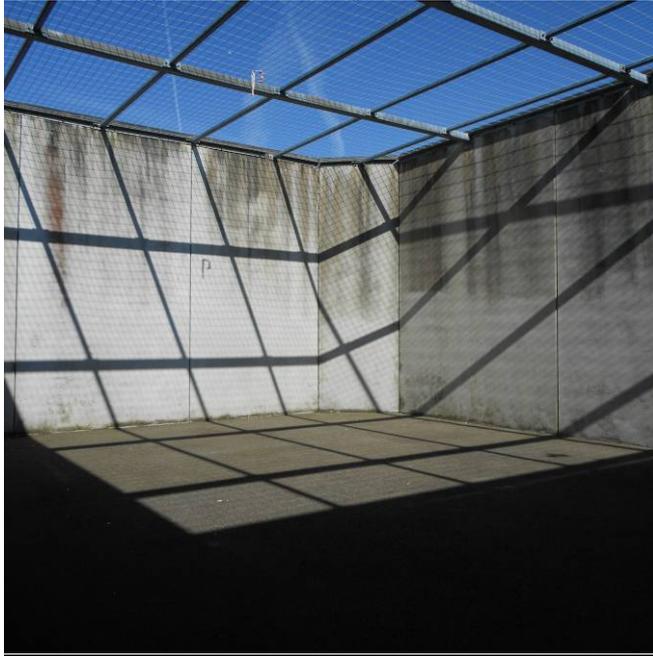
Q13.1	Do you have a named offender manager (home probation officer) in the probation service?	
	<i>Not sentenced</i>	42 (26%)
	<i>Yes</i>	78 (49%)
	<i>No</i>	40 (25%)
Q13.2	What type of contact have you had with your offender manager since being in prison? (please tick all that apply to you.)	
	<i>Not sentenced/ NA</i>	82 (51%)
	<i>No contact</i>	29 (18%)
	<i>Letter</i>	26 (16%)
	<i>Phone</i>	14 (9%)
	<i>Visit</i>	30 (19%)
Q13.3	Do you have a named offender supervisor in this prison?	
	<i>Yes</i>	47 (31%)
	<i>No</i>	107 (69%)
Q13.4	Do you have a sentence plan?	
	<i>Not sentenced</i>	42 (26%)
	<i>Yes</i>	46 (29%)
	<i>No</i>	73 (45%)

Q13.5	How involved were you in the development of your sentence plan?			
	<i>Do not have a sentence plan/ not sentenced</i>		115 (72%)	
	<i>Very involved</i>		8 (5%)	
	<i>Involved</i>		14 (9%)	
	<i>Neither</i>		6 (4%)	
	<i>Not very involved</i>		7 (4%)	
	<i>Not at all involved</i>		9 (6%)	
Q13.6	Who is working with you to achieve your sentence plan targets? (please tick all that apply to you.)			
	<i>Do not have a sentence plan/ not sentenced</i>		115 (74%)	
	<i>Nobody</i>		13 (8%)	
	<i>Offender supervisor</i>		18 (12%)	
	<i>Offender manager</i>		12 (8%)	
	<i>Named/ personal officer</i>		8 (5%)	
	<i>Staff from other departments</i>		11 (7%)	
Q13.7	Can you achieve any of your sentence plan targets in this prison?			
	<i>Do not have a sentence plan/ not sentenced</i>		115 (72%)	
	<i>Yes</i>		26 (16%)	
	<i>No</i>		9 (6%)	
	<i>Don't know</i>		9 (6%)	
Q13.8	Are there plans for you to achieve any of your sentence plan targets in another prison?			
	<i>Do not have a sentence plan/ not sentenced</i>		115 (72%)	
	<i>Yes</i>		11 (7%)	
	<i>No</i>		17 (11%)	
	<i>Don't know</i>		17 (11%)	
Q13.9	Are there plans for you to achieve any of your sentence plan targets in the community?			
	<i>Do not have a sentence plan/ not sentenced</i>		115 (71%)	
	<i>Yes</i>		14 (9%)	
	<i>No</i>		15 (9%)	
	<i>Don't know</i>		17 (11%)	
Q13.10	Do you have a needs based custody plan?			
	<i>Yes</i>		10 (6%)	
	<i>No</i>		61 (40%)	
	<i>Don't know</i>		83 (54%)	
Q13.11	Do you feel that any member of staff has helped you to prepare for your release?			
	<i>Yes</i>		24 (16%)	
	<i>No</i>		128 (84%)	
Q13.12	Do you know of anyone in this prison who can help you with the following on release? (please tick all that apply to you.)			
		<i>Do not need help</i>	<i>Yes</i>	<i>No</i>
	Employment	33 (22%)	35 (23%)	81 (54%)
	Accommodation	34 (23%)	38 (26%)	77 (52%)
	Benefits	30 (20%)	50 (33%)	70 (47%)
	Finances	33 (23%)	30 (21%)	78 (55%)
	Education	37 (26%)	36 (26%)	68 (48%)
	Drugs and alcohol	42 (28%)	49 (33%)	57 (39%)

Q13.13	Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?	
	<i>Not sentenced</i>	42 (27%)
	Yes	59 (38%)
	No	55 (35%)

Appendix IV: Photographs

The segregation exercise yard



Showers on a residential unit



Residential unit graffiti



Melling first night unit



Main comparator and comparator to last time



Prisoner survey responses HMP Altcourse 2014

Prisoner survey responses (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

	HMP Altcourse 2014	Local prisons comparator	HMP Altcourse 2014	HMP Altcourse 2010
Any percentage highlighted in green is significantly better				
Any percentage highlighted in blue is significantly worse				
Any percentage highlighted in orange shows a significant difference in prisoners' background details				
Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned	172	6015	172	176
SECTION 1: General information				
1.2 Are you under 21 years of age?	12%	5%	12%	10%
1.3 Are you sentenced?	75%	67%	75%	77%
1.3 Are you on recall?	10%	9%	10%	9%
1.4 Is your sentence less than 12 months?	15%	21%	15%	25%
1.4 Are you here under an indeterminate sentence for public protection (IPP prisoner)?	6%	3%	6%	6%
1.5 Are you a foreign national?	4%	14%	4%	9%
1.6 Do you understand spoken English?	98%	97%	98%	
1.7 Do you understand written English?	99%	96%	99%	
1.8 Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	6%	25%	6%	10%
1.9 Do you consider yourself to be Gypsy/ Romany/ Traveller?	2%	5%	2%	5%
1.1 Are you Muslim?	2%	12%	2%	1%
1.11 Are you homosexual/gay or bisexual?	3%	3%	3%	3%
1.12 Do you consider yourself to have a disability?	18%	23%	18%	17%
1.13 Are you a veteran (ex-armed services)?	4%	5%	4%	
1.14 Is this your first time in prison?	24%	32%	24%	28%
1.15 Do you have any children under the age of 18?	51%	54%	51%	51%
SECTION 2: Transfers and escorts				
On your most recent journey here:				
2.1 Did you spend more than 2 hours in the van?	30%	20%	30%	30%
For those who spent two or more hours in the escort van:				
2.2 Were you offered anything to eat or drink?	29%	37%	29%	
2.3 Were you offered a toilet break?	7%	9%	7%	
2.4 Was the van clean?	50%	59%	50%	
2.5 Did you feel safe?	78%	74%	78%	
2.6 Were you treated well/very well by the escort staff?	61%	67%	61%	64%
2.7 Before you arrived here were you told that you were coming here?	62%	64%	62%	
2.7 Before you arrived here did you receive any written information about coming here?	2%	4%	2%	
2.8 When you first arrived here did your property arrive at the same time as you?	81%	80%	81%	79%
SECTION 3: Reception, first night and induction				
3.1 Were you in reception for less than 2 hours?	50%	43%	50%	

Main comparator and comparator to last time

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Any percentage highlighted in blue is significantly worse				
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Percentages which are not highlighted show there is no significant difference				
3.2 When you were searched in reception, was this carried out in a respectful way?	78%	77%	78%	68%
3.3 Were you treated well/very well in reception?	64%	62%	64%	66%
When you first arrived:				
3.4 Did you have any problems?	71%	75%	71%	67%
3.4 Did you have any problems with loss of property?	13%	15%	13%	10%
3.4 Did you have any housing problems?	15%	21%	15%	20%
3.4 Did you have any problems contacting employers?	2%	5%	2%	8%
3.4 Did you have any problems contacting family?	23%	32%	23%	28%
3.4 Did you have any problems ensuring dependants were being looked after?	1%	3%	1%	7%
3.4 Did you have any money worries?	17%	23%	17%	18%
3.4 Did you have any problems with feeling depressed or suicidal?	14%	22%	14%	19%
3.4 Did you have any physical health problems?	12%	18%	12%	
3.4 Did you have any mental health problems?	17%	21%	17%	
3.4 Did you have any problems with needing protection from other prisoners?	4%	8%	4%	5%
3.4 Did you have problems accessing phone numbers?	26%	31%	26%	23%
For those with problems:				
3.5 Did you receive any help/ support from staff in dealing with these problems?	41%	33%	41%	
When you first arrived here, were you offered any of the following:				
3.6 Tobacco?	82%	83%	82%	92%
3.6 A shower?	22%	32%	22%	42%
3.6 A free telephone call?	79%	57%	79%	86%
3.6 Something to eat?	50%	74%	50%	77%
3.6 PIN phone credit?	52%	56%	52%	
3.6 Toiletries/ basic items?	40%	61%	40%	
SECTION 3: Reception, first night and induction continued				
When you first arrived here did you have access to the following people:				
3.7 The chaplain or a religious leader?	67%	44%	67%	
3.7 Someone from health services?	66%	69%	66%	
3.7 A Listener/Samaritans?	40%	34%	40%	
3.7 Prison shop/ canteen?	24%	20%	24%	8%
When you first arrived here were you offered information about any of the following:				
3.8 What was going to happen to you?	46%	45%	46%	60%
3.8 Support was available for people feeling depressed or suicidal?	52%	42%	52%	62%
3.8 How to make routine requests?	36%	39%	36%	47%
3.8 Your entitlement to visits?	35%	41%	35%	52%
3.8 Health services?	48%	49%	48%	57%
3.8 The chaplaincy?	46%	43%	46%	58%
3.9 Did you feel safe on your first night here?	81%	73%	81%	75%
3.10 Have you been on an induction course?	86%	77%	86%	88%

Main comparator and comparator to last time

Key to tables

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Percentages which are not highlighted show there is no significant difference					
For those who have been on an induction course:					
3.11	Did the course cover everything you needed to know about the prison?	53%	54%	53%	67%
3.12	Did you receive an education (skills for life) assessment?	86%	73%	86%	
SECTION 4: Legal rights and respectful custody					
In terms of your legal rights, is it easy/very easy to:					
4.1	Communicate with your solicitor or legal representative?	42%	39%	42%	45%
4.1	Attend legal visits?	60%	55%	60%	62%
4.1	Get bail information?	27%	20%	27%	28%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	40%	40%	40%	38%
4.3	Can you get legal books in the library?	43%	36%	43%	
For the wing/unit you are currently on:					
4.4	Are you normally offered enough clean, suitable clothes for the week?	73%	53%	73%	61%
4.4	Are you normally able to have a shower every day?	94%	77%	94%	99%
4.4	Do you normally receive clean sheets every week?	88%	75%	88%	96%
4.4	Do you normally get cell cleaning materials every week?	87%	54%	87%	91%
4.4	Is your cell call bell normally answered within five minutes?	35%	31%	35%	46%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	69%	63%	69%	75%
4.4	Can you normally get your stored property, if you need to?	31%	22%	31%	39%
4.5	Is the food in this prison good/very good?	13%	22%	13%	17%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	55%	47%	55%	62%
4.7	Are you able to speak to a Listener at any time, if you want to?	63%	55%	63%	57%
4.8	Are your religious beliefs are respected?	44%	51%	44%	54%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	60%	51%	60%	55%
4.10	Is it easy/very easy to attend religious services?	44%	45%	44%	
SECTION 5: Applications and complaints					
5.1	Is it easy to make an application?	79%	75%	79%	
For those who have made an application:					
5.2	Do you feel applications are dealt with fairly?	49%	54%	49%	61%
5.2	Do you feel applications are dealt with quickly (within seven days)?	43%	41%	43%	58%
5.3	Is it easy to make a complaint?	55%	50%	55%	
For those who have made a complaint:					
5.4	Do you feel complaints are dealt with fairly?	31%	31%	31%	22%
5.4	Do you feel complaints are dealt with quickly (within seven days)?	23%	30%	23%	40%
5.5	Have you ever been prevented from making a complaint when you wanted to?	18%	20%	18%	
5.6	Is it easy/very easy to see the Independent Monitoring Board?	30%	20%	30%	44%
SECTION 6: Incentives and earned privileges scheme					
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	46%	42%	46%	62%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	44%	43%	44%	54%

Main comparator and comparator to last time

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6.3	In the last six months have any members of staff physically restrained you (C&R)?	10%	8%	10%	5%
6.4	In the last six months, if you have spent a night in the segregation/ care and separation unit, were you treated very well/ well by staff?	35%	35%	35%	
SECTION 7: Relationships with staff					
7.1	Do most staff, in this prison, treat you with respect?	82%	74%	82%	77%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	72%	71%	72%	79%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	38%	27%	38%	
7.4	Do staff normally speak to you most of the time/all of the time during association?	27%	17%	27%	22%
7.5	Do you have a personal officer?	61%	40%	61%	52%
	For those with a personal officer:				
7.6	Do you think your personal officer is helpful/very helpful?	69%	67%	69%	60%
SECTION 8: Safety					
8.1	Have you ever felt unsafe here?	42%	40%	42%	35%
8.2	Do you feel unsafe now?	12%	18%	12%	11%
8.4	Have you been victimised by other prisoners here?	33%	26%	33%	23%
	Since you have been here, have other prisoners:				
8.5	Made insulting remarks about you, your family or friends?	15%	11%	15%	14%
8.5	Hit, kicked or assaulted you?	10%	7%	10%	8%
8.5	Sexually abused you?	2%	1%	2%	0%
8.5	Threatened or intimidated you?	16%	14%	16%	
8.5	Taken your canteen/property?	7%	6%	7%	4%
8.5	Victimised you because of medication?	2%	5%	2%	
8.5	Victimised you because of debt?	6%	3%	6%	
8.5	Victimised you because of drugs?	5%	4%	5%	4%
8.5	Victimised you because of your race or ethnic origin?	2%	3%	2%	1%
8.5	Victimised you because of your religion/religious beliefs?	1%	3%	1%	2%
8.5	Victimised you because of your nationality?	0%	3%	0%	
8.5	Victimised you because you were from a different part of the country?	6%	4%	6%	6%
8.5	Victimised you because you are from a Traveller community?	1%	1%	1%	
8.5	Victimised you because of your sexual orientation?	0%	1%	0%	1%
8.5	Victimised you because of your age?	3%	2%	3%	2%
8.5	Victimised you because you have a disability?	4%	3%	4%	2%
8.5	Victimised you because you were new here?	8%	6%	8%	7%
8.5	Victimised you because of your offence/crime?	6%	5%	6%	4%
8.5	Victimised you because of gang related issues?	3%	4%	3%	3%
SECTION 8: Safety continued					
8.6	Have you been victimised by staff here?	27%	30%	27%	19%

Main comparator and comparator to last time

Key to tables

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	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
	Since you have been here, have staff:				
8.7	Made insulting remarks about you, your family or friends?	10%	11%	10%	8%
8.7	Hit, kicked or assaulted you?	3%	5%	3%	4%
8.7	Sexually abused you?	1%	1%	1%	1%
8.7	Threatened or intimidated you?	9%	12%	9%	
8.7	Victimised you because of medication?	4%	5%	4%	
8.7	Victimised you because of debt?	2%	2%	2%	
8.7	Victimised you because of drugs?	5%	3%	5%	7%
8.7	Victimised you because of your race or ethnic origin?	1%	4%	1%	1%
8.7	Victimised you because of your religion/religious beliefs?	1%	4%	1%	1%
8.7	Victimised you because of your nationality?	1%	3%	1%	
8.7	Victimised you because you were from a different part of the country?	4%	3%	4%	5%
8.7	Victimised you because you are from a Traveller community?	0%	1%	0%	
8.7	Victimised you because of your sexual orientation?	0%	1%	0%	
8.7	Victimised you because of your age?	2%	2%	2%	2%
8.7	Victimised you because you have a disability?	1%	3%	1%	1%
8.7	Victimised you because you were new here?	4%	5%	4%	1%
8.7	Victimised you because of your offence/crime?	4%	5%	4%	2%
8.7	Victimised you because of gang related issues?	2%	2%	2%	1%
	For those who have been victimised by staff or other prisoners:				
8.8	Did you report any victimisation that you have experienced?	27%	33%	27%	40%
SECTION 9: Health services					
9.1	Is it easy/very easy to see the doctor?	20%	23%	20%	26%
9.1	Is it easy/very easy to see the nurse?	56%	46%	56%	58%
9.1	Is it easy/very easy to see the dentist?	13%	9%	13%	19%
	For those who have been to the following services, do you think the quality of the health service from the following is good/very good:				
9.2	The doctor?	34%	42%	34%	49%
9.2	The nurse?	53%	53%	53%	54%
9.2	The dentist?	27%	31%	27%	39%
9.3	The overall quality of health services?	39%	36%	39%	42%
9.4	Are you currently taking medication?	45%	51%	45%	46%
	For those currently taking medication:				
9.5	Are you allowed to keep possession of some or all of your medication in your own cell?	57%	61%	57%	
9.6	Do you have any emotional well being or mental health problems?	38%	37%	38%	28%
	For those who have problems:				
9.7	Are you being helped or supported by anyone in this prison?	47%	43%	47%	

Main comparator and comparator to last time

Key to tables

Any percentage highlighted in green is significantly better		HMP Altcourse 2014	Local prisons comparator	HMP Altcourse 2014	HMP Altcourse 2010
Any percentage highlighted in blue is significantly worse					
Any percentage highlighted in orange shows a significant difference in prisoners' background details					
Percentages which are not highlighted show there is no significant difference					
SECTION 10: Drugs and alcohol					
10.1	Did you have a problem with drugs when you came into this prison?	37%	33%	37%	38%
10.2	Did you have a problem with alcohol when you came into this prison?	16%	24%	16%	37%
10.3	Is it easy/very easy to get illegal drugs in this prison?	33%	32%	33%	30%
10.4	Is it easy/very easy to get alcohol in this prison?	12%	14%	12%	
10.5	Have you developed a problem with drugs since you have been in this prison?	8%	8%	8%	7%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	9%	8%	9%	
	For those with drug or alcohol problems:				
10.7	Have you received any support or help with your drug problem while in this prison?	60%	62%	60%	
10.8	Have you received any support or help with your alcohol problem while in this prison?	52%	59%	52%	
	For those who have received help or support with their drug or alcohol problem:				
10.9	Was the support helpful?	74%	76%	74%	70%
SECTION 11: Activities					
	Is it very easy/ easy to get into the following activities:				
11.1	A prison job?	49%	29%	49%	
11.1	Vocational or skills training?	48%	28%	48%	
11.1	Education (including basic skills)?	68%	43%	68%	
11.1	Offending behaviour programmes?	34%	17%	34%	
	Are you currently involved in any of the following activities:				
11.2	A prison job?	54%	43%	54%	45%
11.2	Vocational or skills training?	14%	9%	14%	20%
11.2	Education (including basic skills)?	24%	26%	24%	38%
11.2	Offending behaviour programmes?	12%	7%	12%	12%
11.3	Have you had a job while in this prison?	80%	68%	80%	65%
	For those who have had a prison job while in this prison:				
11.3	Do you feel the job will help you on release?	49%	40%	49%	45%
11.3	Have you been involved in vocational or skills training while in this prison?	65%	55%	65%	56%
	For those who have had vocational or skills training while in this prison:				
11.3	Do you feel the vocational or skills training will help you on release?	56%	48%	56%	66%
11.3	Have you been involved in education while in this prison?	76%	66%	76%	67%
	For those who have been involved in education while in this prison:				
11.3	Do you feel the education will help you on release?	57%	53%	57%	63%
11.3	Have you been involved in offending behaviour programmes while in this prison?	63%	52%	63%	48%
	For those who have been involved in offending behaviour programmes while in this prison:				
11.3	Do you feel the offending behaviour programme(s) will help you on release?	54%	44%	54%	62%
11.4	Do you go to the library at least once a week?	38%	31%	38%	42%
11.5	Does the library have a wide enough range of materials to meet your needs?	46%	32%	46%	
11.6	Do you go to the gym three or more times a week?	45%	26%	45%	58%
11.7	Do you go outside for exercise three or more times a week?	65%	38%	65%	23%

Main comparator and comparator to last time

Key to tables

	Any percentage highlighted in green is significantly better	HMP Aitcourse 2014	Local prisons comparator	HMP Aitcourse 2014	HMP Aitcourse 2010
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
11.8	Do you go on association more than five times each week?	76%	43%	76%	74%
11.9	Do you spend ten or more hours out of your cell on a weekday?	34%	9%	34%	41%
SECTION 12: Friends and family					
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	42%	32%	42%	40%
12.2	Have you had any problems with sending or receiving mail?	35%	48%	35%	36%
12.3	Have you had any problems getting access to the telephones?	21%	34%	21%	21%
12.4	Is it easy/ very easy for your friends and family to get here?	40%	37%	40%	
SECTION 13: Preparation for release					
For those who are sentenced:					
13.1	Do you have a named offender manager (home probation officer) in the probation service?	66%	60%	66%	
For those who are sentenced what type of contact have you had with your offender manager:					
13.2	No contact?	36%	43%	36%	
13.2	Contact by letter?	32%	28%	32%	
13.2	Contact by phone?	18%	12%	18%	
13.2	Contact by visit?	38%	36%	38%	
13.3	Do you have a named offender supervisor in this prison?	31%	30%	31%	
For those who are sentenced:					
13.4	Do you have a sentence plan?	39%	36%	39%	50%
For those with a sentence plan:					
13.5	Were you involved/very involved in the development of your plan?	50%	57%	50%	67%
Who is working with you to achieve your sentence plan targets:					
13.6	Nobody?	33%	45%	33%	
13.6	Offender supervisor?	45%	31%	45%	
13.6	Offender manager?	30%	25%	30%	
13.6	Named/ personal officer?	20%	10%	20%	
13.6	Staff from other departments?	25%	17%	25%	
For those with a sentence plan:					
13.7	Can you achieve any of your sentence plan targets in this prison?	59%	56%	59%	75%
13.8	Are there plans for you to achieve any of your targets in another prison?	24%	27%	24%	
13.9	Are there plans for you to achieve any of your targets in the community?	30%	32%	30%	
13.10	Do you have a needs based custody plan?	7%	7%	7%	
13.11	Do you feel that any member of staff has helped you to prepare for release?	16%	12%	16%	18%
For those that need help do you know of anyone in this prison who can help you on release with the following:					
13.12	Employment?	30%	29%	30%	
13.12	Accommodation?	33%	37%	33%	
13.12	Benefits?	42%	40%	42%	
13.12	Finances?	28%	24%	28%	
13.12	Education?	35%	29%	35%	
13.12	Drugs and alcohol?	46%	45%	46%	
For those who are sentenced:					
13.13	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	52%	47%	52%	44%

Diversity analysis



Key question responses (disability, age over 50, under 21) HMP Altcourse 2014

Prisoner survey responses (missing data have been excluded for each question). Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

		Consider themselves to have a disability		Do not consider themselves to have a disability		Prisoners aged 50 and over		Prisoners under the age of 50		Prisoners under the age of 21		Prisoners aged 21 and over	
	Any percentage highlighted in green is significantly better												
	Any percentage highlighted in blue is significantly worse												
	Any percentage highlighted in orange shows a significant difference in prisoners' background details												
	Percentages which are not highlighted show there is no significant difference												
Number of completed questionnaires returned		30	139	21	151	21	151	21	151	21	151	21	151
1.3	Are you sentenced?	61%	78%	91%	73%	65%	77%	65%	77%	65%	77%	65%	77%
1.5	Are you a foreign national?	7%	4%	5%	4%	14%	3%	14%	3%	14%	3%	14%	3%
1.6	Do you understand spoken English?	97%	99%	95%	99%	95%	99%	95%	99%	95%	99%	95%	99%
1.7	Do you understand written English?	97%	100%	100%	99%	95%	99%	95%	99%	95%	99%	95%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	10%	5%	5%	6%	5%	6%	5%	6%	5%	6%	5%	6%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	7%	1%	5%	1%	5%	1%	5%	1%	5%	1%	5%	1%
1.1	Are you Muslim?	4%	1%	0%	2%	5%	1%	5%	1%	5%	1%	5%	1%
1.12	Do you consider yourself to have a disability?			30%	16%	5%	20%	5%	20%	5%	20%	5%	20%
1.13	Are you a veteran (ex-armed services)?	13%	1%	19%	1%	5%	3%	5%	3%	5%	3%	5%	3%
1.14	Is this your first time in prison?	10%	28%	48%	21%	29%	23%	29%	23%	29%	23%	29%	23%
2.6	Were you treated well/very well by the escort staff?	60%	60%	76%	58%	52%	62%	52%	62%	52%	62%	52%	62%
2.7	Before you arrived here were you told that you were coming here?	53%	65%	52%	64%	62%	62%	62%	62%	62%	62%	62%	62%
3.2	When you were searched in reception, was this carried out in a respectful way?	69%	79%	81%	77%	70%	79%	70%	79%	70%	79%	70%	79%
3.3	Were you treated well/very well in reception?	64%	64%	76%	62%	55%	65%	55%	65%	55%	65%	55%	65%
3.4	Did you have any problems when you first arrived?	89%	67%	52%	74%	77%	70%	77%	70%	77%	70%	77%	70%
3.7	Did you have access to someone from health care when you first arrived here?	71%	64%	90%	62%	45%	68%	45%	68%	45%	68%	45%	68%
3.9	Did you feel safe on your first night here?	87%	79%	76%	81%	60%	84%	60%	84%	60%	84%	60%	84%
3.10	Have you been on an induction course?	86%	87%	86%	87%	79%	87%	79%	87%	79%	87%	79%	87%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	43%	43%	55%	40%	20%	45%	20%	45%	20%	45%	20%	45%

Key to tables

Diversity analysis

		Consider themselves to have a disability		Prisoners aged 50 and over		Prisoners under the age of 50		Prisoners under the age of 21		Prisoners aged 21 and over	
		Do not consider themselves to have a disability	Do not consider themselves to have a disability	Prisoners aged 50 and over	Prisoners under the age of 50	Prisoners under the age of 21	Prisoners aged 21 and over	Prisoners under the age of 21	Prisoners aged 21 and over	Prisoners under the age of 21	Prisoners aged 21 and over
	Any percentage highlighted in green is significantly better										
	Any percentage highlighted in blue is significantly worse										
	Any percentage highlighted in orange shows a significant difference in prisoners' background details										
	Percentages which are not highlighted show there is no significant difference										
8.5	Have you been victimised because of your age? (By prisoners)	14%	1%	10%	2%	0%	3%	0%	3%	0%	3%
8.5	Have you been victimised because you have a disability? (By prisoners)	11%	2%	0%	4%	5%	3%	5%	3%	5%	3%
8.6	Have you been victimised by a member of staff?	38%	25%	15%	28%	40%	25%	40%	25%	40%	25%
8.7	Have you ever felt threatened or intimidated by staff here?	14%	8%	5%	10%	15%	8%	15%	8%	15%	8%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	4%	1%	0%	1%	10%	0%	10%	0%	10%	0%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	1%	0%	1%	0%	1%	0%	1%	0%	1%
8.7	Have you been victimised because of your nationality? (By staff)	0%	1%	0%	1%	0%	1%	0%	1%	0%	1%
8.7	Have you been victimised because of your age? (By staff)	7%	1%	0%	2%	5%	1%	5%	1%	5%	1%
8.7	Have you been victimised because you have a disability? (By staff)	4%	0%	0%	1%	0%	1%	0%	1%	0%	1%
9.1	Is it easy/very easy to see the doctor?	17%	21%	19%	20%	37%	18%	37%	18%	37%	18%
9.1	Is it easy/ very easy to see the nurse?	67%	53%	63%	55%	47%	58%	47%	58%	47%	58%
9.4	Are you currently taking medication?	72%	40%	67%	42%	17%	49%	17%	49%	17%	49%
9.6	Do you feel you have any emotional well being/mental health issues?	76%	30%	38%	38%	28%	39%	28%	39%	28%	39%
10.3	Is it easy/very easy to get illegal drugs in this prison?	39%	31%	33%	32%	20%	34%	20%	34%	20%	34%
11.2	Are you currently working in the prison?	50%	54%	60%	53%	47%	55%	47%	55%	47%	55%
11.2	Are you currently undertaking vocational or skills training?	4%	16%	10%	15%	0%	16%	0%	16%	0%	16%
11.2	Are you currently in education (including basic skills)?	27%	24%	31%	23%	16%	25%	16%	25%	16%	25%
11.2	Are you currently taking part in an offending behaviour programme?	8%	13%	5%	13%	10%	12%	10%	12%	10%	12%
11.4	Do you go to the library at least once a week?	33%	39%	75%	33%	35%	39%	35%	39%	35%	39%
11.6	Do you go to the gym three or more times a week?	37%	47%	20%	48%	37%	46%	37%	46%	37%	46%
11.7	Do you go outside for exercise three or more times a week?	65%	65%	67%	65%	68%	65%	68%	65%	68%	65%
11.8	On average, do you go on association more than five times each week?	69%	78%	76%	76%	84%	75%	84%	75%	84%	75%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	35%	34%	29%	35%	21%	36%	21%	36%	21%	36%
12.2	Have you had any problems sending or receiving mail?	22%	38%	10%	38%	50%	33%	50%	33%	50%	33%
12.3	Have you had any problems getting access to the telephones?	11%	23%	5%	23%	30%	20%	30%	20%	30%	20%



Prisoner survey responses HMP Altcourse (vulnerable prisoner wing comparator)

Prisoner survey responses (missing data have been excluded for each question) Please note: where there are apparently large differences, which are not indicated as statistically significant, this is likely to be due to chance.

Key to tables

		Vulnerable prisoner wing (Reynoldstown)	Main location (excluding segregation)
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		26	142
SECTION 1: General information			
1.2	Are you under 21 years of age?	4%	12%
1.3	Are you sentenced?	77%	76%
1.3	Are you on recall?	8%	11%
1.4	Is your sentence less than 12 months?	4%	17%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	13%	5%
1.5	Are you a foreign national?	4%	4%
1.6	Do you understand spoken English?	96%	99%
1.7	Do you understand written English?	100%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	4%	6%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	4%	1%
1.1	Are you Muslim?	0%	2%
1.11	Are you homosexual/gay or bisexual?	4%	3%
1.12	Do you consider yourself to have a disability?	32%	16%
1.13	Are you a veteran (ex-armed services)?	8%	3%
1.14	Is this your first time in prison?	39%	22%
1.15	Do you have any children under the age of 18?	35%	53%
SECTION 2: Transfers and escorts			
On your most recent journey here:			
2.1	Did you spend more than 2 hours in the van?	39%	28%
2.5	Did you feel safe?	81%	78%
2.6	Were you treated well/very well by the escort staff?	58%	62%
2.7	Before you arrived here were you told that you were coming here?	58%	63%
2.8	When you first arrived here did your property arrive at the same time as you?	81%	80%
SECTION 3: Reception, first night and induction			
3.1	Were you in reception for less than 2 hours?	42%	52%
3.2	When you were searched in reception, was this carried out in a respectful way?	81%	78%
3.3	Were you treated well/very well in reception?	66%	65%
When you first arrived:			
3.4	Did you have any problems?	68%	72%

Key to tables

	Vulnerable prisoner wing (Reynoldstown)	Main location (excluding segregation)
Any percentage highlighted in green is significantly better		
Any percentage highlighted in blue is significantly worse		
Any percentage highlighted in orange shows a significant difference in prisoners' background details		
Percentages which are not highlighted show there is no significant difference		
3.4 Did you have any problems with loss of property?	20%	12%
3.4 Did you have any housing problems?	24%	12%
3.4 Did you have any problems contacting employers?	0%	2%
3.4 Did you have any problems contacting family?	20%	23%
3.4 Did you have any problems ensuring dependants were being looked after?	0%	2%
3.4 Did you have any money worries?	16%	17%
3.4 Did you have any problems with feeling depressed or suicidal?	12%	15%
3.4 Did you have any physical health problems?	0%	15%
3.4 Did you have any mental health problems?	12%	18%
3.4 Did you have any problems with needing protection from other prisoners?	20%	2%
3.4 Did you have problems accessing phone numbers?	16%	29%
When you first arrived here, were you offered any of the following:		
3.6 Tobacco?	77%	84%
3.6 A shower?	12%	25%
3.6 A free telephone call?	88%	77%
3.6 Something to eat?	42%	52%
3.6 PIN phone credit?	46%	53%
3.6 Toiletries/ basic items?	35%	42%
SECTION 3: Reception, first night and induction continued		
When you first arrived here did you have access to the following people:		
3.7 The chaplain or a religious leader?	52%	70%
3.7 Someone from health services?	76%	63%
3.7 A Listener/Samaritans?	32%	42%
3.7 Prison shop/ canteen?	36%	22%
When you first arrived here were you offered information about any of the following:		
3.8 What was going to happen to you?	42%	47%
3.8 Support was available for people feeling depressed or suicidal?	37%	55%
3.8 How to make routine requests?	25%	38%
3.8 Your entitlement to visits?	34%	35%
3.8 Health services?	50%	48%
3.8 The chaplaincy?	25%	50%
3.9 Did you feel safe on your first night here?	73%	82%
3.10 Have you been on an induction course?	73%	89%
3.12 Did you receive an education (skills for life) assessment?	88%	86%
SECTION 4: Legal rights and respectful custody		
In terms of your legal rights, is it easy/very easy to:		
4.1 Communicate with your solicitor or legal representative?	40%	43%
4.1 Attend legal visits?	59%	60%

Key to tables

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	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
4.1	Get bail information?	23%	27%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	40%	39%
4.3	Can you get legal books in the library?	50%	41%
	For the wing/unit you are currently on:		
4.4	Are you normally offered enough clean, suitable clothes for the week?	73%	72%
4.4	Are you normally able to have a shower every day?	92%	94%
4.4	Do you normally receive clean sheets every week?	88%	87%
4.4	Do you normally get cell cleaning materials every week?	96%	86%
4.4	Is your cell call bell normally answered within five minutes?	35%	35%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	77%	68%
4.4	Can you normally get your stored property, if you need to?	28%	32%
4.5	Is the food in this prison good/very good?	8%	13%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	54%	53%
4.7	Are you able to speak to a Listener at any time, if you want to?	73%	63%
4.8	Are your religious beliefs are respected?	56%	42%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	60%	60%
4.10	Is it easy/very easy to attend religious services?	23%	48%
SECTION 5: Applications and complaints			
5.1	Is it easy to make an application?	81%	79%
5.3	Is it easy to make a complaint?	64%	53%
5.5	Have you ever been prevented from making a complaint when you wanted to?	25%	14%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	50%	25%
SECTION 6: Incentive and earned privileges scheme			
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	54%	45%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	42%	44%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	8%	9%
SECTION 7: Relationships with staff			
7.1	Do most staff, in this prison, treat you with respect?	88%	81%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	76%	71%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	35%	38%
7.4	Do staff normally speak to you most of the time/all of the time during association?	19%	29%
7.5	Do you have a personal officer?	69%	59%
SECTION 8: Safety			
8.1	Have you ever felt unsafe here?	58%	40%
8.2	Do you feel unsafe now?	19%	11%
8.4	Have you been victimised by other prisoners here?	61%	27%
	Since you have been here, have other prisoners:		
8.5	Made insulting remarks about you, your family or friends?	35%	12%
8.5	Hit, kicked or assaulted you?	15%	8%

Key to tables

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	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
8.5	Sexually abused you?	4%	2%
8.5	Threatened or intimidated you?	31%	13%
8.5	Taken your canteen/property?	4%	7%
8.5	Victimised you because of medication?	0%	3%
8.5	Victimised you because of debt?	15%	5%
8.5	Victimised you because of drugs?	19%	3%
8.5	Victimised you because of your race or ethnic origin?	4%	2%
8.5	Victimised you because of your religion/religious beliefs?	0%	1%
8.5	Victimised you because of your nationality?	0%	0%
8.5	Victimised you because you were from a different part of the country?	19%	4%
8.5	Victimised you because you are from a traveller community?	0%	1%
8.5	Victimised you because of your sexual orientation?	0%	0%
8.5	Victimised you because of your age?	4%	3%
8.5	Victimised you because you have a disability?	0%	5%
8.5	Victimised you because you were new here?	8%	8%
8.5	Victimised you because of your offence/crime?	15%	5%
8.5	Victimised you because of gang related issues?	4%	3%
SECTION 8: Safety continued			
8.6	Have you been victimised by staff here?	39%	24%
	Since you have been here, have staff:		
8.7	Made insulting remarks about you, your family or friends?	15%	10%
8.7	Hit, kicked or assaulted you?	8%	2%
8.7	Sexually abused you?	0%	2%
8.7	Threatened or intimidated you?	12%	8%
8.7	Victimised you because of medication?	4%	4%
8.7	Victimised you because of debt?	8%	1%
8.7	Victimised you because of drugs?	19%	3%
8.7	Victimised you because of your race or ethnic origin?	0%	2%
8.7	Victimised you because of your religion/religious beliefs?	0%	1%
8.7	Victimised you because of your nationality?	0%	1%
8.7	Victimised you because you were from a different part of the country?	8%	3%
8.7	Victimised you because you are from a traveller community?	0%	0%
8.7	Victimised you because of your sexual orientation?	0%	0%
8.7	Victimised you because of your age?	0%	2%
8.7	Victimised you because you have a disability?	0%	1%
8.7	Victimised you because you were new here?	4%	4%
8.7	Victimised you because of your offence/crime?	8%	3%
8.7	Victimised you because of gang related issues?	0%	2%

Key to tables

	Any percentage highlighted in green is significantly better	Vulnerable prisoner wing (Reynoldstown)	Main location (excluding segregation)
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 9: Health services			
9.1	Is it easy/very easy to see the doctor?	25%	17%
9.1	Is it easy/very easy to see the nurse?	70%	53%
9.1	Is it easy/very easy to see the dentist?	26%	11%
9.4	Are you currently taking medication?	54%	44%
9.6	Do you have any emotional well being or mental health problems?	54%	35%
SECTION 10: Drugs and alcohol			
10.1	Did you have a problem with drugs when you came into this prison?	32%	38%
10.2	Did you have a problem with alcohol when you came into this prison?	16%	17%
10.3	Is it easy/very easy to get illegal drugs in this prison?	36%	32%
10.4	Is it easy/very easy to get alcohol in this prison?	12%	12%
10.5	Have you developed a problem with drugs since you have been in this prison?	13%	7%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	8%	10%
SECTION 11: Activities			
	Is it very easy/ easy to get into the following activities:		
11.1	A prison job?	42%	51%
11.1	Vocational or skills training?	37%	50%
11.1	Education (including basic skills)?	81%	67%
11.1	Offending Behaviour Programmes?	10%	38%
	Are you currently involved in any of the following activities:		
11.2	A prison job?	43%	57%
11.2	Vocational or skills training?	5%	16%
11.2	Education (including basic skills)?	39%	22%
11.2	Offending Behaviour Programmes?	0%	14%
11.4	Do you go to the library at least once a week?	48%	38%
11.5	Does the library have a wide enough range of materials to meet your needs?	52%	45%
11.6	Do you go to the gym three or more times a week?	9%	52%
11.7	Do you go outside for exercise three or more times a week?	79%	62%
11.8	Do you go on association more than five times each week?	71%	78%
11.9	Do you spend ten or more hours out of your cell on a weekday?	42%	34%
SECTION 12: Friends and family			
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	57%	39%
12.2	Have you had any problems with sending or receiving mail?	29%	37%
12.3	Have you had any problems getting access to the telephones?	21%	22%
12.4	Is it easy/ very easy for your friends and family to get here?	37%	41%
SECTION 13: Preparation for release			
13.3	Do you have a named offender supervisor in this prison?	40%	30%
13.10	Do you have a needs based custody plan?	8%	6%
13.11	Do you feel that any member of staff has helped you to prepare for release?	21%	15%