

Report on an unannounced inspection of

# **HMP Hull**

by HM Chief Inspector of Prisons

**6–17 October 2014**

### **Glossary of terms**

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# Introduction

HMP Hull is a classic inner city Victorian prison holding over 1,000 adult men and young offenders. It is more complex than most prisons of its type because as well as managing a rapid turnover of men with the typical needs and challenges of an inner city local prison, about a third of those held are serving longer sentences of four years or more for serious offences. Many of these men are sex offenders. The prison had seen a recent increase in population after two Victorian wings that had been closed were brought back into use as part of efforts to cope with the national increase in the prison population. The prison had weathered the population and resource pressures within the prison system over the last year better than most, and while it had significant weaknesses in a number of areas there was much good work, and overall outcomes for the prisoners held were reasonably good. In the circumstances, this was a real achievement. However, there was no room for complacency. Some outcomes were borderline and we were reassured that senior staff knew there was more to do if the prison was to achieve acceptable standards on a sustainable basis.

The hard data about safety at Hull was generally better than, or comparable to, similar prisons, although the number of incidents was still too high. Levels of violence were similar to other local prisons and levels of self-harm were lower. There were comparatively few incidents involving the use of force and only about half of these involved full control and restraint. We did not find evidence of a ready supply of drugs and the prison had a rigorous supply reduction policy, although more prisoners told us that drugs were easily available than elsewhere. Reception was well organised and support for prisoners on the drug recovery wing was excellent. The newly opened 'well-being centre' offered an opportunity to work with prisoners with the most complex and challenging behaviour who would otherwise be in segregation. It was a good initiative but its role required greater clarity and development. The prison was calm, the regime was predictable, prisoners had appropriate freedom to move around it and security was generally proportionate.

More prisoners said they had felt unsafe at some time in the prison and at the time of the inspection (50% and 22% respectively) than the comparator (42% and 18%). The overall management of violence reduction was weak and vulnerable prisoners who were held on the first night wing in close proximity to other new arrivals were subject to unacceptable abuse and threats which staff did too little to challenge. The vulnerable prisoner section of the wing was gated off but we saw prisoners crawling under the gates in an attempt to get to the doors of vulnerable prisoners. Prisoners who were subject to suicide and self-harm prevention measures told us the care they received was poor, and documentation suggested the standard of care was too variable. Some night staff did not carry anti-ligature knives and did not understand why this might be a problem. The incentives and earned privileges (IEP) scheme needed to be better managed; some prisoners were kept on the entry level with limited privileges because of administrative errors and too little was done to encourage prisoners on the basic level to improve their behaviour. Support for prisoners with substance misuse issues who were not held on the drug recovery wing was inconsistent. The segregation unit was an oppressive environment and although relationships between staff and prisoners were reasonable, the regime and management of the prisoners held there were poor.

Despite the largely Victorian environment, external areas were clean and in generally good condition. Relationships between staff and prisoners were mostly reasonable and the prisoner information desks ensured most prisoners could get their basic practical needs sorted out efficiently. There was good external scrutiny of complaints about discrimination. The prison held 50 men over 60, the oldest of whom was 92, and these men were positive about their treatment. Some staff had received dementia awareness training. Faith provision was good and chaplains were well integrated into the life of the prison. Health services were good and prisoners were positive about them, and men with mental health problems were well cared for. Those who needed it had access to a specialist learning disabilities nurse, and men with the most severe problems were moved quickly to secure mental health units. The quality and quantity of food was better than we often see.

Far too many prisoners were in very cramped cells that the Victorians had designed for one prisoner. Men had to eat their meals in their cells next to unscreened and uncovered toilets. Some men used food trays as toilet covers. Prisoners told us with justification that cells were cold and there was a shortage of clothing and bedding.

The prison's overall work on equality and diversity was weak. Some of the monitoring data we saw was a concern: it indicated that prisoners from black and minority ethnic backgrounds were more likely to have faced adjudications and Muslim prisoners were more likely to be on the basic level of the IEP. Nothing had been done to investigate this. The identification and awareness of prisoners with disabilities was weak. Men on some wings who needed assistance had a paid prisoner carer, but the supervision and training of carers was poor, and they were not available on all wings. A number of prisoners identified as gay or bisexual, but there was no support available for them. Young adults were dispersed around the prison and there was no plan for how they should be supported and managed, despite the fact that they were over-represented in violent incidents.

The poor condition of the cells was mitigated because men had more time out of their cell than we normally see in a local prison. A fully employed prisoner had eight hours out of their cell during the day, but an unemployed prisoner had about three hours. There was good range of activities available for the longer-term, vulnerable prisoner population and there was an effective strategy for increasing the number, quality and range of activities based on a good assessment of the needs of both prisoners and potential employers. Vocational training was good and prisoners achieved well. There was good library and PE provision. However, at the time of the inspection there was not enough activity for the whole population and some places were unfilled. We found 25% of prisoners locked in their cells during the working day and prisoners were sometimes unlocked late, and locked up early. The prison insisted, in principle rightly, that prisoners had to improve their English and maths before being allocated to a training or work place, but there was not enough English and maths provision, and this meant some prisoners stayed in their cells doing nothing while there were unfilled activity places available. The quality of some teaching was weak.

The range of prisoners held meant that offender management and practical resettlement services were a challenge. Offender management was much better organised than we normally see, with dedicated and experienced staff. Very unusually, there were no assessment backlogs, and far more prisoners than in comparable prisons told us they were getting help to achieve their sentence plan targets. There were good arrangements to identify and meet the needs of short-term prisoners and to make sure they knew where to go for help, and the establishment of a new, dedicated resettlement wing was a good initiative. There was an impressive range of sex offender treatment programmes. The psychologically informed planned environment (PIPE) unit – one of a number now being developed in the prison system – was an impressive and very positive resource to enable indeterminate sentence prisoners to put into practice the skills they had learned in offender behaviour programmes and provide evidence to support their progression.

The good offender management and resettlement work carried out on the ground was not embedded by a clear strategy based on an effective analysis of needs. Although offender management work was generally good there were some serious gaps. Contact between offender supervisors and high-risk sex offenders was much too infrequent in a small number of cases. Arrangements for the management of some high-risk offenders after release were not sufficiently well coordinated. Final checks on resettlement needs for all prisoners were carried out too near to release. There were a significant number of sex offenders in the prison who were not suitable for sex offender treatment programmes because they were in denial about their offence and no alternative interventions were made available.

Outcomes for prisoners at HMP Hull were very mixed. On balance, we judged that enough of the basics were in place for most prisoners for outcomes to be reasonably good overall. The prison was certainly working well in comparison with others we have inspected recently. Nevertheless, there were some serious concerns in all areas and we will return to HMP Hull more quickly than usual to make sure that the necessary progress has been made.

**Nick Hardwick**  
HM Chief Inspector of Prisons

March 2015



# Fact page

**Task of the establishment**

HMP Hull is a local men's prison and remand centre.

**Prison status**

Public

**Region**

Yorkshire and Humberside

**Number held**

1056

**Certified normal accommodation**

723

**Operational capacity**

976

**Date of last inspections**

14–17 February 2012 (short follow-up)

10–14 November 2008 (full follow-up)

**Brief history**

Opened in 1870, HMP Hull originally held both men and women. In 1939, it became a military prison and was later used as a civil defence depot. It re-opened as a closed men's borstal in 1950 and in 1969, it became one of the first maximum security dispersal prisons.

On 31 August 1976 violence erupted at HMP Hull; it lasted five days and closed the establishment for the best part of a year. In 1986, Hull was removed from the dispersal system and assumed its role as a men's local prison and remand centre.

In 2002, four wings as well as a new health care centre, sports hall and multi-faith centre were added and other parts of the prison, including the kitchen, education and workshops, were refurbished.

**Short description of residential units**

A: Psychologically informed planned environment and drug recovery units

B, C and H: Sentenced and unsentenced adult and young offenders

D: Resettlement wing

F: Wellbeing centre

G: Integrated drug treatment centre, first night and induction wing

I and J: Vulnerable prisoners – sex offender units

**Name of governor**

Allison Watson (acting governor)

**Escort contractor**

GEOAmey

**Health service commissioner and provider**

NHS England

City Health Care Partnership

**Learning and skills provider**  
The Manchester College

**Independent Monitoring Board chair**  
Susan Dyas

# 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:

<b>Safety</b>	prisoners, particularly the most vulnerable, are held safely
<b>Respect</b>	prisoners are treated with respect for their human dignity
<b>Purposeful activity</b>	prisoners are able, and expected, to engage in activity that is likely to benefit them
<b>Resettlement</b>	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.<sup>1</sup>

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<sup>1</sup> 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** Some prisoners waited too long for transport from courts to the prison. Reception processes and risk assessments were generally adequate. First night cells were poorly prepared and not all prisoners received an effective induction. Levels of violence were not excessive, but the overall management of violence reduction was underdeveloped. There were some weaknesses in the care of those at risk, but levels of self-harm were lower than at similar prisons. Security was well managed and the mandatory drug testing (MDT) positive rate was low. The incentives and earned privileges (IEP) scheme was managed reasonably well, but not enough was done to support some prisoners on the basic level. Adjudications were well managed. Use of force was relatively low and governance was good. Prisoners were usually segregated for short periods, but segregation was not sufficiently monitored or managed. The wellbeing centre was a positive initiative, but its purpose was not sufficiently clear. Drugs services were excellent on the drug recovery wing but inadequate elsewhere. **Outcomes for prisoners were reasonably good against this healthy prison test.**
- S2** Most journeys were short, but some prisoners waited a long time at court and only reached their cells very late at night. Most prisoners in our survey said they were treated well in reception. The reception process was efficient and thorough, but routine strip-searching was disproportionate. First night cells were poor and many newly arrived prisoners spent most of the day locked up. Most prisoners' immediate needs and concerns were identified effectively and peer workers provided appropriate support. The induction process did not ensure that prisoners were sufficiently informed of basic services or the regime.
- S3** Overall levels of violence were similar to other local prisons but young adults were over-represented in violent incidents and no particular action had been taken to address this. Half the prisoners we surveyed said they had felt unsafe at some point and about a fifth said they felt unsafe at the time of the survey. The overall management of those involved in antisocial behaviour was underdeveloped. Initial investigations of violent incidents were good but did not always result in action. Most vulnerable prisoners on the vulnerable prisoner wings said they felt safe. However, some remained alongside other prisoners on the G wing, the first night unit, for considerable periods until space was available on the vulnerable prisoner wings. They told us other prisoners in the unit shouted abuse at them and threatened them. They also had an unacceptably poor regime as they were locked up for most of the time to minimise contact with other prisoners.
- S4** There had been two self-inflicted deaths since the previous full inspection in 2008. Recommendations from deaths in custody reports had been implemented and reviews were carried out regularly. Levels of self-harm were lower than the average for local prisons. Assessment, care in custody and teamwork (ACCT) case management documentation for prisoners at risk of suicide or self-harm demonstrated varying degrees of care. Not all night staff carried ligature knives or understood why it was important to do so. Prisoners at risk said peer workers provided them with good support but staff did not. Anti-ligature clothing had been used unnecessarily for those in need of constant supervision and staff interactions with those in crisis were poor. Safeguarding arrangements were good.
- S5** Procedural security was generally well managed. The target-searching success rate was good, as was the management of intelligence. Security meetings were well attended and links with key internal departments and the local police were effective. The security department focused well on supply reduction. Analysis of intelligence was good and staff were addressing

continuing problems with new psychoactive substances and some tradable prescribed medication. MDT positive rates were relatively low.

- S6 The number of prisoners on the basic level of the IEP scheme was low, but some remained there for too long without individual behaviour improvement plans. Action to help individuals deal with the issues underlying poor behaviour was not sufficiently effective. The entry level was not well managed and we found that some prisoners were placed on it inappropriately.
- S7 The number of adjudications was comparatively low, charges appeared appropriate and hearings were conducted fairly. Relatively few incidents required the use of force and officers' written accounts assured us that force was justified. Data were appropriately collected and analysed to identify patterns or trends, and governance was good.
- S8 The segregation environment was oppressive but cells were reasonably clean and free of graffiti. Segregation was used comparatively frequently but, with some notable exceptions, prisoners' length of stay was reasonably short. Management and monitoring of segregation had deteriorated and information about how long prisoners stayed in segregation was not efficiently analysed. Individual care planning for longer-stay prisoners was being developed but their regime was poor and not all cases, particularly those involving long periods of cellular confinement as punishment, were sufficiently reviewed. The wellbeing centre was a positive new initiative, helping progress prisoners whose cases were more complex, but its purpose was not sufficiently clear.
- S9 Psychosocial services were well integrated with clinical substance misuse services. However, prisoners who were not in the recovery unit did not receive adequate psychosocial support. Vulnerable prisoners had no access at all to support groups or fellowship meetings. Clinical outcomes were generally good and A wing delivered an excellent programme.

## Respect

- S10** *The prison was generally clean, but too many prisoners were in cramped or poorly maintained cells. The supply of clothing and bedding was inadequate. Prisoner information desk (PID) workers were a positive initiative. Staff-prisoner relationships were mostly reasonable. Strategic management of diversity was weak and there were some significant gaps in support for protected groups. Faith provision was good. Complaints were poorly managed. The prison did not have a legal services officer but legal visits provision was reasonable. Health services were good. Catering and shop provision were adequate. **Outcomes for prisoners were reasonably good against this healthy prison test.***

- S11 Most communal areas were clean but some outside areas were bleak. Too many prisoners shared very cramped cells designed for one, and many cells were in poor condition. We found copious amounts of graffiti, ingrained dirt and mould around some windows. Many prisoners had unscreened toilets adjacent to their beds (see photograph, appendix IV). Some showers were not sufficiently private. Prisoners made good use of the services provided by PID workers. There were insufficient stocks of clean clothing and bedding and many prisoners said they were cold at night.
- S12 Staff-prisoner relationships were generally reasonable. Some relationships were very good, particularly on A wing, but we also saw staff behave in a disengaged and abrupt manner, and some failed to challenge poor prisoner behaviour. Except on A wing, staff routinely used

surnames and most entries in case history notes were perfunctory. Prisoner consultation arrangements were reasonably effective.

- S13 Equality and diversity work was underdeveloped. There were no policies specific to the prison and there was little evidence of progress following diversity meetings. Disparities in equalities monitoring data were not promptly investigated or addressed. External scrutiny of discrimination investigations was good, but initial investigations and internal monitoring were of variable quality. Prisoner equalities representatives provided useful information and support, but there were no regular support forums for protected groups. The prison had little specific support for foreign national prisoners and interpretation services were not always used when needed. Some prisoners with disabilities struggled to cope with daily tasks and support from paid prisoner buddies was not available on every wing. Older prisoners were positive about their treatment but there was no additional support for prisoners who were gay or bisexual or for young adults.
- S14 Faith provision was generally good, as were the facilities. Chaplains offered prisoners good pastoral support. However, too many found it difficult to attend group worship or classes because they clashed with other activities and because the lists of prisoners down to attend were not accurate or staff did not refer to them.
- S15 The management of complaints was poor. Up to a third had not received a response over each of the previous six months. While some responses were good, many did not address the issues raised or were illegible. There was no quality assurance or analysis of trends.
- S16 The prison did not have a legal services officer. A bail information officer provided prisoners with good support. Legal visits provision was reasonable. The area where prisoners waited before legal visits was cramped and dirty.
- S17 Health services were good and most prisoners were reasonably satisfied with the quality of and access to health care. The prison offered a wide range of primary care clinics and health care screening programmes and prisoners could usually see a GP within three days following an application. However, they were held for too long in waiting rooms before and after appointments, which appeared to contribute to a high failure-to-attend rate. Outside hospital appointments were rarely cancelled due to a lack of escorts. Pharmacy services were well managed.
- S18 Dental care was good, but prisoners waited too long for routine appointments. Prisoners had very good access to primary and secondary mental health care, and there was some access to professional counselling services. Discipline staff did not receive regular mental health awareness training.
- S19 The food was good, but meals were served too early and breakfast packs were issued the night before. Prisoners could purchase a reasonable range of goods that met diverse needs. Advances paid to prisoners for reception packs of shop items were recovered all at once, which left some without funds and encouraged debt.

## Purposeful activity

**S20** Time out of cell was reasonable for most prisoners. The prison had an effective strategy for increasing the number and range of purposeful activities, but managers did not evaluate the provision thoroughly enough. There were insufficient activity places for the whole population and too many places were unfilled. There was insufficient English and maths provision. The range of activities was appropriate for longer-stay vulnerable prisoners, but limited for others. Vocational training and achievements were good. The quality of education required improvement. The library provided a reasonable service. Physical education (PE) provision was generally good. **Outcomes for prisoners were reasonably good against this healthy prison test.**

- S21 A fully employed prisoner could spend around eight hours out of their cell each day, while an unemployed prisoner had around three hours. However, we observed some curtailments in the regime and exercise was too often cancelled. Roll checks found that a quarter of prisoners were locked in their cells during the core day.
- S22 Plans to increase the number of activity places focused on preparing prisoners for employment on release. The prison appropriately required prisoners assessed at below level I to have a basic proficiency in English and maths before they could progress to work or training. However, long waiting lists for English and maths classes meant that they were unemployed until there was a vacancy. The education and training provider did not monitor all aspects of teaching thoroughly and the self-assessment report was inadequate.
- S23 The prison did not have enough activity places for the population and during the inspection a quarter of those places had not been allocated. About a fifth of prisoners were unemployed. The range of activities met the needs of many vulnerable prisoners, but only kitchen work and cleaning support services were accredited. Other vulnerable prisoners had too little access to activities. Vulnerable main location prisoners could only obtain work as cleaners, orderlies or mentors. There was insufficient outreach education provision, for example, in the wellbeing centre.
- S24 The vocational training workshops in construction were well equipped and staff provided effective individual coaching. Very few prisoners who needed it received additional support during learning sessions.
- S25 A high proportion of prisoners achieved a good range of vocational qualifications that prepared them well for future training or work. Prisoners on construction courses, including vulnerable prisoners, applied these skills to good commercial standards during refurbishment projects within the prison. Many prisoners on educational courses achieved qualifications. However, they often did not develop a sufficient understanding or the confidence to enable them to retain the skills or apply them in a wider context.
- S26 The library was welcoming and well stocked with a wide range of resources that generally met the needs of the population. Prisoners had good access from Thursday to Sunday. Library staff did not work well enough with the education department to promote the facility or its services.
- S27 PE was well resourced but prisoners could not work towards enough external qualifications in the gym. Links with the health care department were well developed and there was a good range of small group provision and one-to-one support. Participation was good, but data were not analysed to identify any trends.

## Resettlement

**S28** There was little analysis of the resettlement needs of the diverse and complex population and strategic oversight of resettlement was limited. In practice the assessment of the individual needs of short-term prisoners and available services was good, but insufficient offending behaviour work took place. Overall, offender management appeared reasonable, but we identified significant concerns in some cases. Too little offence-related work was being carried out with sex offenders who were not suitable for sex offender treatment programmes (SOTPs). The psychologically informed planned environment (PIPE) unit was impressive. Public protection work was reasonable in most cases but oversight of prisoners subject to multi-agency public protection arrangements (MAPPA) required improvement. Pathway support work was generally good. **Outcomes for prisoners were reasonably good against this healthy prison test.**

- S29 The analysis of prisoners' resettlement needs was limited and the strategy and action plan for resettlement and offender management had not been reviewed in the previous two years. Strategic oversight was weak, with little evidence of data collation or analysis to identify themes and trends.
- S30 Offender management unit staff were well organised and could cover the work required. There was no backlog in offender assessment system (OASys) documents for which prison staff were responsible and they were completed reasonably well. Sentence plans were generally linked to prisoners' likelihood of reoffending, but not all had outcome-focused objectives. Risk-of-harm assessment and management plans were generally detailed enough, but too many prisoners did not have a plan. Far more prisoners than in other local prisons said they were receiving help to achieve their targets, reflecting good overall levels of contact with prisoners in the vulnerable prisoner and PIPE units. Despite this, contact between some high risk sex offenders and offender supervisors was too variable and we found some who had had very little or no recorded contact. Management oversight of high risk of harm cases was not evident in many cases. Few home detention curfew decisions were processed on time and those that were assessed were not tracked for outcomes or timeliness.
- S31 Arrangements for applying and reviewing contact restrictions were sound. In some cases the offender management unit was not aware of the correct MAPPA level of those due for release, potentially limiting multi-agency release planning. We were not assured that cases were formally reviewed by a multidisciplinary team prior to release.
- S32 Re-categorisation reviews were up to date and completed to a sufficient standard. Transfers were prioritised appropriately but were rarely determined by sentence plan targets. Many category B sex offenders waited too long for a transfer because of a lack of places nationally. Some prisoners in denial of their offence remained at Hull for two or three years without any clear plan to progress them. Potential indeterminate sentence prisoners on remand were not routinely interviewed to assess what additional support or guidance they required.
- S33 Those sentenced to less than 12 months received a basic custody screening on arrival and all prisoners had their resettlement needs checked as part of their induction. In our survey, a similar number of prisoners to those in other local prisons said they knew who to turn to for help with resettlement. D wing had been dedicated to improving the prison's focus on resettlement, which it achieved reasonably well. The pre-discharge interview was limited and completed too near release.

- S34 The number of prisoners released without an address was low. Prisoners could access a range of support from a trained Shelter worker and while there was evidence of positive outcomes, they were not routinely monitored.
- S35 The National Careers Service provided a good service tailored to the individual, but career plans were too complex for many prisoners to use independently. The pre-release course was well attended but badly organised. The virtual campus (internet access for prisoners to community education, training and employment opportunities) was not being used because there was no internet connection.
- S36 Discharge planning arrangements for those with health problems were prompt and appropriate. Arrangements for palliative care were very good. Links with local and regional drug intervention teams (DIPs) were good. DIP team workers ran monthly group sessions with prisoners to inform them of community-based services.
- S37 Staff from Jobcentre Plus, Shelter and the Money Advice Service offered prisoners information and support with benefits, housing debt and money management. Prisoners could also open a bank account.
- S38 The visits hall was welcoming and had a good play area for children. Visitors could purchase hot and cold drinks and snacks. Visits sometimes started late but most prisoners were otherwise positive about their experience. Extra visits sessions had been appropriately introduced in response to the rise in prisoner numbers. It was commendable that all prisoners could apply for family visits. The prison did not carry out enough work to foster family links. Although good family support was available for prisoners working with the Compass Offender Recovery Service, similar work could have been extended to other prisoners.
- S39 There was an impressive range of SOTPs and waiting lists were managed well. Prisoners could access places fairly promptly and dropout rates were low. Too many sexual offenders were unsuitable for SOTPs and stayed at HMP Hull too long without participating in any alternative offending behaviour, motivational or one-to-one work. There were also no offending behaviour interventions for short-term or remand prisoners for whom programmes were unsuitable. The PIPE unit provided a positive environment, offering prisoners good opportunities to put into practice skills they had learnt on programmes and to provide evidence to support their progression.

## Main concerns and recommendations

- S40 **Concern:** Vulnerable prisoners on G wing were subject to intimidation and threats from other prisoners held on the same wing. They were locked up for long periods and had an unacceptably poor regime.  
  
**Recommendation: All vulnerable prisoners should be kept safe from threats and intimidation and have a full regime.**
- S41 **Concern:** Equality and diversity work was underdeveloped and some groups with protected characteristics were very negative about their treatment. There were no specific equality and diversity policies, and strategic management was weak. Disparities in equalities monitoring data were not promptly investigated or addressed and there were no support or consultation forums for protected groups.  
  
**Recommendation: Strategic management of equality and diversity should be improved substantially and policies should address all protected characteristics,**

**analyse prisoners' needs and say how they should be met. In particular, managers should ensure that disparities emerging from equality monitoring data are acted on and that regular support and consultation forums are in place for minority groups.**

- S42 **Concern:** The prison had insufficient activity spaces for the population and a quarter of those available had not been allocated at the time of inspection. There were insufficient work activities for mainstream prisoners. The prison's outreach education provision was not sufficient and those with basic English and maths needs waited too long before they were able to start courses.

**Recommendation: There should be sufficient and suitable activities places for all prisoners, including in English and mathematics and through education outreach provision. Managers should ensure that available activity places are filled.**

- S43 **Concern:** About a quarter of the 300 sex offenders were unsuitable for SOTPs and stayed at HMP Hull too long without participating in any alternative offending behaviour, motivational or one-to-one work. There were also no offending behaviour interventions for short-term or remand prisoners for whom offending behaviour programmes were unsuitable.

**Recommendation: Offending behaviour interventions should address the needs of all those unsuitable for programmes, including short-term and remand prisoners, and a specific strategy should be implemented to manage sex offenders not suitable for SOTPs. This should include the provision of motivational work for those in denial of their offending behaviour.**



# Section 1. Safety

## Courts, escorts and transfers

### Expected outcomes:

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

- I.1** *Prisoners said escort staff treated them well. Many prisoners had short journeys, although some had lengthy waits at court before getting onto a van. Escort vans were reasonably clean.*
- I.2** In our survey, two-thirds of prisoners said escort staff treated them well. Records showed that some prisoners waited a long time at court before travelling to the prison. While many journeys were short, it was not uncommon for vans to arrive very close to, or even after, the reception cut off time at 7.30pm. Handovers between escort and reception staff were carried out appropriately and proper use was made of information relating to risks and other matters in person escort records (PERs).
- I.3** The cells in vans were reasonably clean and we could see little graffiti. Vans were stocked with bottled water and first aid kits. Prisoners were offered gel bags if they wanted to go to the toilet and these were not always disposed of promptly, which contributed to the smell inside the vans.
- I.4** The prison had good court video facilities, which were used on a daily basis. Staff attended area meetings with the courts they served to promote the use of video link court appearances.

### Recommendation

- I.5** **Prisoners should be transferred to prison shortly after the conclusion of their court appearance.**

### Housekeeping point

- I.6** Used gel bags should be disposed of promptly and hygienically.

## 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.7** *The reception process was well organised, although routine strip-searching was disproportionate. First night accommodation was poor and induction did not meet all prisoners' needs.*
  
- I.8** The reception process was well organised and reasonably swift. The majority of prisoners in our survey said they were treated well in reception and interactions we observed were generally courteous, although staff only addressed prisoners by their surnames. All prisoners arriving and leaving the prison were strip-searched, which was disproportionate (see section on security).
- I.9** The reception environment was functional and reasonably clean, but holding rooms were bare and prisoners had nothing to do. Vulnerable prisoners were identified properly and kept in separate holding rooms from other prisoners. Two prisoners worked in reception as orderlies; their role included preparing food for new arrivals.
- I.10** Staff interviewed prisoners at a long counter. Partitions on the counter were helpful to a degree but did not provide complete privacy. Interviews, which included a cell-sharing risk assessment (CSRA), were thorough, but we were not confident all prisoners would have disclosed information that could have been overheard by others.
- I.11** Fewer prisoners than the comparator reported feeling safe on their first night. The first night accommodation on G wing was poor. It looked dirty and had stained toilets; mattresses were in poor condition and graffiti was a persistent problem. Stocks of mattresses and bedding were inadequate (see section on residential units). Prisoners who were unable to move promptly to another wing spent too long locked in these cells and had a poor regime.
- I.12** Prisoners had private first night interviews with induction staff, which provided them with the opportunity to disclose any concerns, while staff could review the CSRA. Prisoners also saw Insiders (prisoners who introduce new arrivals to prison life) who provided them with basic clothing, bedding and toiletries and described the regime and services available. Prisoners could buy a reception pack of shop items (see section on purchases). New arrivals were also given £1 in phone credit to use unless they were prevented from making a phone call for public protection reasons.
- I.13** Survey results for induction were worse than the comparator. Induction began during prisoners' first night interview. It included going through a number of compacts (signed agreement confirming adherence to community rules) and an information booklet about Hull. While useful material was included, a lot was covered in one go and there was no follow-up session to ensure prisoners had understood all they needed to know about the regime or services available. The information booklet was only available in English, and we were told that telephone interpretation was used as a last resort (see section on foreign nationals). The day after their arrival prisoners saw staff from key departments. Most prisoners then moved to D wing. Vulnerable prisoners remained on G wing until there was space for them on a vulnerable prisoner wing (see section on bullying and violence reduction).

## Recommendations

- I.14 First night cells should be clean, properly equipped and free of graffiti.**
- I.15 The induction process should be reviewed to ensure it meets prisoners' needs.**

## 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.16** *Half of those surveyed had felt unsafe at some point. Levels of violence were not excessive. The management of those involved in antisocial behaviour required improvement. With the exception of those on G wing, vulnerable prisoners generally felt safe.*
- I.17** There had been 50 assaults against prisoners, nine of which had been recorded as serious; 12 assaults against staff and 20 fights in the previous six months, which was not high in relation to similar prisons. Young adults accounted for around 6% of the population but were disproportionately represented in violent incidents and there was no strategy to manage this distinct group (see section on equality and diversity).
- I.18** In our survey, half of respondents said they had felt unsafe at some point, while more than the comparator said they felt unsafe at the time of the inspection (22% against 18%) and that they had been victimised by other prisoners (38% against 28%). Prisoners on D wing, where most prisoners went after induction, were more likely to say they felt unsafe than those on other wings.
- I.19** The monthly safer custody meeting had been combined with the security meeting to promote information-sharing between the departments. Data were collated but analysis required improvement if meaningful conclusions were to be drawn. There was no action plan and the annual safety survey had not been used to inform the safety strategy.
- I.20** The management of those involved in antisocial behaviour focused on monitoring rather than challenging their behaviour. Thirty-one monitoring logs had been set up in the previous six months, less than half of those opened in the same period in 2013. Initial investigations by the safer custody officer were good but recommendations, such as putting prisoners on a lower incentives and earned privileges (IEP) level, were not always implemented (see section on IEPs). With the exception of adjudications there were no other interventions to challenge behaviour.
- I.21** Around a third of the population was classified as vulnerable and most told us they felt relatively safe. Prisoners on I and J wings received a comparable regime to mainstream prisoners and had good access to employment opportunities. However, G wing, the designated first night centre, held both mainstream and vulnerable prisoners. The latter stayed on G wing until there was space on I or J wings. There were about 30 on the wing at the time of the inspection, most of whom were unhappy with their location. They told us other prisoners shouted abuse at them and threatened them. The landing was gated off from other landings but we saw mainstream prisoners crawling under the gates to get to cell

doors. The regime was split to accommodate both groups of prisoners and was particularly poor for vulnerable prisoners (see main recommendation S40).

## Recommendations

- I.22 The prison should explore why prisoners feel unsafe and take action where necessary.**
- I.23 The overall management of violence, including measures to address antisocial behaviour, should be improved.**

## 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.24** Lessons learned following investigations into deaths in custody were acted on and reviewed. There were fewer incidents of self-harm than at similar prisons. Assessment, care in custody and teamwork (ACCT) case management documents for prisoners at risk of suicide or self-harm recorded varying levels of care. Prisoners subject to ACCT procedures were negative about the support they received from staff, and positive about the input of prisoner supporters. Not all night staff carried anti-ligature knives. There had been some unacceptable use of anti-ligature clothing and arrangements for constant observations were poor.
- I.25** There had been two self-inflicted deaths since our previous full inspection, both in 2011. We were assured that action had been taken to address all lessons learned from the Prisons and Probation Ombudsman (PPO) death in custody reports and routine reviews undertaken. The prevalence of self-harm was relatively low – 52 prisoners had committed 93 acts of self-harm in the previous six months, and the prison managed a small number of prolific self-harmers. Investigations into serious acts of self-harm were good.
- I.26** Most prisoners subject to ACCTs said that the support they received from staff was poor and the documents themselves suggested varying degrees of care. Initial assessments and records of observations and conversations were good, but too many cases were closed without triggers and warning signs being taken into account; care maps often failed to reflect whether or not prisoners' needs had been considered or what action had been taken. Around 70% of staff had received ACCT refresher training. It was a concern that not all staff on night duty carried anti-ligature knives or even understood why this was important.
- I.27** A team of prisoner supporters was trained to provide confidential emotional support to fellow prisoners. The team felt safer custody staff provided them with good support but they no longer attended the monthly safer custody meeting. They had good access to prisoners in crisis, who appreciated their support.
- I.28** Four prisoners at risk of suicide had been located in the constant observation cell in the previous six months; some had been placed in anti-ligature clothing, including one where there was not a robust risk assessment to justify such an extreme measure. The constant watch cell had a normal cell door with a hatch and was covered by CCTV. Staff observed

prisoners via a monitor in the unit office, which meant interaction with those in crisis was poor. Eleven prisoners subject to ACCTs had been located in the segregation unit in the previous six months, even though the exceptional circumstances required to justify segregation were not always evident.

## Recommendations

- I.29 Staff should engage positively with prisoners in crisis; ACCT procedures should ensure that triggers are identified and addressed and that care plans outline what individual support should be provided.**
- I.30 All staff should carry anti-ligature knives and understand the rationale behind this.**
- I.31 Staff should interact with prisoners subject to constant watch; those on constant watch should only be placed in anti-ligature clothing in the most exceptional circumstances.**
- I.32 Prisoners should not be held in the segregation unit solely as a result of their self-harm risk.**

## Housekeeping point

- I.33 Prisoner supporters should attend monthly safer custody meetings.**

## 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.<sup>2</sup>

- I.34 Safeguarding arrangements were relatively good, but there was no safeguarding policy.**

- I.35** There was no safeguarding policy, although there were good procedures to identify adults at risk. Health care staff assessed all new arrivals and those at risk were reviewed at a multi-agency meeting. Prisoners assessed as being at significant risk were moved to the wellbeing centre for men with complex needs. Care plans were in place but required development. Staff were aware of which prisoners fell under the category of an adult at risk and their responsibility to protect them from harm. The prison had made links with the local safeguarding adults board.

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<sup>2</sup> 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).

# 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.36 Procedural security was generally well managed and security meetings well attended. The management of intelligence was good and links with key internal departments and the local police were effective. The security department focused well on drug supply reduction. Mandatory drug testing (MDT) rates were relatively low at 6.6%.
- I.37 Procedural security was generally well managed but a few practices, such as routine strip-searching in reception and in the segregation unit were excessive (see also sections on reception and segregation).
- I.38 Cell searches were carried out proportionately and regular checks and routine searches of perimeter fences and walls took place, along with those of communal areas and activities buildings. The target-searching success rate was good at over 60%.
- I.39 Key elements of dynamic security were also in place. Relationships between staff and prisoners were generally good and the supervision of prisoners while they were unlocked was reasonable. The regime was predictable and time out of cell for most prisoners was also reasonably good (see also section on time out of cell).
- I.40 Intelligence was well managed and all security meetings were well attended. The security team identified patterns in information and monitored the progress of actions generated by information reports. Information from these and other incident reports was collated into a comprehensive intelligence report, detailing all information received across a number of areas, and was presented to the well attended combined safer custody and security meetings. Security objectives were agreed and reviewed through the appropriate consideration of intelligence and promptly communicated across other areas of the prison. Good links had been established with the local police.
- I.41 The risk management systems we examined were sound and, apart from on G wing (see paragraph I.21), we saw no evidence that prisoners' access to the regime was disproportionately restricted. Prisoners could move around the prison under supervision during the beginning and end of planned regime activities. Supervision was unobtrusive and allowed prisoners to walk freely within certain areas.
- I.42 The number of prisoners on closed visits was low and systems to ensure that they were reviewed on time were effective. At the time of inspection, only four prisoners were on closed visits, all as a result of incidents directly relating to visits.
- I.43 In our survey, more than the comparators said it was easy to get drugs (37% compared with 33%) and alcohol (20% against 14%). The security department was focused on supply reduction issues, analysed intelligence well and recognised a continuing problem with 'Spice' (a so-called 'legal high', or new psychoactive substance' which induces effects akin to cannabis), and some tradable prescribed medication.
- I.44 While MDT did not detect Spice or many prescription drugs, the random testing programme was conducted appropriately. The positive rate was low at 6.6% for the six months to

September 2014, against a key performance target of 10%. Very few (five) suspicion tests had been conducted in the six months to September 2014, one of which was positive. The testing suite was generally clean, tidy and appropriately equipped.

## Recommendation

- I.45 Prisoners should not be routinely strip-searched in reception or the segregation unit.**

## 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.46** *There was some evidence that the IEP scheme was used to reward good behaviour, but we saw examples of prisoners having been placed on the entry level inappropriately. Planning to help the smaller number of prisoners with more complex needs progress to the standard level of the scheme was underdeveloped.*

- I.47** At the time of inspection 48% of prisoners were on the standard level of the IEP scheme, 17% were on the entry regime, about 34% were on the enhanced level and a small number (about 1%) were on basic.
- I.48** Although we were told that the scheme was being used strategically to support what was described as zero tolerance to bullying and violence, we found little to back up this view (see also section on bullying and violence reduction). However, there was evidence that it was being appropriately used to reward good behaviour and the number of prisoners on the enhanced level was relatively high.
- I.49** The regime for prisoners on the basic regime was initially restricted, but they could attend work activities and had at least one domestic period each day when they could shower, make a phone call and attend exercise. The time most prisoners spent on the basic level was relatively short and they were usually promoted to standard within a week or two. However, we found examples of a smaller number with complex needs remaining on the basic level for months. Planning to help them return to the standard regime was poor and there was little within the system to help them deal with the issues that might have caused their poor behaviour. Although reviews took place on time they were often cursory, poorly attended and rarely focused on relevant issues.
- I.50** The entry level was not managed sufficiently well; although most prisoners were promoted to standard at the end of their second week, some who had been transferred from other prisons had wrongly been placed on the entry level.

## Recommendation

- I.51 The administration and delivery of the IEP scheme should be reviewed so that prisoners with complex needs receive targeted support to help them return to the standard level as soon as possible and to ensure prisoners are never placed or remain on the entry level because of administrative error.**

## 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.**

- I.52** *The number of adjudications was comparatively low, charges appeared appropriate and hearings were conducted fairly. The number of incidents requiring the use of force was comparatively low and officers' written accounts usually provided assurances that it was justified. The collection and analysis of data to identify patterns or trends were reasonable and governance was reasonably good. Monitoring of segregation and the day-to-day management of the unit were not sufficient.*

## Disciplinary procedures

- I.53** The number of formal adjudications was not excessive in relation to similar prisons. There were about 800 charges in the six months prior to the inspection. The most common charges were disobeying lawful orders, threatening behaviour, fights and assaults. Records of hearings generally showed that proceedings had been conducted fairly and prisoners given the opportunity to explain fully their version of events.
- I.54** Monthly statistics on the number and nature of adjudications were collated, but there was little to indicate that they were being used to help identify or address trends or patterns. Adjudication standardisation meetings were often cancelled and we were not assured that quality assurance checks of adjudication paperwork were taking place regularly.

## Recommendation

- I.55 Information about the nature of adjudications should be used strategically to help identify and deal with trends and patterns.**

## The use of force

- I.56** There were comparatively few incidents involving the use of force – about 86 in the six months prior to our inspection. About 47% of these did not involve full control and restraint, and most, about 77%, were spontaneous. Written accounts usually provided assurances that force was justified although not all were sufficiently thorough.
- I.57** Governance and monitoring arrangements for the use of force were reasonably good. There were strong links to the safer custody, security and senior management teams. Use of data to identify patterns and trends was reasonable. Incidents were discussed at force committee meetings.

- I.58** We found that spontaneous and planned intervention was usually well organised and properly carried out. On the whole, documentation was completed correctly. Proper authority was recorded, supervision of staff was effective and planned interventions were recorded on video. A senior manager reviewed all video-recorded incidents.

## Segregation

- I.59** The segregation unit was comprised of 10 normal cells and a special cell, located across a single landing on the lower floor of C wing. The environment felt oppressive. Although cells were reasonably clean and free of graffiti, the central corridor was grubby, there was no natural light and floors and walls were old and worn.
- I.60** The use of segregation was relatively high. We calculated that about 265 prisoners had been segregated in the six months prior to the inspection, and that the average length of stay was about seven days. However, a smaller but significant number of prisoners had been segregated for longer, and we found examples of prisoners remaining segregated for more than four weeks.
- I.61** Generally, the monitoring and management of segregation were not sufficient. Quarterly segregation management meetings were usually cancelled, and little formal discussion about prisoners' length of stay or the issues that had led to their segregation took place.
- I.62** Individual planning for longer-stay prisoners was being developed but systems to address the needs of segregated prisoners were not being implemented. At the time of the inspection behaviour management plans were not in place.
- I.63** Reviews for prisoners segregated for 'good order and discipline' were completed on time. However, we saw examples of prisoners receiving cellular confinement of up to 35 days for refusing to go to the normal residential units without their cases being reviewed. Written observations in prisoners' personal files were generally poor, and there was nothing to indicate that their emotional or mental wellbeing was being monitored effectively.
- I.64** On the whole, relationships between staff and prisoners were reasonable. Officers generally treated prisoners respectfully, but strip-searched all new arrivals to the unit regardless of the risk they presented (see section on security). The regime for prisoners was very poor. The daily routine included a shower, a 30-minute exercise period and access to a telephone, but prisoners had to apply in the morning to receive all or parts of the regime. Prisoners spent nearly the whole day locked in their cells without company or anything meaningful to do.
- I.65** The small wellbeing centre on the upper floor of the health care centre had just opened. It aimed to provide more demanding segregation cases with progression opportunities as well as manage other prisoners with complex health or behavioural needs. However, it lacked direction, its role had not been clearly defined and a distinct strategy that set out the expected working practices and aims of the unit had not been published. Many managers and staff we spoke to were not clear about what the unit offered or its admission criteria (see section on health services, paragraph 2.61).

## Recommendations

- I.66** **The management and monitoring of segregation should be improved.**

- I.67 Longer-stay prisoners should have individual management plans and all segregated prisoners should have access to a meaningful regime.**
- I.68 The role of the wellbeing centre should be clarified and a distinct strategy for its use should be introduced.**

## 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.69** Prisoners who were not in the recovery unit received inadequate psychosocial support. Vulnerable prisoners had no access to group work. Main location prisoner groups were restarting after a long break. Recovery unit prisoners had access to an excellent and comprehensive programme and prisoners' clinical substance use outcomes were generally good.

- I.70** Integrated clinical and psychosocial services were provided by the Compass Offender Recovery Service (CORS), a drug intervention charity. A drug strategy document was in place but there was no plan to take it forward. The drug strategy committee had been absorbed into the security meeting, which meant it did not focus primarily on drug and alcohol treatment. The strategic approach to psychosocial drug treatment lacked defined pathways, resulting in a wide variation in prisoners' experiences, depending on their location.
- I.71** In our survey, fewer prisoners than the comparator said they had received help for problems with drugs (54% compared with 60%) or alcohol (38% against 58%) or that the support had been helpful (57% compared with 76%). A total of 230 prisoners (24% of the total prison population) were on the psychosocial caseload. Groups had been suspended for over a year due to staff shortages and had only restarted 12 weeks before the inspection. However, vulnerable prisoners on I and J wings still only had access to one-to-one sessions with a CORS case manager and no opportunity to attend groups or 12-step fellowship programmes to aid recovery. Prisoners in the integrated drug treatment centre and other main locations had access to one-to-one case management and limited access to group work and recovery fellowships.
- I.72** In stark contrast, the 35-bed drug recovery unit on A wing delivered an excellent programme. Interventions comprised a comprehensive and well balanced mix of harm reduction and recovery-focused groups, peer support and staff-led one-to-one work. Prisoners told us they felt safe in the unit and that they had been given the opportunity to make real changes in their lives. Many also said they feared for their recovery if they were moved away from the recovery wing once their programme had finished.
- I.73** One hundred and twenty-three prisoners were receiving opiate substitution treatment. Most were on methadone; 78 (64%) were on maintenance and 43 (36%) on reducing doses. Two were on reducing doses of buprenorphine. Given the high proportion of remand prisoners, this was an understandable ratio. Several prisoners on the integrated drug treatment centre on G wing complained of a poor regime and a lack of support from some wing staff and the CORS case management (psychosocial) team.

- I.74** Clinical and psychosocial services were well integrated. Jointly held clinical reviews took place more regularly than stipulated by national guidance. Prisoners we spoke to were generally positive about the quality of care they received from CORS clinical nurses and the GP.

### **Recommendation**

- I.75 A defined set of drug and alcohol treatment pathways should ensure continuity and equality of care for prisoners undergoing treatment, regardless of their status or location.**



# 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** *Most outside and communal areas were clean. Too many prisoners shared cramped cells. All prisoners ate in their cells, including those with open and unscreened toilets. Some cells were dirty and had graffiti. Prisoners were positive about the support they received from prisoner information desk (PID) workers. There were not enough stocks of clean clothes or bedding.*
  
- 2.2** Residential accommodation was spread across eight main wings, including two that had been reopened in August and September (D and C). Communal areas were reasonably clean, and prisoners had decorated the reopened wings to a good standard. Most outside areas were clean and well maintained, although there was litter in a small number of areas. Exercise yards were generally clean, but those on older wings were bleak and some had no seating.
  
- 2.3** Too many prisoners shared very cramped cells designed for one. Nearly half of cells (46%) held more prisoners than they were designed for. Many cells had graffiti, and some had ingrained dirt and mould around the windows. Cells we checked were not always adequately prepared for new occupants. A large number of cells had toilets that were unscreened or had no seats. Some prisoners used food trays as makeshift toilet seats (see Appendix IV: Photographs).
  
- 2.4** Access to showers was reasonable except on D wing where prisoners were more negative about being able to shower. Not all showers were adequately screened and some had peeling paint and were poorly ventilated. Most telephones had privacy hoods or were located in quiet areas.
  
- 2.5** In our survey more prisoners than at similar prisons said they could obtain cleaning materials. Personal hygiene items were issued by the PID workers. However, on I and J wings prisoners complained that they were unable to get adequate supplies of toilet rolls.
  
- 2.6** Prisoners could wear their own clothes, depending on their incentives and earned privileges (IEP) status. Kit was changed every week and all wings had laundry facilities, although some was sent off site. In our survey, fewer prisoners than at comparable prisons said they were offered clean suitable clothing for the week and only 61% said they had clean bedding every week (compared to 74% at other prisons). Prisoners and staff were frustrated about stock going missing off site. Many prisoners also told us that they were cold at night.
  
- 2.7** In our survey, 40% of prisoners, more than at comparable prisons, said that cell bells were normally answered within five minutes. Only the newer wings had systems for checking response times, but data were not regularly monitored. Two responses we observed took 12 and 14 minutes, which was unacceptable.
  
- 2.8** Prisoners complained that there were long delays in incoming and outgoing post being processed, although when we checked there was no backlog.

- 2.9** PID workers provided prisoners with application forms and logged them. We saw them offering prisoners some useful support, including explaining the application process, providing information leaflets and directing them to other services. In our survey, prisoners were more positive than at comparable prisons about how easy it was to make an application and how fair responses were. No management systems were in place for checking the promptness or quality of responses. The PID desk and notice boards included a wide range of information.

## Recommendations

- 2.10 Cells should be clean, graffiti free, an adequate size for the number of prisoners held and free of mould. Toilets should be screened.**
- 2.11 Showers should be in a good state of repair and sufficiently private.**
- 2.12 Prisoners should have access to enough clean clothing and bedding, and additional blankets should be available in cold weather.**
- 2.13 Management oversight should ensure that responses to cell bells are prompt.**

## Housekeeping points

- 2.14** Exercise areas should have seating.
- 2.15** Prisoners should have ready access to enough toilet rolls.
- 2.16** Responses to applications should be quality checked to ensure that prisoners receive fair and speedy outcomes.

## Good practice

- 2.17** *The easily accessible PID workers provided prisoners with valuable support and information.*

## 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.**

- 2.18** Relationships ranged from excellent to disinterested. Preferred names were not routinely used. The personal officer scheme was ineffective but consultation arrangements were better than previously.

- 2.19** Staff-prisoner relationships were mostly reasonable. In our survey, a similar number of respondents to the comparator said that staff treated them with respect. We saw some excellent interactions particularly in the psychologically informed planned environment (PIPE) unit, but we also saw staff on some wings who were disengaged and abrupt. We saw passing mainstream prisoners verbally abusing vulnerable prisoners in the grounds without nearby staff challenging them (see main recommendation S40). In our structured groups there were

mixed responses about how staff treated prisoners. The use of preferred names was not embedded.

- 2.20** The personal officer scheme was not functioning properly. Entries in case history notes were made regularly but were often perfunctory; they did not demonstrate that officers knew the prisoner well or that they had a proactive role in sentence planning. Quality assurance was ineffective.
- 2.21** Consultation arrangements were reasonably effective. Monthly wing meetings had a set agenda and were held prior to the main meeting. Minutes demonstrated that most issues raised at both forums were addressed.

## Recommendations

- 2.22 Personal officers should develop a more proactive role, which should be reflected in case history notes.**
- 2.23 Staff should address prisoners by their preferred name.**

## 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 characteristic<sup>3</sup> 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.

- 2.24** There were no equalities policies tailored to the prison and equality meetings did not progress issues effectively or analyse equalities data. Not all complaints regarding incidents of discrimination were handled correctly. Internal oversight was weak, although external scrutiny was positive. There was little specific provision for black and minority ethnic prisoners and no cultural awareness training for staff. Interpreters were not always used for foreign national prisoners when they were required. Not all prisoners who needed one had a personal emergency and evacuation plan (PEEP). Older prisoners were positive about their treatment. There was no additional support for gay or bisexual prisoners or young adults.

## Strategic management

- 2.25** Equality and diversity meetings were held quarterly and were usually chaired by the governor and attended by at least one prisoner equality representative. There was an equalities action plan but it did not always ensure issues were promptly addressed. There were no equalities policies specific to the prison and the equality information pack for prisoners and staff did not contain any information about race or sexual orientation.

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<sup>3</sup> The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

- 2.26** Equalities monitoring data were collated and some out of range patterns were noted but not promptly investigated or discussed at equality and diversity meetings. Data from January to June raised a number of concerns, including the disproportionate representation of black prisoners facing adjudication and Muslim prisoners on the basic IEP level. However, there had been no investigations (see main recommendation S41).
- 2.27** Equality representatives on each wing provided prisoners with a contact point and some useful support. They met monthly as a group with the equalities officer. There were no regular consultation or support forums for any minority groups (see main recommendation S41).
- 2.28** Thirty-seven discrimination incident reporting forms (DIRFs) had been submitted in the year to the inspection. The logging system was adequate and responses were generally timely. However, a number of DIRFs were wrongly judged not to be related to equality, including one alleging homophobic bullying and another age discrimination. Management checks had not identified the errors or addressed the variable quality of investigations into complaints. Not all DIRFs were signed off by a governor grade. External scrutiny of DIRFs was a useful initiative and we saw some good examples where action had been taken to address the underlying reasons for complaints; for example, in one case, visits staff were trained in appropriate searching procedures for those wearing religious dress.
- 2.29** An equalities questionnaire was completed during induction, and prison staff were aware of the number of prisoners with protected characteristics. However, data were not used systematically to inform the provision or ensure the needs of individuals were met.

## Housekeeping point

- 2.30** Senior managers should oversee the allocation and responses of all DIRFs.

## Protected characteristics

- 2.31** There was little provision for the 6% of black and minority ethnic prisoners. Some records showed that wing staff challenged racist language. However, there was no cultural or diversity training and racist behaviour resulted in warnings but was not challenged through more in-depth work. Black History Month plans were underway, but events had not been publicised among prisoners. Six prisoners identified themselves as being from a Gypsy, Traveller or Romany background, but there was no specific provision for them.
- 2.32** Foreign national prisoners made up around 6% of the population. Records showed that telephone interpreters were used a few times in the three months prior to our inspection, but not for all important, sensitive or confidential conversations. Foreign national prisoners could apply for a free monthly five-minute call overseas. Immigration staff visited the prison roughly every six weeks, and prisoners could ask to see them. There was a good stock of library books in the main language groups represented in the prison. There was no regular supply of foreign language newspapers.
- 2.33** Staff had received no faith awareness training. There was a perception among the group of Muslim prisoners we spoke to that staff had a poor understanding of their faith. They were concerned that servery workers did not respect the use of Halal implements, although we were assured that kitchen arrangements were appropriate.

- 2.34** In our survey, 28% of prisoners said they had a disability, while the prison recorded around 17%. In our survey, disabled prisoners were much more negative than those without disabilities. No individual care plans were developed. Not all staff we asked knew which prisoners required assistance, including night staff. Prisoners with physical disabilities were provided with adaptations to their cells. G, H, I and J wings each had an adapted cell with an in-cell shower. Shower seats were available for less mobile prisoners.
- 2.35** Eighty-five prisoners were over 50 (9%), and 50 men were over 60 (5.2%). The oldest prisoner was 92. Older prisoners in our survey were more positive about their experiences than prisoners under the age of 50. Some staff and prisoners had received dementia awareness training. Some disabled prisoners we met struggled to cope with everyday tasks. Older and disabled prisoners on I and J wings who required support were provided with a paid prisoner carer, but not those on other wings. Carers were not trained or managed.
- 2.36** Transgender prisoners were issued with a compact (a signed agreement confirming adherence to community rules) to support their day-to-day life in the establishment. Although one prisoner had been waiting for several months for psychosexual counselling, he felt he had received reasonable support from wing and equalities staff. In our survey, a large number of prisoners identified as gay or bisexual. The prison had begun to explore setting up a support group in response to a request from prisoners but it was not yet in place.
- 2.37** The 69 young adult prisoners were dispersed around the wings. There was no specific policy or needs analysis covering this group of prisoners, and no strategy outlining how the prison would support them. One young adult had shared a cell with an adult prisoner for one night before this was rectified.

## Recommendations

- 2.38** Telephone interpretation should be used for confidential or sensitive discussions involving prisoners who do not speak fluent English.
- 2.39** All wing staff should be aware of prisoners with particular emergency and evacuation needs.
- 2.40** Prisoners with daily care or support needs should have a care plan based on consultation with them and access to a trained and properly managed prisoner carer.
- 2.41** Young adults should not share cells with prisoners over the age of 21.

## 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.

- 2.42** All major religions were catered for and the chaplaincy provided a range of services and classes, but it was difficult for prisoners to attend. Chaplains were known across the prison and played an active part in the life of the prison.

- 2.43** The chaplaincy provided a good range of services, groups and pastoral support for all major faiths. In our survey, prisoners were more negative than the comparator about faith provision but this did not appear to relate to the work of the chaplaincy itself; they told us they could not always attend group worship and classes, and chaplains confirmed this was a problem. They told us that prisoners often went to other activities that took place at the same time as classes, staff did not always refer to the lists of prisoners who were due to attend weekend services and lists were sometimes inaccurate.
- 2.44** Christian services took place in a large chapel. Other faiths used a large multi-faith room, with washing facilities nearby. Some of the groups and services, including Friday prayers and Roman Catholic worship, included both vulnerable and main location prisoners; general provision for vulnerable prisoners was adequate. Prisoners in the segregation unit could not attend services or groups but chaplains visited the unit every day to provide one-to-one support. Prisoners were eligible to attend groups irrespective of their declared religion, and arrangements for changing religion were in place.
- 2.45** Chaplains took the lead in sharing bad news with prisoners and offered continuing support, including individual services and prayers to mark anniversaries or other significant events taking place outside the prison. Chaplains attended assessment, care in custody and teamwork (ACCT) case management reviews for prisoners at risk of suicide or self-harm whom they were supporting, and met newly arrived prisoners the day after their arrival

## Recommendation

- 2.46** **Prisoners who wish to attend services and classes should be able to do so.**

## 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** *Too many complaints had not received a response. Replies were variable and there was no quality assurance of responses or analysis of the type of complaints submitted or emerging themes.*

- 2.48** In our survey, more prisoners than at comparator prisons thought that complaints were dealt with fairly. However, one prisoner wrote: 'Complaints seem to "go missing" and when we do get them back they often contain patronising answers.' Records showed that in the previous six months up to a third of complaints each month had not received a reply. Where there had been a response, most were timely. Not enough analysis of the types of complaints submitted or emerging themes took place. Complaint forms were available in the residential units and complaints boxes were emptied every day.
- 2.49** Responses varied from full and informative to unhelpful, referring prisoners back to the processes they were complaining about. There was evidence of remedial action being taken in some cases, but other replies were dismissive and some were illegible. The prison did not carry out quality assurance or random sampling of complaint responses.

## Recommendation

- 2.50 Managers should implement quality assurance processes to ensure that all prisoners receive timely and constructive replies to complaints.**

## 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.**

- 2.51** *There was no legal services officer. A bail information officer provided good support to those who needed help with bail. The provision for legal visits was reasonable but the holding rooms were cramped and dirty.*

- 2.52** There was no dedicated, trained legal services officer at the prison. Induction screening included identifying prisoners' bail information needs. Where required, a full-time bail information officer provided prisoners with support to understand the process and secure a hostel address.
- 2.53** Prisoners could meet with legal representatives during morning or afternoon appointments, five days a week. There were nine legal visits booths, which were private and clean. Legal representatives we spoke to said they could normally book visits without delay, using the telephone or email booking system. Representatives could also contact their clients via video link. The holding room, where prisoners waited before and after appointments, was cramped and dirty and had insufficient seating.
- 2.54** Legal mail that was opened in error was recorded centrally and letters sent to inform solicitors. However, prisoners were not routinely told about this. The library contained a good supply of legal books and printed information about legal rights, but they were in a locked cabinet.

## Housekeeping points

- 2.55** The visits holding room should be clean and have a sufficient number of seats.
- 2.56** Prisoners should be informed in writing if their legal mail is opened in error.
- 2.57** Legal reference books and printed information about legal rights should be easily available.

## 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.**

- 2.58** *Health care services were generally good and prisoners were mostly satisfied with the quality of and access to care. Well qualified staff delivered a good range of clinics. All wing treatment rooms required a deep clean to ensure their fitness for clinical care. Pharmacy services were good, as was dental care, but prisoners had to wait too long for appointments. A good level of primary and secondary mental health care was available and professional counselling was available via referral to appropriate services.*

## Governance arrangements

- 2.59** Partnership arrangements were robust and relationships between prison staff and providers were good. The governor was well represented at provider meetings and the head of health care was an active member of the senior management team. The providers had a regular presence at the prison and had made a significant investment in the delivery of services. Our survey indicated that prisoners were generally positive about access to and the quality of health care services. However, prisoners in our groups were less positive about GP prescribing routines for pain management and access to the dentist.
- 2.60** A health needs assessment had not been completed since 2010, although a number of individual service reviews had been conducted in 2013/14 to inform the reprocurement of services. The health care department was fully staffed with a well qualified and enthusiastic team.
- 2.61** The large health care centre was on the ground floor of a purpose-built facility. The upper floor had been converted from an inpatient unit to a 'wellbeing unit' two weeks before the inspection. The unit provided prisoners with mental health needs with a good environment and included a well equipped palliative care suite (but see section on discipline, paragraph 1.65 and recommendation 1.68). Health care services were also available at three treatment rooms serving wings across the prison. The rooms were used mainly for medicine administration but none of them were in an acceptable condition for clinical treatment.
- 2.62** Prisoners had access to a good range of clinics, many of which were nurse-led. Care was provided over 24 hours and one nurse was available during the night. Professional development and mandatory training was well managed. Clinical supervision was available to all health care staff and was appropriately documented.
- 2.63** Two GPs ran the majority of clinics throughout the week. The full out-of-hours' service was available through the local community. Pharmacy services were delivered by an in-house pharmacy team involving a pharmacist and registered technician. Dental services were delivered by the main provider and four sessions were available each week.
- 2.64** Emergency resuscitation equipment was dispersed across three main locations in the prison and a nurse was on radio call if the equipment was required in an emergency. Emergency equipment bags included automated external defibrillators (AEDs); equipment was

adequately maintained. No other AEDs were available in the prison and only one member of discipline staff had been trained in their use.

- 2.65** Clinical records and appointments were maintained electronically using SystmOne, the electronic clinical information system, which was available across all the prison's health care sites. Examined records were well written and accurate. Health care staff were well informed about local changes and national guidelines.
- 2.66** Prisoners had access to wing-based health care meetings where they could receive information about services and raise concerns. There were about 35 health care complaints each month. The process for managing them was well organised and each complaint was dealt with promptly and professionally. The sample that we looked at included informative and sensitive responses that were all typewritten. Data analysis of the range of complaints and resulting action plans were not sufficiently robust.
- 2.67** Health promotion information was widely available in the prison and the health care centre. A good range of screening services was also provided.

## Recommendations

- 2.68** **A full health needs assessment should be commissioned to inform the requirements of the prison population.**
- 2.69** **All treatment areas should meet infection control standards.**
- 2.70** **Discipline staff should be trained in the use of AEDs.**

## Housekeeping point

- 2.71** Further analysis of health care complaints should take place to inform and improve the delivery of services.

## Delivery of care (physical health)

- 2.72** The primary care team was led by one of the senior nurses who was also an independent nurse prescriber. The team provided prisoners with good access to an appropriate range of clinics.
- 2.73** Initial health care screenings were carried out in a dedicated health care room in reception, which was adequate, but required a deep clean. All prisoners received a pack outlining health care services and procedures but nothing was available for prisoners who did not speak English. Secondary screening was carried out the following day.
- 2.74** The lead GP, who was accessible out of hours, could, along with the nurse prescriber, issue prescriptions remotely. Staff also had access to NHS summary care records which enabled them to check new prisoners' prescription history promptly, avoiding delays in further prescribing. Access to a GP was very good and patients were usually seen routinely within three days. The appointment system was effective. Prisoners attended the health care clinics in groups and were held in the waiting rooms for long periods, which might have contributed to the high failure-to-attend rates.

- 2.75** An administrator managed external hospital appointments well and there were very few cancellations due to the lack of escorting staff.

## Recommendation

- 2.76 Health care information should be available in a range of languages.**

## Housekeeping point

- 2.77** Arrangements should be made for prisoners to return promptly to the wings or work following their appointments and avoid long times in the waiting rooms.

## Pharmacy

- 2.78** Medicines were supplied promptly and were appropriately labelled with patient information leaflets. The pharmacist clinically checked prescriptions before dispensing them and had a close working relationship with the GPs. Prescribing was against a formulary (medications used to inform prescribing) on SystmOne and review dates were enforced by the system. The British National Formulary (BNF) reference book for prescribing, dispensing and administering medicines had been removed from the pharmacy room and the copy in one of the treatment rooms was four years out of date. The resuscitation bag in one of the treatment rooms contained a finger-pricking device designed for single patient use only. The pharmacist replaced this with single use lancets at the time of the inspection.

- 2.79** There was a current in-possession policy and risk assessment, which considered both the patient and the medication. The majority of patients received medication in possession, while around 10% of patients were on supervised administration. Nursing staff issued medicines from the treatment rooms and queues were appropriately supervised by officers. The in-possession assessment was reviewed on a regular basis and GPs and the prescribing nurse had access to it at the time of prescribing. A number of patient group directions (PGDs), which enable nurses to supply and administer prescription-only medicine, allowed patients to obtain more potent medication and simple remedies such as paracetamol and ibuprofen.

- 2.80** The pharmacist operated a minor ailments and medication review clinic once a week and regularly visited patients on the wings in response to requests on the health application form. The pharmacist triaged minor conditions and requested a prescription from the GP to prevent the patient from having to make an appointment.

## Housekeeping points

- 2.81** Reference texts such as the BNF should be current.

- 2.82** Single use lancets should be used in the resuscitation bag instead of the finger-pricker designed for use by one patient only.

## Dentistry

- 2.83** More than 80 prisoners were waiting to see a dentist for routine appointments, with waiting times of up to 10 weeks. The failure-to-attend rate averaged 20%, which was high and

contributed to the delays. We observed discipline staff making efforts to get prisoners to fill vacant slots on the list when possible.

- 2.84** The dental suite was large and had three adjoining rooms, one of which contained additional radiographic equipment for maxilla-facial injuries. All equipment was in good order and regularly maintained. Emergency equipment was shared with the health care centre and emergency medicines were located in the surgery.
- 2.85** Clinics were managed by the dental nurse who was also available for a day in addition to the dentist sessions to carry out triage and administrative work. The session that we observed was carried out sensitively and respectfully and provided patients with relevant information, while ensuring that their privacy was maintained. Oral health promotion was provided in the chair during treatment and further leaflets were available.

## Recommendation

- 2.86 Managers should ensure that prisoners have more prompt access to a dentist and address the high failure-to-attend rate.**

## Delivery of care (mental health)

- 2.87** A small team of mental health nurses delivered the prison's primary mental health care. The Humber NHS Foundation Trust provided a secondary care mental health in-reach service and worked from the same office, which meant patient information was easily shared. The teams had good relationships with all health care and discipline staff. Prisoners also had access to a learning disabilities nurse when required.
- 2.88** The primary care caseload averaged 60 patients and prisoners were seen promptly including those where ACCTs had been initiated and reviewed. The mental health in-reach team had an average caseload of 40 patients with about five new referrals each week. Routine cases waited five days to be seen. There was an open referral system and patients were allocated at a single point referral meeting. Care was managed using a multidisciplinary approach; regular meetings included primary and secondary teams, security and safer custody staff.
- 2.89** A range of interventions was available, including a stay in the wellbeing centre for those with enduring mental health problems. Patients had good access to a psychiatrist who attended the prison each week seeing fresh cases and reviewing those managed under the care programme approach (mental health services for individuals diagnosed with a mental illness). Five prisoners had been transferred to secure mental health units over the 12 months prior to our inspection and all had been moved swiftly.
- 2.90** Prisoners had access to professional counselling services via referral to appropriate services. Discipline staff did not participate in a regular programme of mental health awareness.

## Recommendation

- 2.91 All custody staff should participate in a rolling programme of mental health awareness training.**

## 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.**

- 2.92** *The food was good, but meals were served too early and prisoners could not eat communally.*
- 2.93** In our survey, more prisoners than at comparable prisons said the food was good or very good. Much of it was freshly prepared on site and the menu provided a reasonable range of options and catered for religious, cultural and medical diets. Options included fresh vegetables and fruit, and menus changed every week. A food survey had been conducted in May 2014 and catering staff attended some prisoner consultation meetings.
- 2.94** All prisoners ate in their cells, even though there was enough space on some wings for prisoners to eat together. Standards of cleanliness in the kitchen were good and serveries were clean. Meals were served too early: we observed lunch being served at 11.40 am and the evening meal at 4.40pm. Breakfast packs were issued at lunch time on the previous day.
- 2.95** Prisoners working in catering roles had been trained in food safety and hygiene, and some were progressing towards a national vocational qualification at levels 1 and 2.

## Recommendations

- 2.96** **Prisoners should be able to eat together.**
- 2.97** **Lunch should not be served before 12 noon and the evening meal not before 5pm and breakfast should be issued on the day it is to be eaten.**

## Purchases

### Expected outcomes:

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

- 2.98** *Prisoners could purchase a reasonable range of goods. However, advances paid to them were sometimes recovered all at once.*
- 2.99** New arrivals were advanced the cost of a reception pack of shop items. However, advances were often recovered all at once the following week, leaving some prisoners without funds and encouraging debt. Prisoners could purchase a reasonable range of goods. The prison shop list contained over 300 items and was part of the national contract. In our survey, 55% of respondents said that the shop sold a wide enough range of goods, which was better than the comparator of 48%.

**2.100** Newly arrived prisoners could wait more than a week for full access to the shop. Because order forms were only collected on Thursday mornings some prisoners could wait up to 11 days before they received a full canteen depending on the day they arrived. Prisoners could shop from catalogues and order newspapers and magazines every week.

## Recommendations

**2.101** **Prisoners should be able to pay off advances incrementally.**

**2.102** **Prisoners should have access to a full canteen order within 72 hours of arrival.**

### Section 3. Purposeful activity

# 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.<sup>4</sup>**

- 3.1** *Time out of cell was reasonable for some but the core day was not always adhered to. Exercise periods were too short and frequently cancelled.*

- 3.2** A fully employed prisoner could experience over eight hours out of their cell a day, while an unemployed prisoner had around three hours. However, we found the published core day was not always adhered to and there were delays in unlocking and locking up prisoners. At roll checks during the core working day, we found an average of 25% of prisoners locked in their cells. Exercise periods were frequently cancelled, apparently because of bad weather. Exercise and domestic periods for full-time workers took place in the evening, but the short timeframe compounded by curtailments in the regime meant some prisoners had to choose between time in the open air, a shower or a telephone call.

### Recommendation

- 3.3** **All prisoners should spend more time out of their cell each day and the regime should adhere to the published core day.**

### Housekeeping point

- 3.4** All prisoners should have access to daily exercise regardless of weather conditions.

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<sup>4</sup> 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.

## 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.**

- 3.5** The strategy for developing purposeful activities was effective. However, the prison did not have enough places for its population, especially for mainstream prisoners. The prison provided vulnerable prisoners with a good range of purposeful activities, but not those held in G wing. The policy to improve prisoners' English and mathematics skills was not effective because the number of places was not sufficient and some teaching was weak. Vocational training was good and learners achieved well. The library provided a reasonable service, although there were insufficient links with education.
- 3.6** Ofsted<sup>5</sup> made the following assessments about the learning and skills and work provision:
- |  |                      |
|--|----------------------|
| Overall effectiveness of learning and skills and work:             | Requires improvement |
| Achievements of prisoners engaged in learning and skills and work: | Requires improvement |
| Quality of learning and skills and work provision:                 | Requires improvement |
| Leadership and management of learning and skills and work:         | Requires improvement |

## Management of learning and skills and work

- 3.7** The prison's senior management had an effective strategy for the development of learning and skills and work activities. It was about to implement arrangements to increase functional English and mathematics provision, as well as the range of vocational training and work. This was based on a thorough analysis of prisoners' training needs, good use of labour market information and effective consultation with local employers. The strategy focused well on preparing short-term prisoners for employment on release or prisoners with longer sentences for transfer to training prisons.
- 3.8** Managers were stringent in implementing a policy to improve prisoners' English and mathematics skills. This meant those who were less able in these subjects had to develop their skills before being allocated to training or work activities. However, English and mathematics provision was not sufficient and there were waiting lists for courses; as a result prisoners were often unemployed until there was a vacancy.
- 3.9** Procedures for managing information about prisoners were good and learners did not need to repeat initial assessment unnecessarily. Prison and college staff also meticulously tracked prisoners' progress through courses agreed in their skills action plans.
- 3.10** The education and vocational training provision provided by The Manchester College required improvement. Managers did not monitor all aspects of teaching and learning

<sup>5</sup> 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>.

sufficiently well. Although the college provided a good range of relevant staff development opportunities, action to improve teaching and learning was too slow, especially in English, mathematics, employability and personal development. Management of the two subcontractors providing vocational training and assessment was effective.

- 3.11** Prison managers had introduced thorough quality assurance arrangements and used prisoners' views well to improve the provision. However, the self-assessment was not sufficiently rigorous or self-critical. It failed to evaluate all the prison's purposeful activity provision, including the National Careers Service. In addition, it did not adequately monitor the take-up of education, training and work provision or the library and physical education (PE) facilities by different categories of prisoner, especially by young adults (see also sections on the library and physical education and healthy living).

## Recommendations

- 3.12** **Self-assessment should provide a thorough evaluation of all aspects of learning and skills and work, including services offered by the National Careers Service.**
- 3.13** **The prison should monitor and analyse the take-up of provision, including the library and PE facilities, to evaluate the impact and reach of services.**

## Provision of activities

- 3.14** The prison had 787 activity places, which was not sufficient for the population. Approximately 20% of prisoners were unemployed. The allocation process involved a thorough range of initial assessments. However, a quarter of the available places had not been allocated at the time of inspection (see main recommendation S42).
- 3.15** The prison provided an appropriate range of work opportunities for vulnerable prisoners, such as in the garden, kitchens and in recycling, but vulnerable prisoners held on G wing had insufficient access to activities. Accreditation for work was provided through a national vocational qualification at level 2 in cleaning support services and catering, but it was only available to vulnerable prisoners. There were insufficient work activities for mainstream prisoners while they waited to be allocated to education and training. The only work activities available were cleaning, orderly or mentoring roles (see main recommendation S42).
- 3.16** There were sufficient vocational training places for approximately 82 prisoners, who were able to develop useful skills at level 2 in painting and decorating, bricklaying and trade skills, such as tiling, flooring, plumbing and joinery. The range of education courses was appropriate and subjects included English, mathematics, information technology, art, support for self-employment and personal development. However, the prison's outreach education provision, for example, in the wellbeing centre, was not sufficient (see main recommendation S42).

## Quality of provision

- 3.17** Coaching and training in the vocational workshops for construction were good. They were well equipped and staff were well qualified and had expertise in their specialist areas. They provided prisoners with helpful and constructive feedback on the quality of their practical work. Prisoners took a genuine interest in their skills development and were keen to learn.

They quickly developed the practical skills required to work independently on appropriately challenging tasks and projects in the construction workshops and throughout the prison.

- 3.18** In education, teaching was not planned well enough to meet the needs of many prisoners, especially in mathematics, English and personal development. Activities were often not challenging enough and teachers' expectations were sometimes too low. Teaching was often based on worksheets and did not relate to prisoners' plans for employment or resettlement. The more effective teaching enabled prisoners to solve problems independently, think through concepts and use a good range of stimulating learning resources.
- 3.19** Individual learning plans did not include enough information on prisoners' medium- and short-term goals, and prisoners often received perfunctory feedback on their progress. Marking was sometimes poor, with insufficient guidance on how work could be improved. English was not always corrected accurately or thoroughly enough.
- 3.20** College staff used appropriate processes to identify those with additional support needs, but very few received the required support during learning sessions. The Toe by Toe reading scheme was managed well by staff in the resettlement centre, and eight mentors provided appropriate support to about 20 prisoners.

## Recommendations

- 3.21** **Teaching staff should ensure that all learning activities are sufficiently relevant and challenging, and help prisoners overcome any previous barriers to learning, especially in English, mathematics and personal development.**
- 3.22** **Prisoners should receive constructive and accurate feedback to help them understand what they need to do to improve.**
- 3.23** **Effective additional learning support should be available for those who require it.**

## Education and vocational achievements

- 3.24** A high proportion of prisoners achieved units of qualifications in construction. Although the proportion that completed the full diploma at level 2 was low, detailed records of their achievements were provided to help them continue their learning at other prisons or on release.
- 3.25** Many prisoners, including vulnerable prisoners, applied the vocational skills they had developed to good commercial standards on refurbishment projects within the prison. Prisoners on vocational training developed strong personal and social skills to prepare them for work. In gardening and art, prisoners developed good skills.
- 3.26** Many prisoners on education courses achieved qualifications, although there were too few at level 2. Prisoners often did not develop a sufficient understanding or the confidence to enable them to retain or apply their skills independently in wider everyday or work-related contexts, particularly where English and mathematics were concerned.
- 3.27** Behaviour was very good in the vocational workshops, but often poor on a minority of education courses. Teachers generally managed poor behaviour well. Attendance was low on many education courses.

## Recommendations

- 3.28 Teaching staff should ensure that all prisoners develop the understanding and confidence they need to apply English and mathematical skills in wider contexts.**
- 3.29 Prison and college staff should ensure that attendance and behaviour are good on all education and training courses.**

## Library

- 3.30** The library was welcoming and provided an appropriate environment. It was well stocked with a good, up-to-date range of books and other materials. Easy-read material was promoted well to encourage new readers.
- 3.31** Prisoners had adequate access to the library, which was open from Thursday to Sunday. However, library staff did not collect sufficiently detailed information to monitor and evaluate the use of the library by different groups of prisoners. They could not provide data on trends in membership or book loans (see section on management of learning and skills and work, recommendation 3.13.)
- 3.32** Joint working with the education department was not sufficient to promote the library or its services. For example, the library did not have sufficient books on practical vocational subjects and there were too few opportunities for prisoners in education to extend their learning through the library. There was a small area for private study but no computers.

## Recommendation

- 3.33 Library staff should work with staff in education to promote reading and the use of library services.**

## 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.**

- 3.34** *PE and recreational facilities were generally well resourced, and staff were well qualified. Participation in PE was good. Links with the health care department were also good. Small group provision and one to-one support for different groups of prisoners were offered. However, the prison did not analyse data to identify trends in groups of prisoners not attending. Prisoners could not work towards enough external qualifications in the gym.*
- 3.35** The eight PE staff were particularly well qualified and experienced, and they supported the prisoners well, especially those who were new to the facilities. The gym included an appropriate range of cardiovascular and free weight resources. There were appropriate facilities for indoor competitive games, as well as an outdoor Astroturf pitch. However, the pitch was in a poor state and required upgrading.

- 3.36** A good range of courses was provided, including sessions on diet and nutrition, team sports and biomechanics, but there were not enough accredited vocational courses, such as for gym instructors.
- 3.37** Arrangements for supporting prisoners who had been referred by the health centre were particularly good. Staff provided a wide range of small group provision and one to-one support for different groups of prisoners, such as those who were over 50.
- 3.38** Access to the gym was good and sessions were well attended. The prison estimated that some 63% of prisoners routinely used the gym. However, managers did not carry out detailed analyses of prisoners using the facilities to identify if there were any particular categories of prisoner who were more likely to participate (see section on management of learning and skills and work, recommendation 3.13).

### Recommendation

- 3.39** **The prison should ensure that prisoners are able to gain relevant qualifications through 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** Strategic management of resettlement was weak. The needs analysis was too limited and the strategy was not up to date. Oversight provided by the quarterly meeting was not robust enough as no data monitoring or analysis of key areas took place. The offender management model was effective and there were dedicated full-time offender supervisors.
  
- 4.2** A needs analysis had been completed in the previous few months but was largely limited to education, training and employment provision and did not cover other resettlement areas. It was based on prisoners' views only and did not use offender assessment system (OASys) data to provide a more robust evidence base.
  
- 4.3** The resettlement and offender management strategy had not been updated since 2012. It did not reflect current arrangements and provided little information on priorities or recent developments. However, planning for the introduction of community rehabilitation companies (which would soon be responsible for supervising individuals on community sentences and on release from prison) to deliver resettlement services had begun; they had been allocated a space in the resettlement unit on D wing. There was no evidence of up-to-date action plans to direct the service provision. Oversight provided at quarterly meeting was therefore limited and largely based on updates from a range of prison departments. More needed to be done to provide evidence of prisoners' needs, set priorities and monitor progress against them.
  
- 4.4** Data collation and monitoring were poor and there was little evidence to show that performance and outcomes were being scrutinised at the quarterly meeting and little sign of action to address themes or trends.
  
- 4.5** The offender management unit (OMU) was almost fully staffed with offender supervisors but severe shortages of case administrators led to the continued use of agency staff. Offender supervisors were full time and worked effectively.

### Recommendation

- 4.6** **Strategic management of resettlement should be improved through a better needs analysis, an up-to-date strategy and action plan and better data monitoring.**

## 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.**

- 4.7** *The OMU was managing a complex population and teams worked well together. Prison-owned initial OASys documents were up to date and generally good. There was a lack of contact with some higher risk prisoners. Contact restrictions were managed well. We were not assured that all those subject to multi-agency public protection arrangements (MAPPA) were reviewed before release; MAPPA levels were often out of date and had not been reviewed far enough in advance of the release date. Recategorisation work was up to date but lacked prisoner input. Some prisoners waited too long for a transfer. Indeterminate sentence prisoners were managed appropriately. The psychologically informed planned environment (PIPE) unit was impressive but prisoners located elsewhere received little personal support.*
  
- 4.8** HMP Hull was not a typical local prison. While most of the population were short term or on remand, a third of the population were higher risk cases, serving longer sentences, the majority sex offenders. To meet this challenge the OMU was appropriately split into two teams, one managing the local prisoner population and the other the higher risk and sex offender population. Offender supervisors and case administrators worked well together.
  
- 4.9** There was no backlog of initial prison-owned OASys documents. This had been achieved through additional resourcing and maintaining the full-time offender supervisor role. New assessments were prioritised and immediately allocated to an offender supervisor, who completed them within a couple of weeks.
  
- 4.10** We reviewed 12 cases from the longer term population and found that assessments of prisoners' likelihood of reoffending were sufficient and prompt in all but one. Most sentence plans were closely linked to factors associated with the individual's likelihood of reoffending and their risk of harm, but few had outcome-focused objectives. The risk-of-serious-harm analysis was thorough and prompt in most cases but too few prisoners had an up-to-date risk management plan. Most of the plans that were in place covered risks in and out of prison.
  
- 4.11** In our survey, more prisoners than in other local prisons said they had received help to achieve their sentence plan targets, which reflected the longer-term population held on I and J wings and in the PIPE unit (see section on attitudes, thinking and behaviour).
  
- 4.12** Minimum contact levels had not been set and we found significant variations when it came to the longer-term, high risk population. In some cases contact was meaningful and frequent but in others it was largely reactive. We were concerned to find some high risk sexual offender cases, where there had been very little or no recorded contact between the offender supervisor and the prisoner. In one case, there was no recorded contact for over a year and in another no contact for three years, which was very poor. The scale of the lack of recorded contact across the longer-term population was not being monitored so it was difficult to tell how widespread the problem was. In too many cases, there was also little continuing contact between the offender supervisor and the community-based offender manager.

- 4.13** Home detention curfew (HDC) processes were hindered because case administration staff were not confident enough, which delayed the processing of applications. Other applications were not processed because the prisoner did not have enough time remaining on their sentence; in some cases prisoners had been transferred to another prison before HDC completion. There was no monitoring of HDC completion to identify any problems, and outcomes for those processed to conclusion were not tracked.

## Recommendations

- 4.14** All relevant cases should have an up-to-date risk management plan and objectives in sentence plans should be outcome-focused.
- 4.15** Frequency of contact, particularly with high risk of harm cases, should be set, consistently applied and recorded on the Prison Service IT system P-Nomis.

## Housekeeping point

- 4.16** HDC processes should be monitored to ensure timely completion in relevant cases.

## Public protection

- 4.17** Prisoners' previous convictions were reviewed on arrival to identify offences against children and other victims requiring protection. The offender supervisor prepared a report for the multidisciplinary public protection panel, which met every week. Mail and telephone monitoring was applied appropriately and for the shortest possible time.
- 4.18** A high proportion of the longer-term population were MAPPA cases. The OMU was not always aware of prisoners' reviewed MAPPA levels before their release, which potentially limited their involvement in release planning. Not enough was done to contact the offender manager to confirm the reviewed MAPPA levels and of 20 cases due for release in the four months after the inspection, half did not have an agreed MAPPA level.
- 4.19** When the OMU was invited to contribute to MAPPA meetings in the community, the offender supervisor would submit a report. Those we reviewed were good.
- 4.20** We were not assured that the public protection panel fulfilled all the functions of an inter-departmental risk management team as set out in the MAPPA guidance. The panel did not routinely review all MAPPA level 2 cases (where the active involvement of one or more agency is required) or level 3 cases (the highest risk level) prior to a prisoner's release. As a result, robust release plans were not established nor were contributions to external MAPPA meetings made, which meant the offender supervisor could not be provided with additional support in managing these high risk cases.

## Recommendations

- 4.21** The effectiveness of the public protection panel in providing oversight of all MAPPA level 2 and 3 cases prior to release should be reviewed and improvements made.
- 4.22** MAPPA levels should be confirmed six months before release to enable the prison to contribute to multi-agency risk management planning.

## Categorisation

- 4.23** Initial categorisation was completed promptly after prisoners' arrival. Reviews were up to date and completed to a sufficient standard. Decisions could be justified and prisoners were informed of the outcome. However, they were not always interviewed before the review and were not invited to submit a report to support their re-categorisation.
- 4.24** Transfer to another prison for newly sentenced prisoners was prioritised appropriately. However, most transfers were directed by the National Offender Management Service and sentence plan targets did not always determine the prison they were sent to, which was not in line with the offender management model or good practice.
- 4.25** Only a small number of category D prisoners were held at HMP Hull and moves to open prisons were not delayed. The lack of category B prison places nationally delayed the progressive transfer of some sex offenders and as a result many waited too long. Sex offenders who were in denial of their convictions or were not suitable for sex offender treatment programmes (SOTPs) faced even longer delays. We saw prisoners held at HMP Hull for two or three years without any offending behaviour work taking place or plan developed to progress them (see attitudes, thinking and behaviour).

## Recommendations

- 4.26 Sentence plan targets should directly influence where the prisoner is transferred.**
- 4.27 The lack of places nationally for category B prisoners, including those in denial of their conviction, should be addressed.**

## Indeterminate sentence prisoners

- 4.28** There were 48 life sentence prisoners and 51 indeterminate sentence for public protection prisoners at the prison. Many of the life sentence prisoners were living on the PIPE unit. They received excellent case management support and had good access to external agencies; family and friends were involved in their progression.
- 4.29** An offender supervisor did not routinely interview potential indeterminate sentence prisoners to provide additional support or guidance prior to sentencing. We met one prisoner who had recently received a life sentence who felt unsupported and did not know what would happen next. Indeterminate sentence prisoners did not have access to a specific discussion forum or family days for additional guidance and support.

## Recommendation

- 4.30 Prisoners facing a potential indeterminate sentence should be provided with regular information and support. Those who receive an indeterminate sentence should have continuing support through a discussion forum and family days specifically for them.**

## 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.**

- 4.31** Reintegration planning had improved following the introduction of a resettlement wing. Assessment on arrival was good. Pre-release interviews were not always held far enough in advance of a prisoner's release. A trained Shelter worker offered a range of support and the service provided by the National Careers Service was generally good. Arrangements to meet ongoing medical needs were good as were access to information and support on benefits and housing debts. Visits arrangements were appropriate, but other family support work was limited. The range and delivery of SOTPs were impressive, but a quarter of sex offenders were not suitable for the programmes and there was no strategy in place to manage them. The PIPE unit provided excellent opportunities and support.
  
- 4.32** All prisoners, including those on remand, were interviewed by prison orderlies shortly after their arrival to identify their immediate needs. Those serving less than a year were also assessed using the basic custody screening tool (focusing on immediate offending-related needs) in the OASys. In our survey, a similar number of prisoners to other local prisons said they knew who to turn to for help with most of the resettlement pathways.
  
- 4.33** In the last few weeks before the end of their sentences, most prisoners were located on D wing, which had recently been designated a resettlement wing. This allowed them improved access to resettlement agencies and promoted a better focus on preparation for release, with smoother assessment and support processes. Separate arrangements were in place for vulnerable prisoners, who could visit the resettlement unit one afternoon a week.
  
- 4.34** Pre-release arrangements had improved but not enough was done to make sure all prisoners were seen well enough ahead of their release. While this was challenging when dealing with very short-term prisoners, we found other prisoners who could and should have been seen earlier. In some cases, we found no evidence of the pre-release interview on P-Nomis despite prisoners being due for release within the following few weeks. The scope of the pre-release interview was limited as it did not cover all the resettlement pathways in enough depth.

### Recommendation

- 4.35 All prisoners should have a pre-release interview well ahead of their release date so that all their resettlement needs can be addressed.**

### Housekeeping point

- 4.36 The pre-release interview should cover all the resettlement pathways.**

### Accommodation

- 4.37 The number of prisoners who were released to no fixed address was just below 10%, which was relatively low. This might have been because some of those released after a longer sentence went to an approved premises given their risk of harm.**

- 4.38** The trained Shelter worker provided a good range of support and access to specialist help. Records showed evidence of prisoners receiving help to maintain tenancies and find new accommodation. However, outcomes were not routinely monitored to provide aggregated results so that the effectiveness of Shelter's work could be determined.

## Recommendation

- 4.39 Aggregated accommodation outcomes should be monitored to provide evidence of Shelter's effectiveness.**

## Education, training and employment

- 4.40** The quality of the National Careers Service provided by Careers Yorkshire and the Humber through their agent Prospects was good. The National Careers Service provided a good individual service to prepare prisoners for release. Staff were well qualified and adept at using the resources available to provide prisoners with information on job vacancies and local agencies during interviews. Written career plans and relevant printed documents were often too complex for many prisoners to use independently.
- 4.41** The two-week pre-release courses, although well attended, were not always organised well enough to motivate all prisoners to participate. Activities, such as completing CVs and preparing job applications were not sufficiently tailored to the individual prisoner's needs.
- 4.42** Prison staff liaised well with employers, where appropriate, to help those on short-term sentences return to their previous jobs on release. However, the two suites dedicated to the virtual campus (internet access for prisoners to community education, training and employment opportunities) were not available because there was no internet connection.

## Recommendations

- 4.43 The pre-release course should provide all prisoners with the individual training they need to support their plans for resettlement.**
- 4.44 The virtual campus should be fully operational and available to all prisoners.**

## Health care

- 4.45** Arrangements for discharging patients were good and the pharmacy department began planning for prisoners' release at least two weeks in advance. Patients with enduring mental health problems were managed using the care programme approach (mental health services for individuals diagnosed with a mental illness) and arrangements were in place for prisoners to access community mental health teams. Policies and procedures for palliative and end of life care were well established and had been used effectively.

## Drugs and alcohol

- 4.46** The drug intervention charity Compass Offender Recovery Service (CORS) had a dedicated family worker, delivered a good range of services, and linked families with regional and local community-based support. The CORS team participated effectively in sentence planning boards. Links with local and regional drug intervention teams (DIPs) were good. DIP team

workers ran monthly group sessions with prisoners to inform them of community-based services.

## Finance, benefit and debt

- 4.47** Prisoners had good access to information and support with benefits and housing debts through full-time Jobcentre Plus and Shelter workers. Staff from the Money Advice Service had started visiting the prison in the previous two months to advise 18 prisoners on an individual basis about a range of debt and money management issues. Twenty-two prisoners had opened bank accounts in the previous 12 months and prisoner information desk workers helped to raise awareness of this service. There was no analysis of the finance, benefit or debt needs of prisoners or assessment of the service's effectiveness.

## Children, families and contact with the outside world

- 4.48** In our survey, prisoners were more positive than the comparator about staff helping them to maintain family contact, although fewer than the comparator said it was easy for family and friends to get to the prison. Prisoners were generally positive about their visits experience.
- 4.49** Visits took place on three week days and at the weekend. Visits were split into morning and afternoon sessions to cater for main location and vulnerable prisoners separately. Extra sessions had been introduced following an increase in prisoner numbers. Visits sessions were of a reasonable length, although delays in getting visitors and prisoners into the visits hall meant they were rarely as long as the advertised two hours.
- 4.50** The visits hall was a reasonable size. It had a pleasant play area for children, which was supervised by volunteers, and a snack bar offering hot and cold snacks and drinks. Staff supervision was unobtrusive. Prisoners had to wear coloured bibs throughout their visit.
- 4.51** The visitors' centre was large, clean and open for most of the day. The waiting room for families had toys and books for children and there was some useful information on notice boards around the centre. Buggies for children and wheelchairs were available for those who required them.
- 4.52** Visitors could book visits by phone, email or in person at the visitors' centre; convicted prisoners' visitors had to have a visiting order to do this. Those who booked visits for the first time received a useful booklet about visiting the prison, which was also available in the visitors' centre.
- 4.53** Family days took place every month in the chapel; mainstream and vulnerable prisoners were entitled to apply for six visits per year. All prisoners and their families could apply to attend a family visit irrespective of the prisoner's incentives and earned privileges level or behaviour. Managers decided who should attend based on family needs. However, little other work was done to promote family links. The CORS family support worker provided prisoners working with the service with good individual support and other prisoners and their families could have benefited from similar help.

## Recommendations

- 4.54** **Family support work should be significantly developed to promote family links.**
- 4.55** **Prisoners should not have to wear coloured bibs during visits.**

## Attitudes, thinking and behaviour

- 4.56** There were no accredited programmes for those on remand or serving short sentences, which was appropriate. However, no alternative offending behaviour interventions, such as victim awareness, were offered (see main recommendation S43).
- 4.57** Sex offenders, who made up a third of the prison population, had access to an impressive range of SOTPs, including the adapted Becoming New Me programme. SOTP staff assessed all sex offenders for their suitability to attend a programme and reviewed changes in their level of denial over time. Waiting lists were well managed and places were appropriately prioritised. Completion rates were good, drop-out rates low and the prison focused well on preparation and follow-up. Programme review meetings were positive and peer mentors on the wings supported other prisoners.
- 4.58** About a quarter of the 300 sex offenders were not suitable for SOTPs. There was no prison-wide strategy to manage this group and no alternative offending behaviour or motivational work. This was compounded, in some cases, by a lack of one-to-one contact with offender supervisors (see section on offender management and planning). In one case, a prisoner who had been at HMP Hull for three years had undertaken no offence-focused work at all (see main recommendation S43).
- 4.59** The PIPE unit provided indeterminate sentence prisoners with a very positive environment. It offered prisoners a range of opportunities to put into practice skills learnt on offending behaviour programmes, which in turn provided evidence to support their progression. Staff were well trained and supported and regularly met with prisoners to assess progress and issues and reinforce skills. Case recording was exemplary.

# 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 governor

- 5.1** All vulnerable prisoners should be kept safe from threats and intimidation and have a full regime. (S40)
- 5.2** Strategic management of equality and diversity should be improved substantially and policies should address all protected characteristics, analyse prisoners' needs and say how they should be met. In particular, managers should ensure that disparities emerging from equality monitoring data are acted on and that regular support and consultation forums are in place for minority groups. (S41)
- 5.3** There should be sufficient and suitable activities places for all prisoners, including in English and mathematics and through education outreach provision. Managers should ensure that available activity places are filled. (S42)
- 5.4** Offending behaviour interventions should address the needs of all those unsuitable for programmes, including short-term and remand prisoners, and a specific strategy should be implemented to manage sex offenders not suitable for SOTPs. This should include the provision of motivational work for those in denial of their offending behaviour. (S43)

## Recommendation To NOMS

- 5.5** The lack of places nationally for category B prisoners, including those in denial of their conviction, should be addressed. (4.27)

## Recommendations To the governor

### Courts, escort and transfers

- 5.6** Prisoners should be transferred to prison shortly after the conclusion of their court appearance. (I.5)

### Early days in custody

- 5.7** First night cells should be clean, properly equipped and free of graffiti. (I.14)
- 5.8** The induction process should be reviewed to ensure it meets prisoners' needs. (I.15)

### Bullying and violence reduction

- 5.9** The prison should explore why prisoners feel unsafe and take action where necessary. (I.22)

- 5.10** The overall management of violence, including measures to address antisocial behaviour, should be improved. (1.23)

### Self-harm and suicide prevention

- 5.11** Staff should engage positively with prisoners in crisis; ACCT procedures should ensure that triggers are identified and addressed and that care plans outline what individual support should be provided. (1.29)
- 5.12** All staff should carry anti-ligature knives and understand the rationale behind this. (1.30)
- 5.13** Staff should interact with prisoners subject to constant watch; those on constant watch should only be placed in anti-ligature clothing in the most exceptional circumstances. (1.31)
- 5.14** Prisoners should not be held in the segregation unit solely as a result of their self-harm risk. (1.32)

### Security

- 5.15** Prisoners should not be routinely strip-searched in reception or the segregation unit. (1.45)

### Incentives and earned privileges

- 5.16** The administration and delivery of the IEP scheme should be reviewed so that prisoners with complex needs receive targeted support to help them return to the standard level as soon as possible and to ensure prisoners are never placed or remain on the entry level because of administrative error. (1.51)

### Discipline

- 5.17** Information about the nature of adjudications should be used strategically to help identify and deal with trends and patterns. (1.55)
- 5.18** The management and monitoring of segregation should be improved. (1.66)
- 5.19** Longer-stay prisoners should have individual management plans and all segregated prisoners should have access to a meaningful regime. (1.67)
- 5.20** The role of the wellbeing centre should be clarified and a distinct strategy for its use should be introduced. (1.68)

### Substance misuse

- 5.21** A defined set of drug and alcohol treatment pathways should ensure continuity and equality of care for prisoners undergoing treatment, regardless of their status or location. (1.75)

### Residential units

- 5.22** Cells should be clean, graffiti free, an adequate size for the number of prisoners held and free of mould. Toilets should be screened. (2.10)
- 5.23** Showers should be in a good state of repair and sufficiently private. (2.11)

- 5.24** Prisoners should have access to enough clean clothing and bedding, and additional blankets should be available in cold weather. (2.12)
- 5.25** Management oversight should ensure that responses to cell bells are prompt. (2.13)

### Staff-prisoner relationships

- 5.26** Personal officers should develop a more proactive role, which should be reflected in case history notes. (2.22)
- 5.27** Staff should address prisoners by their preferred name. (2.23)

### Equality and diversity

- 5.28** Telephone interpretation should be used for confidential or sensitive discussions involving prisoners who do not speak fluent English. (2.38)
- 5.29** All wing staff should be aware of prisoners with particular emergency and evacuation needs. (2.39)
- 5.30** Prisoners with daily care or support needs should have a care plan based on consultation with them and access to a trained and properly managed prisoner carer. (2.40)
- 5.31** Young adults should not share cells with prisoners over the age of 21. (2.41)

### Faith and religious activity

- 5.32** Prisoners who wish to attend services and classes should be able to do so. (2.46)

### Complaints

- 5.33** Managers should implement quality assurance processes to ensure that all prisoners receive timely and constructive replies to complaints. (2.50)

### Health services

- 5.34** A full health needs assessment should be commissioned to inform the requirements of the prison population. (2.68)
- 5.35** All treatment areas should meet infection control standards. (2.69)
- 5.36** Discipline staff should be trained in the use of AEDs. (2.70)
- 5.37** Health care information should be available in a range of languages. (2.76)
- 5.38** Managers should ensure that prisoners have more prompt access to a dentist and address the high failure-to-attend rate. (2.86)
- 5.39** All custody staff should participate in a rolling programme of mental health awareness training. (2.91)

## Catering

- 5.40** Prisoners should be able to eat together. (2.96)
- 5.41** Lunch should not be served before 12 noon and the evening meal not before 5pm and breakfast should be issued on the day it is to be eaten. (2.97)

## Purchases

- 5.42** Prisoners should be able to pay off advances incrementally. (2.101)
- 5.43** Prisoners should have access to a full canteen order within 72 hours of arrival. (2.102)

## Time out of cell

- 5.44** All prisoners should spend more time out of their cell each day and the regime should adhere to the published core day. (3.3)

## Learning and skills and work activities

- 5.45** Self-assessment should provide a thorough evaluation of all aspects of learning and skills and work, including services offered by the National Careers Service. (3.12)
- 5.46** The prison should monitor and analyse the take-up of provision, including the library and PE facilities, to evaluate the impact and reach of services. (3.13)
- 5.47** Teaching staff should ensure that all learning activities are sufficiently relevant and challenging, and help prisoners overcome any previous barriers to learning, especially in English, mathematics and personal development. (3.21)
- 5.48** Prisoners should receive constructive and accurate feedback to help them understand what they need to do to improve. (3.22)
- 5.49** Effective additional learning support should be available for those who require it. (3.23)
- 5.50** Teaching staff should ensure that all prisoners develop the understanding and confidence they need to apply English and mathematical skills in wider contexts. (3.28)
- 5.51** Prison and college staff should ensure that attendance and behaviour are good on all education and training courses. (3.29)
- 5.52** Library staff should work with staff in education to promote reading and the use of library services. (3.33)

## Physical education and healthy living

- 5.53** The prison should ensure that prisoners are able to gain relevant qualifications through the gym. (3.39)

## Strategic management of resettlement

- 5.54** Strategic management of resettlement should be improved through a better needs analysis, an up-to-date strategy and action plan and better data monitoring. (4.6)

## Offender management and planning

- 5.55** All relevant cases should have an up-to-date risk management plan and objectives in sentence plans should be outcome-focused. (4.14)
- 5.56** Frequency of contact, particularly with high risk of harm cases, should be set, consistently applied and recorded on the Prison Service IT system P-Nomis. (4.15)
- 5.57** The effectiveness of the public protection panel in providing oversight of all MAPPA level 2 and 3 cases prior to release should be reviewed and improvements made. (4.21)
- 5.58** MAPPA levels should be confirmed six months before release to enable the prison to contribute to multi-agency risk management planning. (4.22)
- 5.59** Sentence plan targets should directly influence where the prisoner is transferred. (4.26)
- 5.60** Prisoners facing a potential indeterminate sentence should be provided with regular information and support. Those who receive an indeterminate sentence should have continuing support through a discussion forum and family days specifically for them. (4.30)

## Reintegration planning

- 5.61** All prisoners should have a pre-release interview well ahead of their release date so that all their resettlement needs can be addressed. (4.35)
- 5.62** Aggregated accommodation outcomes should be monitored to provide evidence of Shelter's effectiveness. (4.39)
- 5.63** The pre-release course should provide all prisoners with the individual training they need to support their plans for resettlement. (4.43)
- 5.64** The virtual campus should be fully operational and available to all prisoners. (4.44)
- 5.65** Family support work should be significantly developed to promote family links. (4.54)
- 5.66** Prisoners should not have to wear coloured bibs during visits. (4.55)

## Housekeeping points

### Courts, escort and transfers

- 5.67** Used gel bags should be disposed of promptly and hygienically. (1.6)

### Self-harm and suicide prevention

- 5.68** Prisoner supporters should attend monthly safer custody meetings. (1.33)

### Residential units

- 5.69** Exercise areas should have seating. (2.14)
- 5.70** Prisoners should have ready access to enough toilet rolls. (2.15)

- 5.71** Responses to applications should be quality checked to ensure that prisoners receive fair and speedy outcomes. (2.16)

### Equality and diversity

- 5.72** Senior managers should oversee the allocation and responses of all DIRFs. (2.30)

### Legal rights

- 5.73** The visits holding room should be clean and have a sufficient number of seats. (2.55)

- 5.74** Prisoners should be informed in writing if their legal mail is opened in error. (2.56)

- 5.75** Legal reference books and printed information about legal rights should be easily available. (2.57)

### Health services

- 5.76** Further analysis of health care complaints should take place to inform and improve the delivery of services. (2.71)

- 5.77** Arrangements should be made for prisoners to return promptly to the wings or work following their appointments and avoid long times in the waiting rooms. (2.77)

- 5.78** Reference texts such as the BNF should be current. (2.81)

- 5.79** Single use lancets should be used in the resuscitation bag instead of the finger-pricker designed for use by one patient only. (2.82)

### Time out of cell

- 5.80** All prisoners should have access to daily exercise regardless of weather conditions. (3.4)

### Offender management and planning

- 5.81** HDC processes should be monitored to ensure timely completion in relevant cases. (4.16)

### Reintegration planning

- 5.82** The pre-release interview should cover all the resettlement pathways. (4.36)

## Example of good practice

- 5.83** The easily accessible PID workers provided prisoners with valuable support and information. (2.17)

# Section 6. Appendices

## Appendix I: Inspection team

Nick Hardwick	Chief inspector
Hindpal Singh Bhui	Team leader
Sarah Cutler	Inspector
Sandra Fieldhouse	Inspector
Angela Johnson	Inspector
Andy Lund	Inspector
Gordon Riach	Inspector
Colette Daoud	Researcher
Rachel Prime	Researcher
Amy Radford	Researcher

### Specialist inspectors

Paul Roberts	Substance misuse inspector
Mick Bowen	Health services inspector
Maureen Jamieson	Health services inspector
Liz Wands-Murray	Care Quality Commission inspector
Peter Gibbs	Pharmacist
Karen Adriaanse	Ofsted inspector
Charles Searle	Ofsted inspector
Jai Sharda	Ofsted inspector
Matt Vaughn	Ofsted inspector
Keith Humphreys	Offender management inspector
Deborah Fortescue	Observer, The Disabilities Trust
Jonathan Tickner	Observer, Prisons and Probation Ombudsman's office



## Appendix II: Prison population profile

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

Status	18–20 yr olds	21 and over	%
Sentenced	36	508	56.9
Recall	3	90	9.7
Convicted unsentenced	16	102	12.3
Remand	14	184	20.7
Civil prisoners	0	2	0.2
Detainees	0	0	0
Other	0	1	0.1
<b>Total</b>	<b>69</b>	<b>887</b>	<b>100</b>

Sentence	18–20 yr olds	21 and over	%
Unsentenced	33	292	34
Less than 6 months	9	59	7.1
6 months to less than 12 months		21	2.2
12 months to less than 2 years	5	80	8.9
2 years to less than 3 years	5	61	6.9
3 years to less than 4 years	2	49	5.3
4 years to less than 10 years	14	141	16.2
10 years and over (not life)	1	85	9
ISPP (indeterminate sentence for public protection)	0	51	5.3
Life (non ISPP)	0	48	5
<b>Total</b>	<b>69</b>	<b>887</b>	<b>100</b>

Age	Number of prisoners	%
Please state minimum age here:		
Under 21 years	69	7.2
21 years to 29 years	332	34.7
30 years to 39 years	259	27.1
40 years to 49 years	161	16.8
50 years to 59 years	85	8.9
60 years to 69 years	32	3.3
70 plus years	18	1.9
Please state maximum age here: 91		
<b>Total</b>	<b>956</b>	<b>100</b>

Nationality	18–20 yr olds	21 and over	%
British	66	829	93.6
Foreign nationals	3	55	6.1
Not stated		3	0.3
<b>Total</b>	<b>69</b>	<b>887</b>	<b>100</b>

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	28	272	31.4
Uncategorised sentenced	7	21	2.9
Category A			
Category B	1	122	12.9

Category C	1	462	48.4
Category D		8	0.8
Other YOI CLOSED	32	2	3.6
Other YOI OPEN			
<b>Total</b>	<b>69</b>	<b>887</b>	<b>100</b>

Ethnicity	18–20 yr olds	21 and over	%
White			
British	60	778	87.7
Irish		3	0.3
Gypsy/Irish Traveller	1	5	0.6
Other white	2	41	4.5
Mixed			
White and black Caribbean	1	6	0.7
White and black African		1	0.1
White and Asian	1	1	0.2
Other mixed		5	0.5
Asian or Asian British			
Indian		4	0.4
Pakistani	1	3	0.4
Bangladeshi		1	0.1
Chinese			0
Other Asian	1	8	0.9
Black or black British			
Caribbean	1	13	1.5
African		7	0.7
Other black		3	0.3
Other ethnic group			
Arab			0
Other ethnic group		4	0.4
Not stated	1	4	0.5
<b>Total</b>	<b>69</b>	<b>887</b>	<b>100</b>

Religion	18–20 yr olds	21 and over	%
Baptist			0
Church of England	4	221	23.5
Roman Catholic	11	123	14
Other Christian denominations	4	77	8.5
Muslim	2	25	2.8
Sikh	1	5	0.6
Hindu			0
Buddhist		11	1.2
Jewish			0
Other		8	0.8
No religion	47	417	48.5
<b>Total</b>	<b>69</b>	<b>887</b>	<b>100</b>

<b>Other demographics</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Veteran (ex-armed services)			
<b>Total</b>			

**Sentenced prisoners only**

<b>Length of stay</b>	<b>18–20 yr olds</b>		<b>21 and over</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Less than 1 month	15	1.6	129	13.5
1 month to 3 months	9	0.9	147	15.4
3 months to 6 months	8	0.8	87	9.1
6 months to 1 year	2	0.2	98	10.3
1 year to 2 years	2	0.2	71	7.4
2 years to 4 years			48	5
4 years or more			15	1.6
<b>Total</b>	<b>36</b>	<b>3.8</b>	<b>595</b>	<b>62.2</b>

**Sentenced prisoners only**

	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
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).	12	355	38.4
<b>Total</b>	<b>12</b>	<b>355</b>	<b>38.4</b>

**Unsentenced prisoners only**

<b>Length of stay</b>	<b>18–20 yr olds</b>		<b>21 and over</b>	
	<b>Number</b>	<b>%</b>	<b>Number</b>	<b>%</b>
Less than 1 month	14	4.3	82	25.2
1 month to 3 months	9	2.8	116	35.7
3 months to 6 months	8	2.5	76	23.4
6 months to 1 year	2	0.6	17	5.2
1 year to 2 years			1	0.1
2 years to 4 years				
4 years or more				
<b>Total</b>	<b>33</b>	<b>3.5</b>	<b>292</b>	<b>30.5</b>

<b>Main offence</b>	<b>18–20 yr olds</b>	<b>21 and over</b>	<b>%</b>
Violence against the person	10	156	23
Sexual offences	3	160	22.6
Burglary	14	105	16.5
Robbery	7	53	8.3
Theft and handling	2	62	8.9
Fraud and forgery		11	1.5
Drugs offences	2	51	7.4
Other offences	5	60	9
Civil offences		1	0.1
Offence not recorded /holding warrant	6	13	2.6
<b>Total</b>	<b>49</b>	<b>672</b>	<b>100</b>



## 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.<sup>6</sup> 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 translation 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. In order 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 6 October 2014 the prisoner population at HMP Hull was 946. Using the method described above, questionnaires were distributed to a sample of 223 prisoners.

We received a total of 195 completed questionnaires, a response rate of 87%. This included two questionnaires completed via interview. Eight respondents refused to complete a questionnaire, 13 questionnaires were not returned and seven were returned blank.

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<sup>6</sup> 95% confidence interval with a sampling error of 3%. The formula assumes an 80% response rate (70% in open establishments) and we routinely 'oversample' to ensure we achieve the minimum number of responses required.

<b>Wing/unit</b>	<b>Number of completed survey returns</b>
A	18
B	27
C	16
D	31
G	15
H	26
I	28
J	29
Health care	1
Segregation unit	4

### Presentation of survey results and analyses

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

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<sup>7</sup> 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 have been weighted to enable valid statistical comparison between establishments.

The following comparative analyses are presented:

- The current survey responses from HMP Hull 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 33 local prisons since April 2011.
- The current survey responses from HMP Hull in 2014 compared with the responses of prisoners surveyed at HMP Hull in 2008.
- 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 sentenced and unsentenced prisoners.
- A best and worst wing analysis within the 2014 survey.

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<sup>7</sup> A statistically significant difference between the two samples is one that is unlikely to have arisen by chance alone, and can therefore be assumed to represent a real difference between the two populations. Our significance level is set at 0.05 which means that there is only a 5% likelihood that the difference is due to chance.

## Survey summary

### Section I: About You

<b>Q1.2</b>	<b>How old are you?</b>	
	<i>Under 21</i> .....	11 (6%)
	<i>21 - 29</i> .....	68 (35%)
	<i>30 - 39</i> .....	46 (24%)
	<i>40 - 49</i> .....	35 (18%)
	<i>50 - 59</i> .....	23 (12%)
	<i>60 - 69</i> .....	6 (3%)
	<i>70 and over</i> .....	5 (3%)
<b>Q1.3</b>	<b>Are you sentenced?</b>	
	<i>Yes</i> .....	119 (62%)
	<i>Yes - on recall</i> .....	16 (8%)
	<i>No - awaiting trial</i> .....	34 (18%)
	<i>No - awaiting sentence</i> .....	24 (12%)
	<i>No - awaiting deportation</i> .....	0 (0%)
<b>Q1.4</b>	<b>How long is your sentence?</b>	
	<i>Not sentenced</i> .....	58 (31%)
	<i>Less than 6 months</i> .....	20 (11%)
	<i>6 months to less than 1 year</i> .....	9 (5%)
	<i>1 year to less than 2 years</i> .....	21 (11%)
	<i>2 years to less than 4 years</i> .....	25 (13%)
	<i>4 years to less than 10 years</i> .....	22 (12%)
	<i>10 years or more</i> .....	13 (7%)
	<i>IPP (indeterminate sentence for public protection)</i> .....	12 (6%)
	<i>Life</i> .....	9 (5%)
<b>Q1.5</b>	<b>Are you a foreign national? (i.e. do not have UK citizenship.)</b>	
	<i>Yes</i> .....	11 (6%)
	<i>No</i> .....	181 (94%)
<b>Q1.6</b>	<b>Do you understand spoken English?</b>	
	<i>Yes</i> .....	188 (98%)
	<i>No</i> .....	4 (2%)
<b>Q1.7</b>	<b>Do you understand written English?</b>	
	<i>Yes</i> .....	185 (96%)
	<i>No</i> .....	7 (4%)

<b>Q1.8</b>	<b>What is your ethnic origin?</b>	
	White - British (English/ Welsh/ Scottish/ Northern Irish).....	165 (86%) Asian or Asian British - Chinese ..... 0 (0%)
	White - Irish .....	3 (2%) Asian or Asian British - other..... 1 (1%)
	White - other.....	10 (5%) Mixed race - white and black Caribbean. 3 (2%)
	Black or black British - Caribbean.....	2 (1%) Mixed race - white and black African ..... 2 (1%)
	Black or black British - African .....	1 (1%) Mixed race - white and Asian ..... 0 (0%)
	Black or black British - other .....	0 (0%) Mixed race - other..... 0 (0%)
	Asian or Asian British - Indian .....	2 (1%) Arab..... 0 (0%)
	Asian or Asian British - Pakistani.....	2 (1%) Other ethnic group ..... 0 (0%)
	Asian or Asian British - Bangladeshi.....	0 (0%)
<b>Q1.9</b>	<b>Do you consider yourself to be Gypsy/ Romany/ Traveller?</b>	
	Yes.....	3 (2%)
	No.....	187 (98%)
<b>Q1.10</b>	<b>What is your religion?</b>	
	None.....	81 (43%) Hindu .....
	Church of England .....	61 (33%) Jewish .....
	Catholic .....	23 (12%) Muslim .....
	Protestant.....	3 (2%) Sikh .....
	Other Christian denomination .....	8 (4%) Other..... 5 (3%)
	Buddhist .....	1 (1%)
<b>Q1.11</b>	<b>How would you describe your sexual orientation?</b>	
	Heterosexual/ Straight .....	174 (92%)
	Homosexual/Gay.....	8 (4%)
	Bisexual.....	7 (4%)
<b>Q1.12</b>	<b>Do you consider yourself to have a disability? (i.e do you need help with any long term physical, mental or learning needs).</b>	
	Yes.....	54 (28%)
	No.....	138 (72%)
<b>Q1.13</b>	<b>Are you a veteran (ex- armed services)?</b>	
	Yes.....	18 (9%)
	No.....	173 (91%)
<b>Q1.14</b>	<b>Is this your first time in prison?</b>	
	Yes.....	67 (35%)
	No.....	125 (65%)
<b>Q1.15</b>	<b>Do you have children under the age of 18?</b>	
	Yes.....	90 (47%)
	No.....	102 (53%)

**Section 2: Courts, transfers and escorts**

<b>Q2.1</b>	<b>On your most recent journey here, how long did you spend in the van?</b>	
	Less than 2 hours .....	143 (74%)
	2 hours or longer .....	39 (20%)
	Don't remember .....	12 (6%)

<b>Q2.2</b>	<b>On your most recent journey here, were you offered anything to eat or drink?</b>	
	My journey was less than two hours .....	143 (74%)
	Yes .....	24 (12%)
	No .....	25 (13%)
	Don't remember .....	1 (1%)
<b>Q2.3</b>	<b>On your most recent journey here, were you offered a toilet break?</b>	
	My journey was less than two hours .....	143 (74%)
	Yes .....	5 (3%)
	No .....	44 (23%)
	Don't remember .....	1 (1%)
<b>Q2.4</b>	<b>On your most recent journey here, was the van clean?</b>	
	Yes .....	120 (62%)
	No .....	62 (32%)
	Don't remember .....	12 (6%)
<b>Q2.5</b>	<b>On your most recent journey here, did you feel safe?</b>	
	Yes .....	143 (74%)
	No .....	46 (24%)
	Don't remember .....	3 (2%)
<b>Q2.6</b>	<b>On your most recent journey here, how were you treated by the escort staff?</b>	
	Very well .....	52 (27%)
	Well .....	77 (40%)
	Neither .....	39 (20%)
	Badly .....	13 (7%)
	Very badly .....	9 (5%)
	Don't remember .....	3 (2%)
<b>Q2.7</b>	<b>Before you arrived, were you given anything or told that you were coming here? (please tick all that applies to you.)</b>	
	Yes, someone told me .....	130 (67%)
	Yes, I received written information .....	6 (3%)
	No, I was not told anything .....	48 (25%)
	Don't remember .....	11 (6%)
<b>Q2.8</b>	<b>When you first arrived here did your property arrive at the same time as you?</b>	
	Yes .....	160 (83%)
	No .....	22 (11%)
	Don't remember .....	10 (5%)

### Section 3: Reception, first night and induction

<b>Q3.1</b>	<b>How long were you in reception?</b>	
	Less than 2 hours .....	87 (46%)
	2 hours or longer .....	90 (47%)
	Don't remember .....	13 (7%)
<b>Q3.2</b>	<b>When you were searched, was this carried out in a respectful way?</b>	
	Yes .....	164 (86%)
	No .....	19 (10%)
	Don't remember .....	8 (4%)

<b>Q3.3</b>	<b>Overall, how were you treated in reception?</b>	
	Very well.....	40 (21%)
	Well.....	82 (43%)
	Neither .....	39 (20%)
	Badly.....	18 (9%)
	Very badly .....	12 (6%)
	Don't remember .....	1 (1%)
<b>Q3.4</b>	<b>Did you have any of the following problems when you first arrived here? (Please tick all that applies to you.)</b>	
	Loss of property .....	17 (9%)
	Housing problems.....	43 (23%)
	Contacting employers .....	8 (4%)
	Contacting family .....	66 (35%)
	Childcare .....	2 (1%)
	Money worries.....	38 (20%)
	Feeling depressed or suicidal .....	50 (26%)
	Physical health .....	36 (19%)
	Mental health .....	48 (25%)
	Needing protection from other prisoners .....	20 (11%)
	Getting phone numbers.....	64 (34%)
	Other .....	8 (4%)
	Did not have any problems.....	44 (23%)
<b>Q3.5</b>	<b>Did you receive any help/support from staff in dealing with these problems when you first arrived here?</b>	
	Yes .....	48 (26%)
	No.....	93 (50%)
	Did not have any problems .....	44 (24%)
<b>Q3.6</b>	<b>When you first arrived here, were you offered any of the following? (Please tick all that applies to you.)</b>	
	Tobacco.....	146 (76%)
	A shower .....	33 (17%)
	A free telephone call.....	52 (27%)
	Something to eat.....	115 (60%)
	PIN phone credit.....	87 (45%)
	Toiletries/basic items .....	90 (47%)
	Did not receive anything .....	14 (7%)
<b>Q3.7</b>	<b>When you first arrived here, did you have access to the following people or services? (Please tick all that applies to you.)</b>	
	Chaplain .....	91 (49%)
	Someone from health services.....	120 (64%)
	A Listener/Samaritans .....	47 (25%)
	Prison shop/canteen.....	31 (17%)
	Did not have access to any of these.....	36 (19%)
<b>Q3.8</b>	<b>When you first arrived here, were you offered information on the following? (Please tick all that applies to you.)</b>	
	What was going to happen to you .....	86 (46%)
	What support was available for people feeling depressed or suicidal.....	72 (39%)
	How to make routine requests (applications) .....	48 (26%)
	Your entitlement to visits.....	53 (29%)
	Health services .....	75 (41%)
	Chaplaincy .....	81 (44%)
	Not offered any information.....	55 (30%)

<b>Q3.9</b>	<b>Did you feel safe on your first night here?</b>	
	Yes.....	124 (65%)
	No.....	58 (31%)
	Don't remember .....	8 (4%)
<b>Q3.10</b>	<b>How soon after you arrived here did you go on an induction course?</b>	
	Have not been on an induction course .....	54 (29%)
	Within the first week.....	58 (31%)
	More than a week.....	57 (30%)
	Don't remember .....	19 (10%)
<b>Q3.11</b>	<b>Did the induction course cover everything you needed to know about the prison?</b>	
	Have not been on an induction course .....	54 (30%)
	Yes.....	56 (31%)
	No.....	50 (27%)
	Don't remember .....	22 (12%)
<b>Q3.12</b>	<b>How soon after you arrived here did you receive an education ('skills for life') assessment?</b>	
	Did not receive an assessment.....	25 (13%)
	Within the first week.....	39 (21%)
	More than a week.....	106 (57%)
	Don't remember .....	17 (9%)

#### Section 4: Legal rights and respectful custody

<b>Q4.1</b>	<b>How easy is it to.....</b>					
		Very easy	Easy	Neither	Difficult	Very difficult
	Communicate with your solicitor or legal representative?	26 (14%)	44 (24%)	27 (15%)	47 (25%)	21 (11%)
	Attend legal visits?	21 (12%)	71 (40%)	28 (16%)	15 (8%)	11 (6%)
	Get bail information?	7 (4%)	24 (14%)	27 (16%)	27 (16%)	31 (18%)
						N/A
						21 (11%)
<b>Q4.2</b>	<b>Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?</b>					
		Not had any letters.....				20 (11%)
		Yes.....				72 (38%)
		No.....				97 (51%)
<b>Q4.3</b>	<b>Can you get legal books in the library?</b>					
		Yes.....				88 (47%)
		No.....				8 (4%)
		Don't know .....				93 (49%)
<b>Q4.4</b>	<b>Please answer the following questions about the wing/unit you are currently living on:</b>					
			Yes	No	Don't know	
	Do you normally have enough clean, suitable clothes for the week?	81 (43%)	103 (55%)	4(2%)		
	Are you normally able to have a shower every day?	169 (90%)	16 (9%)	3(2%)		
	Do you normally receive clean sheets every week?	115 (61%)	68 (36%)	7(4%)		
	Do you normally get cell cleaning materials every week?	116 (61%)	65 (34%)	8(4%)		
	Is your cell call bell normally answered within five minutes?	75 (40%)	86 (46%)	26 (14%)		
	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	95 (51%)	88 (47%)	4(2%)		
	If you need to, can you normally get your stored property?	48 (25%)	78 (41%)	63 (33%)		

<b>Q4.5</b>	<b>What is the food like here?</b>	
	Very good.....	10 (5%)
	Good.....	45 (24%)
	Neither .....	57 (30%)
	Bad .....	44 (23%)
	Very bad.....	35 (18%)
<b>Q4.6</b>	<b>Does the shop/canteen sell a wide enough range of goods to meet your needs?</b>	
	Have not bought anything yet/ don't know.....	8 (4%)
	Yes.....	103 (54%)
	No.....	78 (41%)
<b>Q4.7</b>	<b>Can you speak to a Listener at any time, if you want to?</b>	
	Yes.....	112 (59%)
	No.....	15 (8%)
	Don't know .....	64 (34%)
<b>Q4.8</b>	<b>Are your religious beliefs respected?</b>	
	Yes.....	70 (37%)
	No.....	23 (12%)
	Don't know/ N/A.....	95 (51%)
<b>Q4.9</b>	<b>Are you able to speak to a Chaplain of your faith in private if you want to?</b>	
	Yes.....	86 (45%)
	No.....	12 (6%)
	Don't know/ N/A.....	93 (49%)
<b>Q4.10</b>	<b>How easy or difficult is it for you to attend religious services?</b>	
	I don't want to attend .....	51 (27%)
	Very easy.....	33 (17%)
	Easy .....	35 (18%)
	Neither .....	11 (6%)
	Difficult.....	10 (5%)
	Very difficult.....	5 (3%)
	Don't know .....	45 (24%)

### Section 5: Applications and complaints

<b>Q5.1</b>	<b>Is it easy to make an application?</b>	
	Yes.....	148 (78%)
	No .....	32 (17%)
	Don't know .....	9 (5%)
<b>Q5.2</b>	<b>Please answer the following questions about applications (<i>If you have not made an application please tick the 'not made one' option</i>).</b>	
		<i>Not made one</i> <i>Yes</i> <i>No</i>
	Are applications dealt with fairly?	19 (11%)      95 (54%)      62 (35%)
	Are applications dealt with quickly (within seven days)?	19 (11%)      52 (31%)      95 (57%)
<b>Q5.3</b>	<b>Is it easy to make a complaint?</b>	
	Yes.....	74 (41%)
	No .....	47 (26%)
	Don't know .....	61 (34%)

<b>Q5.4</b>	<b>Please answer the following questions about complaints (If you have not made a complaint please tick the 'not made one' option).</b>	
		Not made one      Yes      No
	Are complaints dealt with fairly?	91 (50%)      35 (19%)      57 (31%)
	Are complaints dealt with quickly (within seven days)?	91 (52%)      23 (13%)      61 (35%)
<b>Q5.5</b>	<b>Have you ever been prevented from making a complaint when you wanted to?</b>	
	Yes .....	38 (22%)
	No .....	134 (78%)
<b>Q5.6</b>	<b>How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?</b>	
	Don't know who they are.....	89 (49%)
	Very easy.....	14 (8%)
	Easy .....	6 (3%)
	Neither .....	26 (14%)
	Difficult.....	25 (14%)
	Very difficult.....	21 (12%)

### Section 6: Incentive and earned privileges scheme

<b>Q6.1</b>	<b>Have you been treated fairly in your experience of the incentive and earned privileges (IEP) scheme? (This refers to enhanced, standard and basic levels)</b>	
	Don't know what the IEP scheme is .....	22 (12%)
	Yes .....	93 (50%)
	No .....	41 (22%)
	Don't know .....	31 (17%)
<b>Q6.2</b>	<b>Do the different levels of the IEP scheme encourage you to change your behaviour? (This refers to enhanced, standard and basic levels)</b>	
	Don't know what the IEP scheme is .....	22 (12%)
	Yes .....	73 (41%)
	No .....	60 (33%)
	Don't know .....	25 (14%)
<b>Q6.3</b>	<b>In the last six months have any members of staff physically restrained you (C&amp;R)?</b>	
	Yes .....	15 (8%)
	No .....	172 (92%)
<b>Q6.4</b>	<b>If you have spent a night in the segregation/care and separation unit in the last six months, how were you treated by staff?</b>	
	I have not been to segregation in the last 6 months .....	142 (79%)
	Very well.....	6 (3%)
	Well.....	5 (3%)
	Neither .....	11 (6%)
	Badly.....	5 (3%)
	Very badly .....	11 (6%)

### Section 7: Relationships with staff

<b>Q7.1</b>	<b>Do most staff treat you with respect?</b>	
	Yes .....	136 (74%)
	No .....	49 (26%)

<b>Q7.2</b>	<b>Is there a member of staff you can turn to for help if you have a problem?</b>	
	Yes.....	123 (66%)
	No.....	62 (34%)
<b>Q7.3</b>	<b>Has a member of staff checked on you personally in the last week to see how you are getting on?</b>	
	Yes .....	50 (27%)
	No.....	136 (73%)
<b>Q7.4</b>	<b>How often do staff normally speak to you during association?</b>	
	<i>Do not go on association</i> .....	13 (7%)
	Never.....	52 (28%)
	Rarely .....	52 (28%)
	<i>Some of the time</i> .....	34 (18%)
	<i>Most of the time</i> .....	26 (14%)
	<i>All of the time</i> .....	9 (5%)
<b>Q7.5</b>	<b>When did you first meet your personal (named) officer?</b>	
	<i>I have not met him/her</i> .....	107 (57%)
	<i>In the first week</i> .....	28 (15%)
	<i>More than a week</i> .....	36 (19%)
	<i>Don't remember</i> .....	16 (9%)
<b>Q7.6</b>	<b>How helpful is your personal (named) officer?</b>	
	<i>Do not have a personal officer/ I have not met him/ her</i> .....	107 (59%)
	<i>Very helpful</i> .....	24 (13%)
	<i>Helpful</i> .....	27 (15%)
	<i>Neither</i> .....	13 (7%)
	<i>Not very helpful</i> .....	5 (3%)
	<i>Not at all helpful</i> .....	4 (2%)

## Section 8: Safety

<b>Q8.1</b>	<b>Have you ever felt unsafe here?</b>	
	Yes .....	93 (50%)
	No.....	93 (50%)
<b>Q8.2</b>	<b>Do you feel unsafe now?</b>	
	Yes .....	40 (22%)
	No.....	140 (78%)
<b>Q8.3</b>	<b>In which areas have you felt unsafe? (Please tick all that applies to you.)</b>	
	<i>Never felt unsafe</i> .....	93 (52%)
	<i>At meal times</i> .....	18 (10%)
	<i>Everywhere</i> .....	29 (16%)
	<i>At health services</i> .....	16 (9%)
	<i>Segregation unit</i> .....	6 (3%)
	<i>Visits area</i> .....	18 (10%)
	<i>Association areas</i> .....	33 (18%)
	<i>In wing showers</i> .....	14 (8%)
	<i>Reception area</i> .....	22 (12%)
	<i>In gym showers</i> .....	9 (5%)
	<i>At the gym</i> .....	10 (6%)
	<i>In corridors/stairwells</i> .....	18 (10%)
	<i>In an exercise yard</i> .....	23 (13%)
	<i>On your landing/wing</i> .....	29 (16%)
	<i>At work</i> .....	14 (8%)
	<i>In your cell</i> .....	16 (9%)
	<i>During movement</i> .....	33 (18%)
	<i>At religious services</i> .....	4 (2%)
	<i>At education</i> .....	8 (4%)

<b>Q8.4</b>	<b>Have you been victimised by other prisoners here?</b>	
	Yes .....	71 (38%)
	No.....	115 (62%)
<b>Q8.5</b>	<b>If yes, what did the incident(s) involve/what was it about? (Please tick all that applies to you.)</b>	
	Insulting remarks ( <i>about you or your family or friends</i> ) .....	35 (19%)
	Physical abuse ( <i>being hit, kicked or assaulted</i> ) .....	23 (12%)
	Sexual abuse .....	7 (4%)
	Feeling threatened or intimidated.....	42 (23%)
	Having your canteen/property taken.....	17 (9%)
	Medication.....	12 (6%)
	Debt .....	12 (6%)
	Drugs.....	10 (5%)
	Your race or ethnic origin.....	4 (2%)
	Your religion/religious beliefs .....	4 (2%)
	Your nationality .....	6 (3%)
	You are from a different part of the country than others.....	7 (4%)
	You are from a traveller community .....	2 (1%)
	Your sexual orientation .....	6 (3%)
	Your age.....	8 (4%)
	You have a disability.....	7 (4%)
	You were new here.....	17 (9%)
	Your offence/ crime .....	20 (11%)
	Gang related issues.....	10 (5%)
<b>Q8.6</b>	<b>Have you been victimised by staff here?</b>	
	Yes .....	49 (26%)
	No.....	136 (74%)
<b>Q8.7</b>	<b>If yes, what did the incident(s) involve/what was it about? (Please tick all that applies to you.)</b>	
	Insulting remarks ( <i>about you or your family or friends</i> ) .....	20 (11%)
	Physical abuse ( <i>being hit, kicked or assaulted</i> ) .....	12 (6%)
	Sexual abuse .....	3 (2%)
	Feeling threatened or intimidated .....	23 (12%)
	Medication.....	8 (4%)
	Debt .....	4 (2%)
	Drugs.....	3 (2%)
	Your race or ethnic origin.....	2 (1%)
	Your religion/religious beliefs .....	2 (1%)
	Your nationality .....	2 (1%)
	You are from a different part of the country than others.....	4 (2%)
	You are from a traveller community .....	1 (1%)
	Your sexual orientation .....	3 (2%)
	Your age.....	4 (2%)
	You have a disability.....	5 (3%)
	You were new here.....	6 (3%)
	Your offence/ crime .....	7 (4%)
	Gang related issues.....	4 (2%)

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

<i>Not been victimised</i> .....	103 (61%)
<i>Yes</i> .....	19 (11%)
<i>No</i> .....	47 (28%)

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

	<i>Don't know</i>	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
The doctor	28 (15%)	13 (7%)	45 (25%)	21 (12%)	49 (27%)	25 (14%)
The nurse	25 (14%)	21 (12%)	57 (32%)	25 (14%)	32 (18%)	17 (10%)
The dentist	41 (23%)	6 (3%)	13 (7%)	18 (10%)	43 (24%)	55 (31%)

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

	<i>Not been</i>	<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>
The doctor	34 (18%)	15 (8%)	41 (22%)	21 (11%)	39 (21%)	34 (18%)
The nurse	26 (14%)	33 (18%)	60 (33%)	28 (15%)	20 (11%)	16 (9%)
The dentist	63 (35%)	15 (8%)	24 (13%)	26 (14%)	20 (11%)	32 (18%)

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

<i>Not been</i> .....	18 (10%)
<i>Very good</i> .....	21 (12%)
<i>Good</i> .....	43 (24%)
<i>Neither</i> .....	31 (17%)
<i>Bad</i> .....	36 (20%)
<i>Very bad</i> .....	33 (18%)

**Q9.4 Are you currently taking medication?**

<i>Yes</i> .....	103 (56%)
<i>No</i> .....	81 (44%)

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

<i>Not taking medication</i> .....	81 (44%)
<i>Yes, all my meds</i> .....	64 (35%)
<i>Yes, some of my meds</i> .....	20 (11%)
<i>No</i> .....	20 (11%)

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

<i>Yes</i> .....	83 (45%)
<i>No</i> .....	101 (55%)

**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> .....	101 (56%)
<i>Yes</i> .....	40 (22%)
<i>No</i> .....	39 (22%)

**Section 10: Drugs and alcohol****Q10.1 Did you have a problem with drugs when you came into this prison?**

<i>Yes</i> .....	58 (32%)
<i>No</i> .....	125 (68%)

<b>Q10.2</b>	<b>Did you have a problem with alcohol when you came into this prison?</b>	
	Yes.....	44 (24%)
	No.....	136 (76%)
<b>Q10.3</b>	<b>Is it easy or difficult to get illegal drugs in this prison?</b>	
	Very easy.....	40 (22%)
	Easy .....	26 (14%)
	Neither .....	12 (7%)
	Difficult.....	4 (2%)
	Very difficult.....	11 (6%)
	Don't know .....	87 (48%)
<b>Q10.4</b>	<b>Is it easy or difficult to get alcohol in this prison?</b>	
	Very easy.....	17 (9%)
	Easy .....	20 (11%)
	Neither .....	11 (6%)
	Difficult.....	11 (6%)
	Very difficult.....	17 (9%)
	Don't know .....	105 (58%)
<b>Q10.5</b>	<b>Have you developed a problem with illegal drugs since you have been in this prison?</b>	
	Yes .....	14 (8%)
	No.....	168 (92%)
<b>Q10.6</b>	<b>Have you developed a problem with diverted medication since you have been in this prison?</b>	
	Yes.....	14 (8%)
	No.....	165 (92%)
<b>Q10.7</b>	<b>Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?</b>	
	Did not / do not have a drug problem .....	116 (66%)
	Yes .....	33 (19%)
	No.....	28 (16%)
<b>Q10.8</b>	<b>Have you received any support or help (for example substance misuse teams) for your alcohol problem, whilst in this prison?</b>	
	Did not / do not have an alcohol problem.....	136 (76%)
	Yes .....	16 (9%)
	No.....	26 (15%)
<b>Q10.9</b>	<b>Was the support or help you received, whilst in this prison, helpful?</b>	
	Did not have a problem/ did not receive help.....	123 (70%)
	Yes .....	30 (17%)
	No.....	23 (13%)

### Section III: Activities

<b>Q11.1</b>	<b>How easy or difficult is it to get into the following activities, in this prison?</b>	<b>Don't know</b>	<b>Very Easy</b>	<b>Easy</b>	<b>Neither</b>	<b>Difficult</b>	<b>Very difficult</b>
	Prison job	29 (16%)	14 (8%)	25 (14%)	26 (14%)	54 (30%)	34 (19%)
	Vocational or skills training	37 (21%)	12 (7%)	49 (28%)	31 (18%)	27 (15%)	21 (12%)
	Education (including basic skills)	27 (15%)	27 (15%)	70 (40%)	20 (11%)	21 (12%)	11 (6%)
	Offending behaviour programmes	53 (31%)	17 (10%)	28 (16%)	19 (11%)	23 (14%)	30 (18%)

**Q11.2 Are you currently involved in the following? (Please tick all that applies to you.)**

<i>Not involved in any of these .....</i>	63 (36%)
<i>Prison job .....</i>	59 (34%)
<i>Vocational or skills training.....</i>	15 (9%)
<i>Education (including basic skills) .....</i>	47 (27%)
<i>Offending behaviour programmes .....</i>	18 (10%)

**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>
<i>Prison job</i>	51 (32%)	36 (23%)	52 (33%)	18 (11%)
<i>Vocational or skills training</i>	52 (40%)	32 (24%)	30 (23%)	17 (13%)
<i>Education (including basic skills)</i>	34 (24%)	45 (31%)	45 (31%)	20 (14%)
<i>Offending behaviour programmes</i>	50 (36%)	39 (28%)	32 (23%)	18 (13%)

**Q11.4 How often do you usually go to the library?**

<i>Don't want to go .....</i>	40 (22%)
<i>Never.....</i>	37 (20%)
<i>Less than once a week.....</i>	37 (20%)
<i>About once a week .....</i>	55 (30%)
<i>More than once a week.....</i>	14 (8%)

**Q11.5 Does the library have a wide enough range of materials to meet your needs?**

<i>Don't use it .....</i>	66 (36%)
<i>Yes .....</i>	69 (38%)
<i>No .....</i>	46 (25%)

**Q11.6 How many times do you usually go to the gym each week?**

<i>Don't want to go .....</i>	53 (29%)
<i>0 .....</i>	23 (13%)
<i>1 to 2 .....</i>	34 (18%)
<i>3 to 5 .....</i>	69 (38%)
<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>	20 (11%)
<i>0 .....</i>	19 (10%)
<i>1 to 2 .....</i>	56 (31%)
<i>3 to 5 .....</i>	51 (28%)
<i>More than 5 .....</i>	37 (20%)

**Q11.8 How many times do you usually have association each week?**

<i>Don't want to go .....</i>	9 (5%)
<i>0 .....</i>	7 (4%)
<i>1 to 2 .....</i>	43 (24%)
<i>3 to 5 .....</i>	62 (34%)
<i>More than 5 .....</i>	59 (33%)

**Q11.9 How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc)**

Less than 2 hours .....	47 (26%)
2 to less than 4 hours .....	33 (18%)
4 to less than 6 hours .....	29 (16%)
6 to less than 8 hours .....	36 (20%)
8 to less than 10 hours .....	15 (8%)
10 hours or more .....	16 (9%)
Don't know .....	7 (4%)

**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?**

Yes .....	63 (36%)
No .....	112 (64%)

**Q12.2 Have you had any problems with sending or receiving mail (letters or parcels)?**

Yes .....	94 (53%)
No .....	85 (47%)

**Q12.3 Have you had any problems getting access to the telephones?**

Yes .....	53 (30%)
No .....	125 (70%)

**Q12.4 How easy or difficult is it for your family and friends to get here?**

I don't get visits .....	37 (20%)
Very easy.....	24 (13%)
Easy .....	31 (17%)
Neither .....	18 (10%)
Difficult.....	35 (19%)
Very difficult.....	28 (15%)
Don't know .....	8 (4%)

**Section 13: Preparation for release**

**Q13.1 Do you have a named offender manager (home probation officer) in the probation service?**

Not sentenced .....	58 (31%)
Yes .....	103 (55%)
No .....	26 (14%)

**Q13.2 What type of contact have you had with your offender manager since being in prison?  
(please tick all that applies to you.)**

Not sentenced/ NA.....	84 (45%)
No contact.....	32 (17%)
Letter .....	40 (21%)
Phone .....	15 (8%)
Visit .....	46 (25%)

**Q13.3 Do you have a named offender supervisor in this prison?**

Yes .....	85 (49%)
No .....	87 (51%)

<b>Q13.4</b>	<b>Do you have a sentence plan?</b>	
	Not sentenced .....	58 (31%)
	Yes .....	61 (33%)
	No .....	67 (36%)
<b>Q13.5</b>	<b>How involved were you in the development of your sentence plan?</b>	
	Do not have a sentence plan/ not sentenced .....	125 (67%)
	Very involved .....	13 (7%)
	Involved .....	21 (11%)
	Neither .....	9 (5%)
	Not very involved .....	6 (3%)
	Not at all involved .....	13 (7%)
<b>Q13.6</b>	<b>Who is working with you to achieve your sentence plan targets? (please tick all that applies to you.)</b>	
	Do not have a sentence plan/ not sentenced .....	125 (67%)
	Nobody .....	19 (10%)
	Offender supervisor .....	29 (16%)
	Offender manager .....	26 (14%)
	Named/ personal officer .....	11 (6%)
	Staff from other departments .....	18 (10%)
<b>Q13.7</b>	<b>Can you achieve any of your sentence plan targets in this prison?</b>	
	Do not have a sentence plan/ not sentenced .....	125 (67%)
	Yes .....	38 (20%)
	No .....	10 (5%)
	Don't know .....	14 (7%)
<b>Q13.8</b>	<b>Are there plans for you to achieve any of your sentence plan targets in another prison?</b>	
	Do not have a sentence plan/ not sentenced .....	125 (66%)
	Yes .....	10 (5%)
	No .....	33 (18%)
	Don't know .....	20 (11%)
<b>Q13.9</b>	<b>Are there plans for you to achieve any of your sentence plan targets in the community?</b>	
	Do not have a sentence plan/ not sentenced .....	125 (66%)
	Yes .....	20 (11%)
	No .....	21 (11%)
	Don't know .....	22 (12%)
<b>Q13.10</b>	<b>Do you have a needs based custody plan?</b>	
	Yes .....	15 (9%)
	No .....	63 (36%)
	Don't know .....	95 (55%)
<b>Q13.11</b>	<b>Do you feel that any member of staff has helped you to prepare for your release?</b>	
	Yes .....	22 (13%)
	No .....	147 (87%)

**Q13.12 Do you know of anyone in this prison who can help you with the following on release?  
(please tick all that applies to you.)**

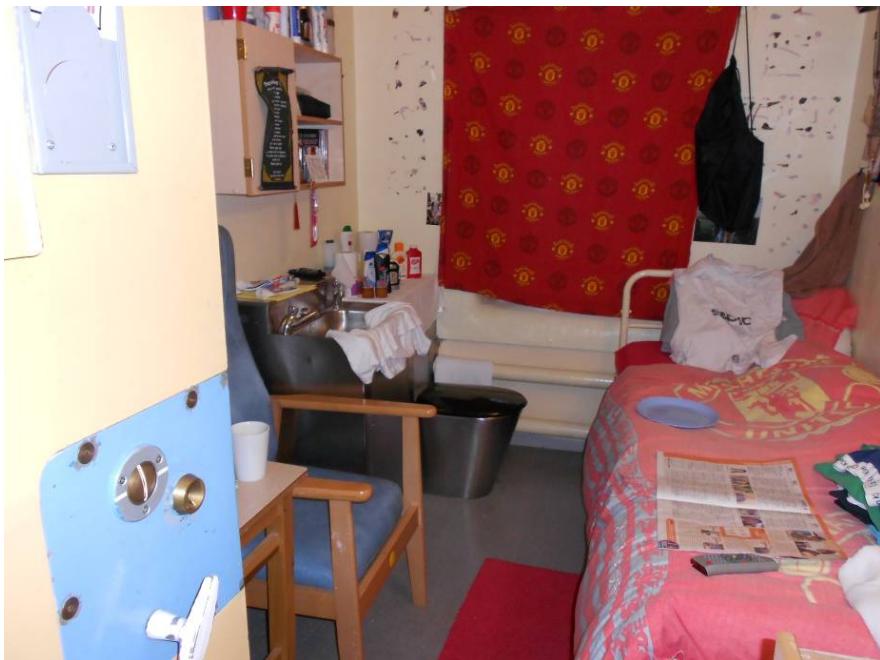
	<i>Do not need help</i>	<i>Yes</i>	<i>No</i>
Employment	45 (27%)	31 (19%)	91 (54%)
Accommodation	44 (26%)	39 (23%)	86 (51%)
Benefits	37 (22%)	49 (29%)	84 (49%)
Finances	45 (28%)	28 (17%)	90 (55%)
Education	47 (29%)	34 (21%)	81 (50%)
Drugs and alcohol	53 (33%)	39 (24%)	71 (44%)

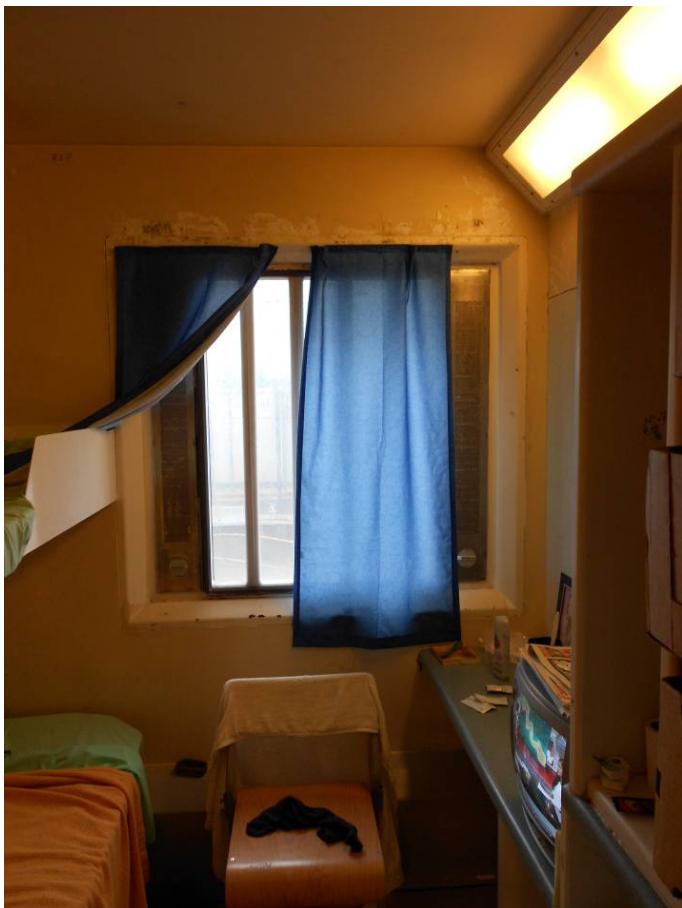
**Q13.13 Have you done anything, or has anything happened to you here, that you think will make you less likely to offend in the future?**

Not sentenced .....	58 (32%)
Yes .....	59 (33%)
No .....	63 (35%)



## Appendix IV: Photographs







## Prisoner survey responses HMP Hull 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

	Any percentage highlighted in green is significantly better	HMP Hull 2014	Local Prisons Comparator	HMP Hull 2014	HMP Hull 2008
	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				
<b>Number of completed questionnaires returned</b>		<b>195</b>	<b>5882</b>	<b>195</b>	<b>127</b>
<b>SECTION 1: General information</b>					
1.2 Are you under 21 years of age?		6%	5%	6%	17%
1.3 Are you sentenced?		70%	66%	70%	70%
1.3 Are you on recall?		8%	9%	8%	10%
1.4 Is your sentence less than 12 months?		15%	21%	15%	11%
1.4 Are you here under an indeterminate sentence for public protection (IPP prisoner)?		6%	3%	6%	4%
1.5 Are you a foreign national?		6%	13%	6%	7%
1.6 Do you understand spoken English?		98%	97%	98%	
1.7 Do you understand written English?		96%	96%	96%	
1.8 Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)		7%	25%	7%	8%
1.9 Do you consider yourself to be Gypsy/ Romany/ Traveller?		2%	5%	2%	
1.1 Are you Muslim?		2%	12%	2%	5%
1.11 Are you homosexual/gay or bisexual?		8%	3%	8%	3%
1.12 Do you consider yourself to have a disability?		28%	23%	28%	22%
1.13 Are you a veteran (ex-armed services)?		9%	5%	9%	
1.14 Is this your first time in prison?		35%	32%	35%	31%
1.15 Do you have any children under the age of 18?		47%	54%	47%	55%
<b>SECTION 2: Transfers and escorts</b>					
On your most recent journey here:					
2.1 Did you spend more than 2 hours in the van?		20%	21%	20%	19%
For those who spent two or more hours in the escort van:					
2.2 Were you offered anything to eat or drink?		48%	36%	48%	
2.3 Were you offered a toilet break?		10%	9%	10%	
2.4 Was the van clean?		62%	58%	62%	
2.5 Did you feel safe?		75%	75%	75%	
2.6 Were you treated well/very well by the escort staff?		67%	66%	67%	68%
2.7 Before you arrived here were you told that you were coming here?		67%	65%	67%	

## Main comparator and comparator to last time

### Key to tables

	Any percentage highlighted in green is significantly better	HMP Hull 2014	Local Prisons Comparator		
	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				
2.7	Before you arrived here did you receive any written information about coming here?	3%	3%	3%	HMP Hull 2014
2.8	When you first arrived here did your property arrive at the same time as you?	83%	80%	83%	HMP Hull 2008
<b>SECTION 3: Reception, first night and induction</b>					
3.1	Were you in reception for less than 2 hours?	46%	43%	46%	
3.2	When you were searched in reception, was this carried out in a respectful way?	86%	77%	86%	76%
3.3	Were you treated well/very well in reception?	64%	62%	64%	64%
	When you first arrived:				
3.4	Did you have any problems?	77%	75%	77%	82%
3.4	Did you have any problems with loss of property?	9%	15%	9%	16%
3.4	Did you have any housing problems?	23%	20%	23%	21%
3.4	Did you have any problems contacting employers?	4%	5%	4%	12%
3.4	Did you have any problems contacting family?	35%	32%	35%	42%
3.4	Did you have any problems ensuring dependants were being looked after?	1%	3%	1%	6%
3.4	Did you have any money worries?	20%	23%	20%	22%
3.4	Did you have any problems with feeling depressed or suicidal?	26%	22%	26%	27%
3.4	Did you have any physical health problems?	19%	18%	19%	
3.4	Did you have any mental health problems?	25%	22%	25%	
3.4	Did you have any problems with needing protection from other prisoners?	11%	7%	11%	18%
3.4	Did you have problems accessing phone numbers?	34%	31%	34%	32%
	For those with problems:				
3.5	Did you receive any help/ support from staff in dealing with these problems?	34%	33%	34%	
	When you first arrived here, were you offered any of the following:				
3.6	Tobacco?	76%	81%	76%	94%
3.6	A shower?	17%	32%	17%	30%
3.6	A free telephone call?	27%	58%	27%	46%
3.6	Something to eat?	60%	73%	60%	70%
3.6	PIN phone credit?	45%	55%	45%	
3.6	Toiletries/ basic items?	47%	60%	47%	

## Main comparator and comparator to last time

### Key to tables

	Any percentage highlighted in green is significantly better	HMP Hull 2014	Local Prisons Comparator	HMP Hull 2014	HMP Hull 2008
	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 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?	49%	45%	49%	
3.7	Someone from health services?	64%	68%	64%	
3.7	A Listener/Samaritans?	25%	33%	25%	
3.7	Prison shop/ canteen?	17%	21%	17%	8%
	When you first arrived here were you offered information about any of the following:				
3.8	What was going to happen to you?	47%	43%	47%	55%
3.8	Support was available for people feeling depressed or suicidal?	39%	40%	39%	61%
3.8	How to make routine requests?	26%	37%	26%	41%
3.8	Your entitlement to visits?	29%	38%	29%	47%
3.8	Health services?	41%	46%	41%	57%
3.8	The chaplaincy?	44%	40%	44%	58%
3.9	Did you feel safe on your first night here?	65%	73%	65%	70%
3.10	Have you been on an induction course?	71%	76%	71%	69%
	For those who have been on an induction course:				
3.11	Did the course cover everything you needed to know about the prison?	44%	53%	44%	54%
3.12	Did you receive an education (skills for life) assessment?	87%	73%	87%	

### 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?	38%	39%	38%	36%
4.1	Attend legal visits?	52%	54%	52%	56%
4.1	Get bail information?	18%	19%	18%	23%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	38%	41%	38%	42%
4.3	Can you get legal books in the library?	47%	36%	47%	
	For the wing/unit you are currently on:				
4.4	Are you normally offered enough clean, suitable clothes for the week?	43%	52%	43%	56%
4.4	Are you normally able to have a shower every day?	90%	75%	90%	95%
4.4	Do you normally receive clean sheets every week?	61%	74%	61%	90%
4.4	Do you normally get cell cleaning materials every week?	61%	55%	61%	77%

## Main comparator and comparator to last time

### Key to tables

	Any percentage highlighted in green is significantly better	HMP Hull 2014	Local Prisons Comparator	HMP Hull 2014	HMP Hull 2008
	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				
4.4	Is your cell call bell normally answered within five minutes?	40%	29%	40%	44%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	51%	61%	51%	77%
4.4	Can you normally get your stored property, if you need to?	25%	21%	25%	35%
4.5	Is the food in this prison good/very good?	29%	21%	29%	30%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	55%	48%	55%	45%
4.7	Are you able to speak to a Listener at any time, if you want to?	59%	54%	59%	66%
4.8	Are your religious beliefs are respected?	37%	49%	37%	50%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	45%	50%	45%	50%
4.10	Is it easy/very easy to attend religious services?	36%	44%	36%	
<b>SECTION 5: Applications and complaints</b>					
5.1	Is it easy to make an application?	78%	74%	78%	
	For those who have made an application:				
5.2	Do you feel applications are dealt with fairly?	61%	52%	61%	60%
5.2	Do you feel applications are dealt with quickly (within seven days)?	35%	38%	35%	50%
5.3	Is it easy to make a complaint?	41%	51%	41%	
	For those who have made a complaint:				
5.4	Do you feel complaints are dealt with fairly?	38%	30%	38%	44%
5.4	Do you feel complaints are dealt with quickly (within seven days)?	28%	28%	28%	37%
5.5	Have you ever been prevented from making a complaint when you wanted to?	22%	20%	22%	
5.6	Is it easy/very easy to see the Independent Monitoring Board?	11%	20%	11%	20%
<b>SECTION 6: Incentives and earned privileges scheme</b>					
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	50%	41%	50%	
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	41%	42%	41%	
6.3	In the last six months have any members of staff physically restrained you (C&R)?	8%	8%	8%	
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?	29%	36%	29%	
<b>SECTION 7: Relationships with staff</b>					
7.1	Do most staff, in this prison, treat you with respect?	74%	74%	74%	69%

## Main comparator and comparator to last time

### Key to tables

	Any percentage highlighted in green is significantly better	HMP Hull 2014	Local Prisons Comparator	HMP Hull 2014	HMP Hull 2008
	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				
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	67%	70%	67%	73%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	27%	27%	27%	
7.4	Do staff normally speak to you most of the time/all of the time during association?	19%	17%	19%	22%
7.5	Do you have a personal officer?	43%	39%	43%	62%
	For those with a personal officer:				
7.6	Do you think your personal officer is helpful/very helpful?	70%	66%	70%	74%
<b>SECTION 8: Safety</b>					
8.1	Have you ever felt unsafe here?	50%	42%	50%	51%
8.2	Do you feel unsafe now?	22%	18%	22%	19%
8.4	Have you been victimised by other prisoners here?	38%	28%	38%	34%
	Since you have been here, have other prisoners:				
8.5	Made insulting remarks about you, your family or friends?	19%	12%	19%	19%
8.5	Hit, kicked or assaulted you?	12%	8%	12%	11%
8.5	Sexually abused you?	4%	2%	4%	2%
8.5	Threatened or intimidated you?	23%	15%	23%	
8.5	Taken your canteen/property?	9%	7%	9%	4%
8.5	Victimised you because of medication?	6%	6%	6%	
8.5	Victimised you because of debt?	6%	4%	6%	
8.5	Victimised you because of drugs?	5%	4%	5%	4%
8.5	Victimised you because of your race or ethnic origin?	2%	4%	2%	1%
8.5	Victimised you because of your religion/religious beliefs?	2%	3%	2%	3%
8.5	Victimised you because of your nationality?	3%	3%	3%	
8.5	Victimised you because you were from a different part of the country?	4%	4%	4%	4%
8.5	Victimised you because you are from a Traveller community?	1%	1%	1%	
8.5	Victimised you because of your sexual orientation?	3%	1%	3%	1%
8.5	Victimised you because of your age?	4%	2%	4%	
8.5	Victimised you because you have a disability?	4%	3%	4%	4%
8.5	Victimised you because you were new here?	9%	6%	9%	8%

## Main comparator and comparator to last time

### Key to tables

	Any percentage highlighted in green is significantly better	HMP Hull 2014	Local Prisons Comparator	HMP Hull 2014	HMP Hull 2008
	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	Victimised you because of your offence/crime?	11%	5%	11%	15%
8.5	Victimised you because of gang related issues?	5%	5%	5%	
<b>SECTION 8: Safety continued</b>					
8.6	Have you been victimised by staff here?	27%	30%	27%	25%
	Since you have been here, have staff:				
8.7	Made insulting remarks about you, your family or friends?	11%	11%	11%	14%
8.7	Hit, kicked or assaulted you?	7%	5%	7%	4%
8.7	Sexually abused you?	2%	1%	2%	0%
8.7	Threatened or intimidated you?	13%	12%	13%	
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?	2%	3%	2%	4%
8.7	Victimised you because of your race or ethnic origin?	1%	4%	1%	3%
8.7	Victimised you because of your religion/religious beliefs?	1%	4%	1%	2%
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?	2%	3%	2%	6%
8.7	Victimised you because you are from a Traveller community?	1%	2%	1%	
8.7	Victimised you because of your sexual orientation?	2%	1%	2%	0%
8.7	Victimised you because of your age?	2%	2%	2%	
8.7	Victimised you because you have a disability?	3%	3%	3%	4%
8.7	Victimised you because you were new here?	3%	5%	3%	4%
8.7	Victimised you because of your offence/crime?	4%	5%	4%	10%
8.7	Victimised you because of gang related issues?	2%	3%	2%	
	For those who have been victimised by staff or other prisoners:				
8.8	Did you report any victimisation that you have experienced?	29%	32%	29%	48%
<b>SECTION 9: Health services</b>					
9.1	Is it easy/very easy to see the doctor?	32%	22%	32%	26%

## Main comparator and comparator to last time

### Key to tables

	Any percentage highlighted in green is significantly better	HMP Hull 2014	Local Prisons Comparator	HMP Hull 2014	HMP Hull 2008
	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				
9.1	Is it easy/very easy to see the nurse?	44%	45%	44%	41%
9.1	Is it easy/very easy to see the dentist?	11%	9%	11%	11%
	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?	37%	40%	37%	53%
9.2	The nurse?	59%	52%	59%	60%
9.2	The dentist?	33%	30%	33%	33%
9.3	The overall quality of health services?	39%	36%	39%	39%
9.4	Are you currently taking medication?	56%	51%	56%	59%
	For those currently taking medication:				
9.5	Are you allowed to keep possession of some or all of your medication in your own cell?	81%	59%	81%	
9.6	Do you have any emotional well being or mental health problems?	45%	38%	45%	35%
	For those who have problems:				
9.7	Are you being helped or supported by anyone in this prison?	51%	44%	51%	
<b>SECTION 10: Drugs and alcohol</b>					
10.1	Did you have a problem with drugs when you came into this prison?	32%	33%	32%	43%
10.2	Did you have a problem with alcohol when you came into this prison?	24%	22%	24%	36%
10.3	Is it easy/very easy to get illegal drugs in this prison?	37%	33%	37%	34%
10.4	Is it easy/very easy to get alcohol in this prison?	20%	14%	20%	
10.5	Have you developed a problem with drugs since you have been in this prison?	8%	8%	8%	15%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	8%	9%	8%	
	For those with drug or alcohol problems:				
10.7	Have you received any support or help with your drug problem while in this prison?	54%	60%	54%	
10.8	Have you received any support or help with your alcohol problem while in this prison?	38%	58%	38%	
	For those who have received help or support with their drug or alcohol problem:				
10.9	Was the support helpful?	57%	76%	57%	76%
<b>SECTION 11: Activities</b>					
	Is it very easy/ easy to get into the following activities:				
11.1	A prison job?	21%	31%	21%	
11.1	Vocational or skills training?	35%	29%	35%	

## Main comparator and comparator to last time

### Key to tables

		HMP Hull 2014	Local Prisons Comparator	HMP Hull 2014	HMP Hull 2008
	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				
11.1	Education (including basic skills)?	55%	45%	55%	
11.1	Offending behaviour programmes?	27%	18%	27%	
	Are you currently involved in any of the following activities:				
11.2	A prison job?	34%	44%	34%	51%
11.2	Vocational or skills training?	9%	9%	9%	11%
11.2	Education (including basic skills)?	27%	25%	27%	27%
11.2	Offending behaviour programmes?	10%	7%	10%	11%
11.3	Have you had a job while in this prison?	68%	68%	68%	75%
	For those who have had a prison job while in this prison:				
11.3	Do you feel the job will help you on release?	34%	39%	34%	55%
11.3	Have you been involved in vocational or skills training while in this prison?	60%	56%	60%	61%
	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?	41%	46%	41%	58%
11.3	Have you been involved in education while in this prison?	76%	67%	76%	73%
	For those who have been involved in education while in this prison:				
11.3	Do you feel the education will help you on release?	41%	51%	41%	63%
11.3	Have you been involved in offending behaviour programmes while in this prison?	64%	53%	64%	62%
	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?	44%	42%	44%	69%
11.4	Do you go to the library at least once a week?	38%	30%	38%	31%
11.5	Does the library have a wide enough range of materials to meet your needs?	38%	33%	38%	
11.6	Do you go to the gym three or more times a week?	40%	26%	40%	30%
11.7	Do you go outside for exercise three or more times a week?	48%	41%	48%	19%
11.8	Do you go on association more than five times each week?	33%	45%	33%	81%
11.9	Do you spend ten or more hours out of your cell on a weekday?	9%	9%	9%	12%
<b>SECTION 12: Friends and family</b>					
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	36%	32%	36%	37%
12.2	Have you had any problems with sending or receiving mail?	53%	49%	53%	41%
12.3	Have you had any problems getting access to the telephones?	30%	35%	30%	22%
12.4	Is it easy/ very easy for your friends and family to get here?	30%	37%	30%	

## Main comparator and comparator to last time

### Key to tables

	Any percentage highlighted in green is significantly better	HMP Hull 2014	Local Prisons Comparator	HMP Hull 2014	HMP Hull 2008
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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				
<b>SECTION 13: Preparation for release</b>					
	For those who are sentenced:				
13.1	Do you have a named offender manager (home probation officer) in the probation service?	80%	60%	80%	
	For those who are sentenced what type of contact have you had with your offender manager:				
13.2	No contact?	31%	42%	31%	
13.2	Contact by letter?	39%	29%	39%	
13.2	Contact by phone?	15%	13%	15%	
13.2	Contact by visit?	45%	36%	45%	
13.3	Do you have a named offender supervisor in this prison?	49%	29%	49%	
	For those who are sentenced:				
13.4	Do you have a sentence plan?	48%	35%	48%	59%
	For those with a sentence plan:				
13.5	Were you involved/very involved in the development of your plan?	55%	57%	55%	53%
	Who is working with you to achieve your sentence plan targets:				
13.6	Nobody?	31%	45%	31%	
13.6	Offender supervisor?	48%	31%	48%	
13.6	Offender manager?	43%	26%	43%	
13.6	Named/ personal officer?	18%	10%	18%	
13.6	Staff from other departments?	29%	17%	29%	
	For those with a sentence plan:				
13.7	Can you achieve any of your sentence plan targets in this prison?	61%	54%	61%	62%
13.8	Are there plans for you to achieve any of your targets in another prison?	16%	26%	16%	
13.9	Are there plans for you to achieve any of your targets in the community?	32%	33%	32%	
13.10	Do you have a needs based custody plan?	9%	7%	9%	
13.11	Do you feel that any member of staff has helped you to prepare for release?	13%	12%	13%	19%
	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?	25%	29%	25%	
13.12	Accommodation?	31%	36%	31%	
13.12	Benefits?	37%	39%	37%	
13.12	Finances?	24%	24%	24%	
13.12	Education?	30%	29%	30%	
13.12	Drugs and alcohol?	36%	44%	36%	
	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 the future?	48%	47%	48%	58%

## Diversity Analysis



### Key question responses (Disability and aged over 50) HMP Hull 2014

**Prisoner survey responses** (missing data has 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
	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				
<b>Number of completed questionnaires returned</b>		<b>54</b>	<b>138</b>	<b>34</b>	<b>160</b>
1.3	Are you sentenced?	72%	70%	82%	67%
1.5	Are you a foreign national?	9%	4%	0%	7%
1.6	Do you understand spoken English?	98%	98%	97%	98%
1.7	Do you understand written English?	98%	96%	97%	96%
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%	8%	3%	8%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	4%	1%	0%	2%
1.1	Are you Muslim?	0%	2%	0%	2%
1.12	Do you consider yourself to have a disability?			30%	28%
1.13	Are you a veteran (ex-armed services)?	10%	9%	24%	7%
1.14	Is this your first time in prison?	32%	36%	67%	29%
2.6	Were you treated well/very well by the escort staff?	72%	66%	76%	65%
2.7	Before you arrived here were you told that you were coming here?	63%	69%	62%	68%
3.2	When you were searched in reception, was this carried out in a respectful way?	87%	85%	91%	85%
3.3	Were you treated well/very well in reception?	65%	63%	68%	62%
3.4	Did you have any problems when you first arrived?	87%	74%	70%	78%
3.7	Did you have access to someone from health care when you first arrived here?	71%	62%	56%	66%
3.9	Did you feel safe on your first night here?	67%	64%	67%	65%
3.10	Have you been on an induction course?	62%	76%	67%	72%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	32%	40%	54%	34%

**Key to tables**

**Diversity Analysis**

		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
	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				
4.4	Are you normally offered enough clean, suitable clothes for the week?	48%	42%	62%	39%
4.4	Are you normally able to have a shower every day?	93%	89%	97%	88%
4.4	Is your cell call bell normally answered within five minutes?	42%	39%	56%	36%
4.5	Is the food in this prison good/very good?	33%	27%	38%	27%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	49%	57%	56%	55%
4.7	Are you able to speak to a Listener at any time, if you want to?	59%	59%	70%	56%
4.8	Do you feel your religious beliefs are respected?	35%	39%	47%	35%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	48%	44%	44%	45%
5.1	Is it easy to make an application?	76%	79%	94%	75%
5.3	Is it easy to make a complaint?	39%	42%	53%	38%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	48%	51%	64%	46%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	29%	45%	39%	41%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	6%	9%	3%	9%
7.1	Do <b>most</b> staff, in this prison, treat you with respect?	79%	72%	94%	69%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	75%	63%	85%	63%
7.3	Do staff normally speak to you at least most of the time during association time (most/all of the time)	28%	15%	9%	21%
7.4	Do you have a personal officer?	48%	41%	47%	42%
8.1	Have you ever felt unsafe here?	57%	48%	38%	52%
8.2	Do you feel unsafe now?	25%	21%	12%	24%
8.3	Have you been victimised by other prisoners?	41%	38%	38%	38%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	27%	21%	27%	22%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	4%	2%	0%	3%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	2%	2%	0%	3%
8.5	Have you been victimised because of your nationality? (By prisoners)	6%	2%	0%	4%
8.5	Have you been victimised because of your age? (By prisoners)	8%	3%	12%	3%

## Diversity Analysis

### 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
	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 you have a disability? (By prisoners)	12%	1%	6%	3%
8.6	Have you been victimised by a member of staff?	25%	27%	21%	28%
8.7	Have you ever felt threatened or intimidated by staff here?	10%	14%	12%	13%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	4%	0%	0%	1%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	4%	0%	0%	1%
8.7	Have you been victimised because of your nationality? (By staff)	4%	0%	0%	1%
8.7	Have you been victimised because of your age? (By staff)	8%	0%	9%	1%
8.7	Have you been victimised because you have a disability? (By staff)	10%	0%	6%	2%
9.1	Is it easy/very easy to see the doctor?	27%	34%	39%	30%
9.1	Is it easy/ very easy to see the nurse?	36%	48%	56%	41%
9.4	Are you currently taking medication?	81%	47%	73%	53%
9.6	Do you feel you have any emotional well being/mental health issues?	71%	36%	21%	51%
10.3	Is it easy/very easy to get illegal drugs in this prison?	42%	35%	24%	39%
11.2	Are you currently working in the prison?	30%	35%	51%	29%
11.2	Are you currently undertaking vocational or skills training?	2%	10%	6%	9%
11.2	Are you currently in education (including basic skills)?	32%	25%	21%	28%
11.2	Are you currently taking part in an offending behaviour programme?	8%	11%	15%	9%
11.4	Do you go to the library at least once a week?	39%	37%	56%	33%
11.6	Do you go to the gym three or more times a week?	32%	44%	15%	46%
11.7	Do you go outside for exercise three or more times a week?	46%	48%	58%	46%
11.8	On average, do you go on association more than five times each week?	27%	35%	39%	31%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	12%	8%	9%	9%
12.2	Have you had any problems sending or receiving mail?	43%	56%	36%	56%
12.3	Have you had any problems getting access to the telephones?	21%	33%	12%	33%

## Wing comparison



### Prisoner survey responses (wing breakdown) HMP Hull 2014

**Prisoner survey responses** (missing data have been excluded for each question).

#### Key to tables

<span style="background-color: green; border: 1px solid black; padding: 2px;"></span>	Percentages highlighted in green show the best score across wings					
<span style="background-color: blue; border: 1px solid black; padding: 2px;"></span>	Percentages highlighted in blue show the worst score across wings					
<b>Number of completed questionnaires returned</b>		27	31	26	28	29
<b>SECTION 1: General information</b>						
1.2 Are you under 21 years of age?		12%	7%	0%	0%	7%
1.3 Are you sentenced?		46%	71%	58%	86%	93%
1.3 Are you on recall?		0%	13%	12%	12%	4%
1.4 Is your sentence less than 12 months?		8%	45%	20%	8%	11%
1.4 Are you here under an indeterminate sentence for public protection (IPP prisoner)?		0%	4%	4%	8%	11%
1.5 Are you a foreign national?		8%	14%	4%	0%	11%
1.6 Do you understand spoken English?		96%	97%	96%	96%	100%
1.7 Do you understand written English?		96%	97%	88%	96%	100%
1.8 Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)		0%	13%	4%	11%	4%
1.9 Do you consider yourself to be Gypsy/ Romany/ Traveller?		8%	0%	0%	0%	0%
1.1 Are you Muslim?		0%	0%	0%	8%	0%
1.11 Are you homosexual/gay or bisexual?		4%	0%	23%	12%	12%
1.12 Do you consider yourself to have a disability?		27%	23%	27%	18%	35%
1.13 Are you a veteran (ex-armed services)?		4%	11%	8%	11%	14%
1.14 Is this your first time in prison?		42%	23%	19%	36%	68%
1.15 Do you have any children under the age of 18?		46%	52%	46%	43%	41%
<b>SECTION 2: Transfers and escorts</b>						
On your most recent journey here:						
2.1 Did you spend more than 2 hours in the van?		15%	3%	8%	21%	21%
2.5 Did you feel safe?		77%	77%	77%	68%	79%
2.6 Were you treated well/very well by the escort staff?		54%	61%	58%	82%	76%
2.7 Before you arrived here were you told that you were coming here?		56%	71%	73%	75%	62%
2.8 When you first arrived here did your property arrive at the same time as you?		84%	93%	81%	89%	93%
<b>SECTION 3: Reception, first night and induction</b>						
3.1 Were you in reception for less than 2 hours?		54%	47%	39%	48%	46%
3.2 When you were searched in reception, was this carried out in a respectful way?		96%	80%	81%	89%	89%
3.3 Were you treated well/very well in reception?		69%	66%	54%	70%	48%
When you first arrived:						
3.4 Did you have any problems?		76%	77%	81%	86%	72%
3.4 Did you have any problems with loss of property?		16%	10%	4%	0%	11%
3.4 Did you have any housing problems?		20%	27%	31%	18%	14%
3.4 Did you have any problems contacting employers?		4%	13%	0%	0%	4%
3.4 Did you have any problems contacting family?		32%	50%	31%	37%	31%
				</td		

## Wing comparison

### Key to tables

	Percentages highlighted in green show the best score across wings	B Wing	D Wing	H Wing	I Wing	J Wing	Total (B, D, H, I and J Wings)
	Percentages highlighted in blue show the worst score across wings						
3.4	Did you have any problems ensuring dependants were being looked after?	0%	0%	4%	4%	0%	2%
3.4	Did you have any money worries?	20%	23%	31%	15%	14%	20%
3.4	Did you have any problems with feeling depressed or suicidal?	24%	27%	31%	26%	21%	26%
3.4	Did you have any physical health problems?	20%	13%	23%	26%	24%	21%
3.4	Did you have any mental health problems?	28%	23%	31%	15%	24%	24%
3.4	Did you have any problems with needing protection from other prisoners?	4%	0%	4%	26%	21%	11%
3.4	Did you have problems accessing phone numbers?	32%	30%	35%	34%	38%	34%
	When you first arrived here, were you offered any of the following:						
3.6	Tobacco?	85%	80%	88%	74%	62%	78%
3.6	A shower?	12%	10%	27%	18%	4%	14%
3.6	A free telephone call?	27%	17%	58%	15%	17%	26%
3.6	Something to eat?	46%	57%	46%	56%	69%	55%
3.6	PIN phone credit?	54%	43%	46%	34%	28%	41%
3.6	Toiletries/ basic items?	61%	34%	27%	52%	52%	45%
<b>SECTION 3: Reception, first night and induction continued</b>							
	When you first arrived here did you have access to the following people:						
3.7	The chaplain or a religious leader?	46%	50%	46%	41%	54%	47%
3.7	Someone from health services?	65%	60%	58%	74%	61%	64%
3.7	A Listener/Samaritans?	19%	17%	21%	34%	29%	24%
3.7	Prison shop/ canteen?	12%	20%	16%	12%	18%	16%
	When you first arrived here were you offered information about any of the following:						
3.8	What was going to happen to you?	48%	43%	48%	42%	45%	45%
3.8	Support available for people feeling depressed or suicidal?	44%	27%	32%	42%	48%	39%
3.8	How to make routine requests?	32%	23%	44%	15%	21%	27%
3.8	Your entitlement to visits?	24%	20%	28%	27%	31%	26%
3.8	Health services?	40%	34%	44%	23%	35%	35%
3.8	The chaplaincy?	44%	40%	40%	31%	55%	42%
3.9	Did you feel safe on your first night here?	81%	63%	52%	63%	46%	61%
3.10	Have you been on an induction course?	88%	65%	64%	74%	69%	72%
3.12	Did you receive an education (skills for life) assessment?	92%	79%	88%	96%	86%	88%
<b>SECTION 4: Legal rights and respectful custody</b>							
	In terms of your legal rights, is it easy/very easy to:						
4.1	Communicate with your solicitor or legal representative?	16%	18%	42%	48%	61%	37%
4.1	Attend legal visits?	42%	30%	58%	63%	65%	51%
4.1	Get bail information?	5%	8%	32%	20%	13%	15%

## Wing comparison

### Key to tables

							Total (B, D, H, I and J Wing)
	B Wing	D Wing	H Wing	I Wing	J Wing		
Percentages highlighted in green show the best score across wings							
Percentages highlighted in blue show the worst score across wings							
4.2 Have staff ever opened letters from your solicitor or legal representative when you were not with them?	42%	28%	42%	37%	38%	37%	
4.3 Can you get legal books in the library?	42%	38%	52%	50%	57%	48%	
For the wing/unit you are currently on:							
4.4 Are you normally offered enough clean, suitable clothes for the week?	27%	28%	8%	57%	71%	39%	
4.4 Are you normally able to have a shower every day?	92%	76%	84%	96%	100%	90%	
4.4 Do you normally receive clean sheets every week?	58%	55%	58%	79%	39%	58%	
4.4 Do you normally get cell cleaning materials every week?	58%	55%	35%	75%	63%	57%	
4.4 Is your cell call bell normally answered within five minutes?	44%	24%	39%	50%	61%	43%	
4.4 Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	56%	35%	36%	50%	57%	47%	
4.4 Can you normally get your stored property, if you need to?	23%	24%	16%	21%	25%	22%	
4.5 Is the food in this prison good/very good?	19%	11%	15%	39%	32%	23%	
4.6 Does the shop/canteen sell a wide enough range of goods to meet your needs?	46%	62%	46%	63%	57%	55%	
4.7 Are you able to speak to a Listener at any time, if you want to?	31%	28%	54%	82%	79%	55%	
4.8 Are your religious beliefs are respected?	31%	14%	44%	46%	48%	36%	
4.9 Are you able to speak to a religious leader of your faith in private if you want to?	39%	28%	50%	46%	36%	40%	
4.10 Is it easy/very easy to attend religious services?	35%	21%	31%	39%	43%	34%	
<b>SECTION 5: Applications and complaints</b>							
5.1 Is it easy to make an application?	88%	57%	61%	89%	86%	76%	
5.3 Is it easy to make a complaint?	33%	39%	20%	57%	44%	39%	
5.5 Have you ever been prevented from making a complaint when you wanted to?	16%	27%	29%	15%	12%	20%	
5.6 Is it easy/very easy to see the Independent Monitoring Board?	0%	7%	5%	12%	8%	6%	
<b>SECTION 6: Incentives and earned privileges scheme</b>							
6.1 Do you feel you have been treated fairly in your experience of the IEP scheme?	40%	45%	40%	57%	64%	50%	
6.2 Do the different levels of the IEP scheme encourage you to change your behaviour?	33%	40%	40%	44%	43%	40%	
6.3 In the last six months have any members of staff physically restrained you (C&R)?	0%	7%	16%	4%	4%	6%	
<b>SECTION 7: Relationships with staff</b>							
7.1 Do most staff, in this prison, treat you with respect?	73%	61%	50%	79%	86%	71%	
7.2 Is there a member of staff, in this prison, who you can turn to for help if you have a problem?	62%	48%	52%	63%	86%	62%	
7.3 Has a member of staff checked on you personally in the last week to see how you were getting on?	35%	18%	8%	11%	25%	19%	
7.4 Do staff normally speak to you most of the time/all of the time during association?	16%	21%	9%	4%	7%	11%	
7.5 Do you have a personal officer?	28%	24%	33%	46%	68%	40%	
<b>SECTION 8: Safety</b>							
8.1 Have you ever felt unsafe here?	42%	50%	54%	46%	61%	51%	
8.2 Do you feel unsafe now?	20%	32%	16%	18%	18%	21%	
8.4 Have you been victimised by other prisoners here?	35%	28%	44%	46%	43%	39%	
Since you have been here, have other prisoners:							
8.5 Made insulting remarks about you, your family or friends?	15%	11%	30%	21%	18%	19%	
8.5 Hit, kicked or assaulted you?	12%	11%	17%	7%	7%	11%	

## Wing comparison

### Key to tables

	Percentages highlighted in green show the best score across wings	B Wing	D Wing	H Wing	I Wing	J Wing	Total (B, D, H, I and J Wing)
	Percentages highlighted in blue show the worst score across wings						
8.5	Sexually abused you?	0%	11%	13%	0%	0%	5%
8.5	Threatened or intimidated you?	15%	21%	22%	32%	25%	23%
8.5	Taken your canteen/property?	19%	11%	13%	4%	0%	9%
8.5	Victimised you because of medication?	0%	11%	9%	11%	7%	8%
8.5	Victimised you because of debt?	4%	7%	13%	4%	7%	7%
8.5	Victimised you because of drugs?	8%	7%	9%	4%	0%	5%
8.5	Victimised you because of your race or ethnic origin?	0%	0%	9%	4%	0%	2%
8.5	Victimised you because of your religion/religious beliefs?	0%	0%	9%	0%	4%	2%
8.5	Victimised you because of your nationality?	4%	0%	13%	4%	0%	4%
8.5	Victimised you because you were from a different part of the country?	0%	0%	9%	7%	4%	4%
8.5	Victimised you because you are from a Traveller community?	0%	0%	9%	0%	0%	2%
8.5	Victimised you because of your sexual orientation?	0%	0%	9%	4%	7%	4%
8.5	Victimised you because of your age?	4%	0%	9%	7%	7%	5%
8.5	Victimised you because you have a disability?	0%	4%	9%	7%	7%	5%
8.5	Victimised you because you were new here?	4%	7%	17%	14%	4%	9%
8.5	Victimised you because of your offence/crime?	0%	0%	9%	18%	21%	10%
8.5	Victimised you because of gang related issues?	12%	0%	9%	4%	0%	5%
<b>SECTION 8: Safety continued</b>							
8.6	Have you been victimised by staff here?	27%	28%	33%	30%	18%	27%
	Since you have been here, have staff:						
8.7	Made insulting remarks about you, your family or friends?	15%	7%	21%	15%	0%	11%
8.7	Hit, kicked or assaulted you?	8%	14%	4%	4%	4%	7%
8.7	Sexually abused you?	0%	4%	9%	0%	0%	2%
8.7	Threatened or intimidated you?	12%	17%	9%	18%	11%	14%
8.7	Victimised you because of medication?	0%	7%	4%	8%	4%	5%
8.7	Victimised you because of debt?	0%	4%	4%	4%	4%	3%
8.7	Victimised you because of drugs?	4%	0%	9%	0%	0%	2%
8.7	Victimised you because of your race or ethnic origin?	4%	0%	4%	0%	0%	2%
8.7	Victimised you because of your religion/religious beliefs?	4%	0%	4%	0%	0%	2%
8.7	Victimised you because of your nationality?	4%	0%	4%	0%	0%	2%
8.7	Victimised you because you were from a different part of the country?	0%	0%	4%	4%	0%	2%
8.7	Victimised you because you are from a Traveller community?	0%	0%	4%	0%	0%	1%
8.7	Victimised you because of your sexual orientation?	0%	4%	9%	0%	0%	2%
8.7	Victimised you because of your age?	0%	0%	4%	4%	7%	3%
8.7	Victimised you because you have a disability?	0%	4%	4%	8%	4%	4%
8.7	Victimised you because you were new here?	4%	7%	4%	4%	0%	4%
8.7	Victimised you because of your offence/crime?	0%	4%	4%	12%	4%	5%
8.7	Victimised you because of gang related issues?	4%	0%	9%	4%	0%	3%

## Wing comparison

### Key to tables

							Total (B, D, H, I and J Wing)
	B Wing	D Wing	H Wing	I Wing	J Wing		
Percentages highlighted in green show the best score across wings							
Percentages highlighted in blue show the worst score across wings							
<b>SECTION 9: Health services</b>							
9.1 Is it easy/very easy to see the doctor?	27%	17%	32%	37%	36%	30%	
9.1 Is it easy/very easy to see the nurse?	36%	31%	46%	52%	48%	42%	
9.1 Is it easy/very easy to see the dentist?	8%	4%	5%	15%	8%	8%	
9.4 Are you currently taking medication?	54%	35%	54%	64%	68%	55%	
9.6 Do you have any emotional well being or mental health problems?	36%	45%	50%	36%	39%	41%	
<b>SECTION 10: Drugs and alcohol</b>							
10.1 Did you have a problem with drugs when you came into this prison?	32%	35%	42%	26%	18%	30%	
10.2 Did you have a problem with alcohol when you came into this prison?	9%	29%	33%	18%	12%	20%	
10.3 Is it easy/very easy to get illegal drugs in this prison?	42%	48%	46%	19%	30%	37%	
10.4 Is it easy/very easy to get alcohol in this prison?	25%	21%	33%	12%	12%	20%	
10.5 Have you developed a problem with drugs since you have been in this prison?	0%	14%	13%	0%	4%	6%	
10.6 Have you developed a problem with diverted medication since you have been in this prison?	4%	11%	13%	4%	0%	6%	
<b>SECTION 11: Activities</b>							
Is it very easy/ easy to get into the following activities:							
11.1 A prison job?	8%	4%	16%	34%	18%	16%	
11.1 Vocational or skills training?	28%	29%	42%	19%	27%	29%	
11.1 Education (including basic skills)?	52%	34%	58%	46%	52%	48%	
11.1 Offending behaviour programmes?	8%	15%	18%	39%	48%	26%	
Are you currently involved in any of the following activities:							
11.2 A prison job?	24%	11%	19%	60%	39%	31%	
11.2 Vocational or skills training?	12%	4%	10%	0%	11%	7%	
11.2 Education (including basic skills)?	44%	17%	28%	20%	25%	27%	
11.2 Offending behaviour programmes?	0%	4%	0%	24%	25%	11%	
11.4 Do you go to the library at least once a week?	39%	17%	44%	52%	43%	38%	
11.5 Does the library have a wide enough range of materials to meet your needs?	42%	24%	30%	44%	54%	39%	
11.6 Do you go to the gym three or more times a week?	27%	41%	46%	29%	34%	35%	
11.7 Do you go outside for exercise three or more times a week?	54%	32%	33%	71%	41%	47%	
11.8 Do you go on association more than five times each week?	36%	17%	27%	32%	34%	29%	
11.9 Do you spend ten or more hours out of your cell on a weekday?	12%	0%	4%	14%	12%	8%	
<b>SECTION 12: Friends and family</b>							
12.1 Have staff supported you and helped you to maintain contact with family/friends while in this prison?	28%	21%	23%	36%	42%	30%	
12.2 Have you had any problems with sending or receiving mail?	60%	56%	46%	50%	41%	50%	
12.3 Have you had any problems getting access to the telephones?	39%	50%	32%	7%	15%	28%	
12.4 Is it easy/ very easy for your friends and family to get here?	28%	36%	22%	36%	30%	31%	
<b>SECTION 13: Preparation for release</b>							
13.3 Do you have a named offender supervisor in this prison?	30%	15%	22%	73%	86%	46%	
13.10 Do you have a needs based custody plan?	17%	7%	14%	0%	0%	7%	
13.11 Do you feel that any member of staff has helped you to prepare for release?	22%	4%	5%	8%	12%	10%	



## Prisoner survey responses HMP Hull 2014 (Unsentenced Prisoners vs. Sentenced Prisoners)

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

<span style="background-color: green; border: 1px solid black; padding: 2px;"> </span>	Any percentage highlighted in green is significantly better	Unsentenced Prisoners	Sentenced Prisoners
<span style="background-color: blue; border: 1px solid black; padding: 2px;"> </span>	Any percentage highlighted in blue is significantly worse		
<span style="background-color: orange; border: 1px solid black; padding: 2px;"> </span>	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		

<b>Number of completed questionnaires returned</b>	<b>58</b>	<b>135</b>
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### SECTION 1: General information

1.2	Are you under 21 years of age?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">9%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">4%</span>
1.5	Are you a foreign national?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">11%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">4%</span>
1.6	Do you understand spoken English?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">95%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">99%</span>
1.7	Do you understand written English?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">89%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">99%</span>
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	<span style="background-color: orange; border: 1px solid black; padding: 2px;">13%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">4%</span>
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">4%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">1%</span>
1.1	Are you Muslim?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">0%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">2%</span>
1.11	Are you homosexual/gay or bisexual?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">6%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">9%</span>
1.12	Do you consider yourself to have a disability?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">27%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">29%</span>
1.13	Are you a veteran (ex-armed services)?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">7%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">11%</span>
1.14	Is this your first time in prison?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">36%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">35%</span>
1.15	Do you have any children under the age of 18?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">52%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">44%</span>

### SECTION 2: Transfers and escorts

On your most recent journey here:			
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2.1	Did you spend more than 2 hours in the van?	<span style="background-color: green; border: 1px solid black; padding: 2px;">14%</span>	<span style="background-color: green; border: 1px solid black; padding: 2px;">23%</span>
2.5	Did you feel safe?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">76%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">73%</span>
2.6	Were you treated well/very well by the escort staff?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">64%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">68%</span>
2.7	Before you arrived here were you told that you were coming here?	<span style="background-color: blue; border: 1px solid black; padding: 2px;">60%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">70%</span>
2.8	When you first arrived here did your property arrive at the same time as you?	<span style="background-color: blue; border: 1px solid black; padding: 2px;">77%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">86%</span>

### SECTION 3: Reception, first night and induction

3.1	Were you in reception for less than 2 hours?	<span style="background-color: green; border: 1px solid black; padding: 2px;">57%</span>	<span style="background-color: green; border: 1px solid black; padding: 2px;">42%</span>
3.2	When you were searched in reception, was this carried out in a respectful way?	<span style="background-color: blue; border: 1px solid black; padding: 2px;">78%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">89%</span>
3.3	Were you treated well/very well in reception?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">66%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">63%</span>
	When you first arrived:		
3.4	Did you have any problems?	<span style="background-color: orange; border: 1px solid black; padding: 2px;">80%</span>	<span style="background-color: orange; border: 1px solid black; padding: 2px;">75%</span>

**Key to tables**

		Unsentenced Prisoners	Sentenced Prisoners
	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?	4%	11%
3.4	Did you have any housing problems?	26%	22%
3.4	Did you have any problems contacting employers?	6%	4%
3.4	Did you have any problems contacting family?	35%	35%
3.4	Did you have any problems ensuring dependants were being looked after?	0%	2%
3.4	Did you have any money worries?	24%	19%
3.4	Did you have any problems with feeling depressed or suicidal?	26%	27%
3.4	Did you have any physical health problems?	17%	20%
3.4	Did you have any mental health problems?	27%	25%
3.4	Did you have any problems with needing protection from other prisoners?	6%	12%
3.4	Did you have problems accessing phone numbers?	40%	32%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	80%	74%
3.6	A shower?	21%	16%
3.6	A free telephone call?	29%	27%
3.6	Something to eat?	52%	63%
3.6	PIN phone credit?	46%	46%
3.6	Toiletries/ basic items?	45%	48%
<b>SECTION 3: Reception, first night and induction continued</b>			
	When you first arrived here did you have access to the following people:		
3.7	The chaplain or a religious leader?	48%	48%
3.7	Someone from health services?	55%	67%
3.7	A Listener/Samaritans?	23%	26%
3.7	Prison shop/ canteen?	18%	16%
	When you first arrived here were you offered information about any of the following:		
3.8	What was going to happen to you?	50%	45%
3.8	Support was available for people feeling depressed or suicidal?	35%	40%
3.8	How to make routine requests?	28%	25%
3.8	Your entitlement to visits?	28%	29%
3.8	Health services?	46%	38%
3.8	The chaplaincy?	43%	44%

**Key to tables**

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3.9	Did you feel safe on your first night here?	71%	63%
3.10	Have you been on an induction course?	77%	69%
3.12	Did you receive an education (skills for life) assessment?	84%	87%
<b>SECTION 4: Legal rights and respectful custody</b>			
	In terms of your legal rights, is it easy/very easy to:		
4.1	Communicate with your solicitor or legal representative?	36%	39%
4.1	Attend legal visits?	46%	55%
4.1	Get bail information?	21%	18%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	44%	36%
4.3	Can you get legal books in the library?	36%	50%
	For the wing/unit you are currently on:		
4.4	Are you normally offered enough clean, suitable clothes for the week?	43%	44%
4.4	Are you normally able to have a shower every day?	89%	90%
4.4	Do you normally receive clean sheets every week?	63%	60%
4.4	Do you normally get cell cleaning materials every week?	61%	62%
4.4	Is your cell call bell normally answered within five minutes?	35%	42%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	51%	52%
4.4	Can you normally get your stored property, if you need to?	21%	28%
4.5	Is the food in this prison good/very good?	26%	31%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	59%	53%
4.7	Are you able to speak to a Listener at any time, if you want to?	55%	61%
4.8	Are your religious beliefs are respected?	31%	40%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	44%	46%
4.10	Is it easy/very easy to attend religious services?	22%	41%
<b>SECTION 5: Applications and complaints</b>			
5.1	Is it easy to make an application?	74%	80%
5.3	Is it easy to make a complaint?	36%	43%
5.5	Have you ever been prevented from making a complaint when you wanted to?	27%	20%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	10%	12%
<b>SECTION 6: Incentive and earned privileges scheme</b>			
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	34%	56%

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6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	35%	43%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	7%	8%

**SECTION 7: Relationships with staff**

7.1	Do most staff, in this prison, treat you with respect?	68%	76%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	66%	68%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	23%	29%
7.4	Do staff normally speak to you most of the time/all of the time during association?	17%	20%
7.5	Do you have a personal officer?	21%	52%

**SECTION 8: Safety**

8.1	Have you ever felt unsafe here?	48%	50%
8.2	Do you feel unsafe now?	16%	23%
8.4	Have you been victimised by other prisoners here?	32%	40%
	Since you have been here, have other prisoners:		
8.5	Made insulting remarks about you, your family or friends?	16%	20%
8.5	Hit, kicked or assaulted you?	12%	13%
8.5	Sexually abused you?	6%	3%
8.5	Threatened or intimidated you?	20%	24%
8.5	Taken your canteen/property?	8%	9%
8.5	Victimised you because of medication?	4%	8%
8.5	Victimised you because of debt?	6%	7%
8.5	Victimised you because of drugs?	6%	5%
8.5	Victimised you because of your race or ethnic origin?	2%	2%
8.5	Victimised you because of your religion/religious beliefs?	2%	2%
8.5	Victimised you because of your nationality?	6%	2%
8.5	Victimised you because you were from a different part of the country?	4%	4%
8.5	Victimised you because you are from a traveller community?	2%	1%
8.5	Victimised you because of your sexual orientation?	2%	4%
8.5	Victimised you because of your age?	4%	5%
8.5	Victimised you because you have a disability?	4%	4%
8.5	Victimised you because you were new here?	12%	8%
8.5	Victimised you because of your offence/crime?	2%	14%

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8.5	Victimised you because of gang related issues?	8%	4%

**SECTION 8: Safety continued**

8.6	Have you been victimised by staff here?	22%	28%
	Since you have been here, have staff:		
8.7	Made insulting remarks about you, your family or friends?	10%	11%
8.7	Hit, kicked or assaulted you?	8%	6%
8.7	Sexually abused you?	4%	1%
8.7	Threatened or intimidated you?	10%	14%
8.7	Victimised you because of medication?	6%	4%
8.7	Victimised you because of debt?	2%	2%
8.7	Victimised you because of drugs?	2%	2%
8.7	Victimised you because of your race or ethnic origin?	2%	1%
8.7	Victimised you because of your religion/religious beliefs?	4%	0%
8.7	Victimised you because of your nationality?	2%	1%
8.7	Victimised you because you were from a different part of the country?	6%	1%
8.7	Victimised you because you are from a traveller community?	2%	0%
8.7	Victimised you because of your sexual orientation?	4%	1%
8.7	Victimised you because of your age?	2%	2%
8.7	Victimised you because you have a disability?	4%	2%
8.7	Victimised you because you were new here?	6%	2%
8.7	Victimised you because of your offence/crime?	4%	4%
8.7	Victimised you because of gang related issues?	4%	2%

**SECTION 9: Health services**

9.1	Is it easy/very easy to see the doctor?	28%	33%
9.1	Is it easy/very easy to see the nurse?	37%	47%
9.1	Is it easy/very easy to see the dentist?	11%	11%
9.4	Are you currently taking medication?	42%	61%
9.6	Do you have any emotional well being or mental health problems?	41%	47%

**SECTION 10: Drugs and alcohol**

10.1	Did you have a problem with drugs when you came into this prison?	24%	34%
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10.2	Did you have a problem with alcohol when you came into this prison?	12%	29%
10.3	Is it easy/very easy to get illegal drugs in this prison?	31%	39%
10.4	Is it easy/very easy to get alcohol in this prison?	21%	20%
10.5	Have you developed a problem with drugs since you have been in this prison?	6%	8%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	7%	8%
<b>SECTION 11: Activities</b>			
	Is it very easy/ easy to get into the following activities:		
11.1	A prison job?	12%	24%
11.1	Vocational or skills training?	34%	35%
11.1	Education (including basic skills)?	54%	56%
11.1	Offending Behaviour Programmes?	13%	31%
	Are you currently involved in any of the following activities:		
11.2	A prison job?	16%	40%
11.2	Vocational or skills training?	7%	9%
11.2	Education (including basic skills)?	49%	19%
11.4	Do you go to the library at least once a week?	39%	36%
11.5	Does the library have a wide enough range of materials to meet your needs?	40%	37%
11.6	Do you go to the gym three or more times a week?	34%	42%
11.7	Do you go outside for exercise three or more times a week?	52%	47%
11.8	Do you go on association more than five times each week?	33%	33%
11.9	Do you spend ten or more hours out of your cell on a weekday?	10%	8%
<b>SECTION 12: Friends and family</b>			
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	38%	36%
12.2	Have you had any problems with sending or receiving mail?	52%	53%
12.3	Have you had any problems getting access to the telephones?	40%	26%
12.4	Is it easy/ very easy for your friends and family to get here?	35%	29%
<b>SECTION 13: Preparation for release</b>			
13.3	Do you have a named offender supervisor in this prison?	7%	66%
13.10	Do you have a needs based custody plan?	11%	8%
13.11	Do you feel that any member of staff has helped you to prepare for release?	9%	14%