

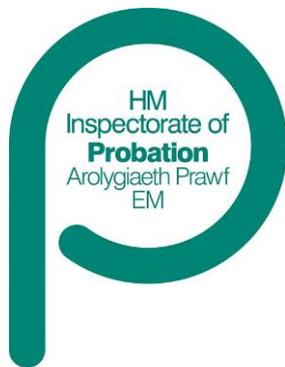
Report on an unannounced inspection of

# **HMP/YOI Hatfield**

by HM Chief Inspector of Prisons

**10–21 August 2015**

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### **Glossary of terms**

We try to make our reports as clear as possible, but if you find terms that you do not know, please see the glossary in our 'Guide for writing inspection reports' on our website at: <http://www.justiceinspectorates.gov.uk/hmiprisons/about-our-inspections/>

# Introduction

Although formerly an independent institution, in recent years Hatfield had been part of the South Yorkshire cluster of prisons and managed collaboratively alongside HMPs Moorland and Lindholme. At the conclusion of a failed market test in late 2013, the prison was retained in the public sector and since April 2015 had been re-established as an autonomous and separate institution. Holding about 270 category D adult male prisoners, the prison was on two sites – the original Hatfield site and a new addition, the old Lindholme I wing, now referred to as the Lakes Unit.

This is a very good report on a prison that has come through change and uncertainty and is now confidently establishing its own identity and priorities, and evidencing significant improvement. Across all our four tests of a healthy prison, it achieved our highest assessment.

Hatfield is a safe prison. There had been really good work to develop the Lakes Unit as an effective reception/induction facility. Prisoners were received well and in our survey nearly all indicated they felt safe on their first night. There was little violence or self-harm across the prison and some useful new initiatives to support social care and safeguarding were developing. Security was applied with proportionality and illicit drug use appeared low, although there was some evidence concerning the diversion of prescribed medication and the emergence of new psychoactive substances.

The environment at both sites was generally very good and living conditions, as well as access to amenities, had improved. Relationships between staff and prisoners were excellent, with 92% of prisoners in our survey indicating that they felt respected by staff. In addition, good structures were now in place to make personal officer work and prisoner consultation, the latter a particular strength, much more effective. Equality outcomes in general were satisfactory and underpinned by strong relationships. Improvements were needed to Chaplaincy services but these were being addressed.

Complaints were dealt with properly and there was adequate support for prisoners with legal issues to resolve. Nearly two-thirds of prisoners thought the food was good which was a dramatic improvement on previous findings. Health outcomes were similarly good and improving, and appreciated by prisoners.

Prisoners had full days and good access to the benefits of an open prison regime. Our Ofsted colleagues assessed the overall effectiveness of learning and skills and work as 'outstanding', a rare occurrence in a prison inspection with a focused, well-planned and coherent provision and curriculum meeting the needs of the population. The management of vocational training was excellent. Excellent partnerships with local employers were successfully providing high quality training and employment and progression opportunities in both paid and unpaid roles. There were sufficient work and education places to meet the needs of the whole population. Teachers and managers had high expectations of prisoners with outstanding individual coaching and motivational support. Prisoners' experiences of learning and skills, as well as outcomes, were among the better examples we have seen in prisons.

The prison's approach to resettlement would have benefited from better coordination with greater attention given to offender management work, but all prisoners had an allocated offender supervisor and most OASys risk assessments were of good quality. Sentence planning focused on temporary release (ROTL), work and education, with ROTL used extensively to support progress and resettlement priorities. Prisoners were positive about the resettlement support they received with good partnership working between the prison, education providers, the National Careers Service and the newly and well established community rehabilitation company (CRC) evidencing some very good outcomes for prisoners.

Hatfield was a very good prison. It was well led and had a clear vision of what it was trying to achieve. Change and new initiatives were thought through and planned well, and there was a competence about the way new work was delivered. Prisoners were treated with respect, risk was managed properly and proportionately and prisoners had an incentive to invest in what they could achieve for themselves and their futures. The governor and his team deserve credit for their work in developing this effective prison.

**Nick Hardwick**  
HM Chief Inspector of Prisons

2015

# Fact page

## Task of the establishment

Open resettlement prison for men

## Prison status

Public

## Region

Yorkshire and Humberside

## Number held

272

## Certified normal accommodation

310

## Operational capacity

310

## Date of last full inspection

1–5 October 2012

## Brief history

HMP/YOI Hatfield is a category D resettlement prison, formerly known as Moorland open, as part of HMP Moorland. During 2012–13, Hatfield was part of the South Yorkshire cluster, which was included in the prison competition process, and was procedurally managed by a cluster governor and cross-site functional heads. Since then, Hatfield has focused on becoming a stand-alone resettlement establishment. Hatfield officially separated from HMP Moorland in April 2014 and has also taken over the previous HMP Lindholme I wing, known as The Lakes site, which since June 2015 has been used to accommodate all new arrivals for an initial three-month period before they progress to the main Hatfield site.

## Short description of residential units

There are currently eight residential units, A, B, C, D, E and F on the main site and G and H on The Lakes site (approximately four miles from the main site).

- A, B and C units - 20 rooms per landing across three floors.
- D and E units - accommodate 40 prisoners across two floors.
- F unit - a self-contained six-bed unit that provides independent living for six prisoners.
- G and H units - each accommodates 56 prisoners; H unit opened in August 2015.

## Name of governor

Chris Dyer

## Escort contractor

GEOAmey

**Health service provider**

Nottinghamshire Healthcare NHS Foundation Trust

**Learning and skills provider**

The Manchester College

**Independent Monitoring Board chair**

Wendy Anwar

# 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.
- A8 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission or Healthcare Inspectorate Wales, the General Pharmaceutical Council (GPhC) and HM Inspectorate of Probation. This joint work ensures expert knowledge is deployed in inspections and avoids multiple inspection visits.

## This report

- A9 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*. The reference numbers at the end of some recommendations indicate that they are repeated, and provide the paragraph location of the previous recommendation in the last report. Section 5 collates all recommendations, housekeeping points and examples of good practice arising from the inspection. Appendix II lists the recommendations from the previous inspection, and our assessment of whether they have been achieved.
- A10 Details of the inspection team and the prison population profile can be found in Appendices I and III respectively.
- A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in Appendix IV 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 *The reception was bright and welcoming, and the early days processes were engaging and informative. Almost all prisoners felt safe and incidents of bullying and violence were rare. There was very little self-harm and few prisoners in crisis had to be case managed. Security was proportionate. The misuse of drugs and alcohol was not a significant issue, and substance misuse services were good. **Outcomes for prisoners were good against this healthy prison test.***
- S2 *At the last inspection in October 2012 we found that outcomes for prisoners in Hatfield were reasonably good against this healthy prison test. We made 12 recommendations in the area of safety. At this follow-up inspection we found that four of the recommendations had been achieved, three had been partially achieved and five had not been achieved.*
- S3 Few prisoners had received any information about Hatfield before they transferred in but on arrival they were made to feel welcome. The reception area on The Lakes site was clean and bright, and staff and prisoner orderlies worked hard to create a relaxed atmosphere. The reception and early day processes were efficient and included all necessary checks and private interviews. In our survey, almost all prisoners said they felt safe on their first night, which was better than the comparator and at the previous inspection in 2012.
- S4 Levels of violence and antisocial behaviour were very low, which supported the survey's positive results on safety. Investigations into allegations were mostly thorough, and there were good links between security and safer custody.
- S5 The prison had begun work to consider if any lessons could be learned from a self-inflicted death earlier in 2015. There had been no recorded prisoner self-harm for almost a year and, on the rare occasions that a prisoner in crisis was put under assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm, the quality of documentation was good with evidence of good care. An approachable and caring staff group worked alongside Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) and peer mentors to create a supportive culture that made the prison feel safe.
- S6 There were systems to identify and support prisoners at risk because of their health, disability or age, but the local policy and partnership arrangements were underdeveloped. The prison was making progress to develop the provision of social care.
- S7 Security was proportionate and underpinned by the very good staff-prisoner relationships, which ensured a good flow of intelligence. Security meetings were well attended but the analysis of patterns and trends was limited. Mandatory drug testing (MDT) positive rates were low, but new psychoactive substances (NPS) – new drugs that mimic the effects of illegal drugs, and may have unpredictable and life-threatening effects – and diverted medication were known risks. The prison had responded positively with a comprehensive, prison-wide strategy for supply reduction.
- S8 Formal disciplinary measures were used infrequently, and adjudication records showed sufficient enquiry and that mitigating circumstances were taken into account. However, oversight was weak and too many procedural errors resulted in charges being dismissed. Use

of force was low but the documentation required improvement. There was no segregation unit.

- S9 In our survey, fewer prisoners than the comparators said they had received help for drug or alcohol problems, but all of those who had received support found it helpful. The peer supporter scheme for prisoners with substance misuse problems was developing well, but not enough interventions were offered.

## Respect

*S10 Living conditions had generally improved, but some of the main units were grubby and lacked privacy for showering. Prisoners were very positive about the staff, relationships between the two were excellent, and staff in all areas engaged positively with prisoners. Prisoner consultation arrangements were also very good, and the peer support provision gave prisoners an effective voice. Work on equality and diversity was often good but underdeveloped, and the prison was sighted on some weaknesses in the chaplaincy. Health care was good and improving. **Outcomes for prisoners were good against this healthy prison test.***

*S11 At the last inspection in October 2012 we found that outcomes for prisoners in Hatfield were not sufficiently good against this healthy prison test. We made 18 recommendations in the area of respect. At this follow-up inspection we found that six of the recommendations had been achieved, six had been partially achieved, five had not been achieved and one was no longer relevant.*

S12 The external areas of the prison were well maintained and prisoners had good access to them. The Lakes site, used for new arrivals, provided better residential accommodation than the main site, with staff and prisoners working hard to keep it clean and tidy. Living conditions had generally improved and were mostly adequate, but some areas were grubby and required decoration. Prisoners had good access to laundry facilities and could shower daily, but some showers were inadequately screened.

S13 Prisoners in our survey and in groups were very positive about the staff. Staff-prisoner relationships had improved significantly and were now excellent. Prisoners knew their contact support officers, although staff entries in prisoner case note lacked detail. Prisoner consultation arrangements had been transformed and were among the best we have seen.

S14 Work to develop equality and diversity was in its early stages. There was no equality strategy document but there were processes to identify the needs of new arrivals, and there was an effective equality action team. Prisoner equality representatives were supported by a committed equality officer, although he was not allocated sufficient time to develop the role. Monitoring and analysis of the equality of prisoner treatment did not include all the protected characteristics or every aspect of prison life. Discrimination complaint procedures were rarely used and not promoted well enough, and they lacked quality monitoring and external scrutiny. Support groups for Gypsy, Romany and Traveller prisoners, prisoners from a black and minority ethnic background, and older prisoners were being developed, but there was little support for gay prisoners.

S15 In our survey, prisoners from a black and minority ethnic background and Muslim prisoners were more positive than white and non-Muslim prisoners about respect for their religious beliefs. Faith facilities were reasonable, and the chaplaincy offered appropriate pastoral support to prisoners who needed it. However, some prisoners were negative about the faith provision, and the prison was working through a clear plan to improve this area.

- S16 The positive relationships between staff and prisoners, and the role of prisoner information desk workers, meant that many prisoner issues were dealt with informally with few formal complaints made. Responses to complaints were generally appropriate but some did not fully deal with the issues raised or were dismissive in tone. Quality assurance measures were addressing this, and there was good follow up of complaints.
- S17 Prisoners were very positive about the health care provided and the attitude of health staff. There was an appropriate and improving range of services, but care planning for those with complex health needs required development. The clinical rooms on the main site still required refurbishment, but the facilities on the Lakes site were very good. Prisoners had reasonable access to dental care on the main site, but provision was inadequate on the Lakes, although the prison said this was being addressed. Ambulances were not requested immediately when there was an emergency, and not all prison staff were aware of the location of defibrillators. Pharmacy services were good, and mental health services were very good.
- S18 In our survey, a majority of prisoners said that the food was good, and our findings supported this view. The kitchen catered for a range of diets and was responsive to prisoner suggestions. Prisoners could eat communally at all meals, which was positive, but there were still no facilities for self-catering. Prisoners were reasonably content with shop purchase arrangements and consultation was improving, although not all prisoner needs were addressed.

## Purposeful activity

- S19 *All prisoners had extensive time out of their rooms and could take part in a wide range of purposeful activity. Excellent partnership working between the prison and college and with employers had resulted in an appropriately focused learning and skills provision, complemented by a range of release on temporary licence (ROTL) opportunities for prisoners. Teachers had very high aspirations for learners, and qualification outcomes were high. The library and PE provision were good and further enhanced a purposeful prison community. **Outcomes for prisoners were good against this healthy prison test.***
- S20 *At the last inspection in October 2012 we found that outcomes for prisoners in Hatfield were reasonably good against this healthy prison test. We made seven recommendations in the area of purposeful activity. At this follow-up inspection we found that six of the recommendations had been achieved and one had been partially achieved.*

- S21 Prisoners were able to spend a good amount of time out of their rooms each day and had good access to the well-kept outside areas and to association facilities.
- S22 Excellent partnership working between the prison and college managers had resulted in an appropriately focused and well-planned and coherent curriculum. There were also excellent partnerships with employers, which had resulted in good quality training and employment for many prisoners. A thorough needs analysis had made good use of local market intelligence, employer needs and prisoners' views to establish a relevant, employment-focused curriculum. The self-assessment and quality improvement arrangements had been particularly effective in improving the provision.
- S23 The prison provided opportunities for all prisoners to work in a very wide range of internal and external activity places. The allocation process was efficient in ensuring that prisoners benefited from employment-related activities that met their needs.

- S24 Teachers and managers had the highest expectations of their learners, which contributed to an excellent learning environment in which they thrived and achieved. The standard of individual coaching and personal support to prepare prisoners for education and employment was outstanding. Teachers planned lessons well and worked skilfully with groups of learners of differing abilities. Outcomes on college courses were high and had improved significantly in English and mathematics. Prisoners developed very good employability skills. The library provision on both sites was good and attendance was high.
- S25 PE facilities were good and available every day. The gym offered a range of PE qualifications and success rates were high.

## Resettlement

- S26 *The strategic oversight of resettlement lacked some coordination but offender management and resettlement work was generally good. All prisoners had an offender supervisor and a meaningful sentence plan. Offender supervisors ensured good contact and case management, but contact from external offender managers was poor and some failed to identify the management risk levels of prisoners subject to multi-agency public protection arrangements (MAPPA) promptly. Home detention curfew (HDC) and ROTL procedures were good, and public protection and categorisation were well managed. ROTL was well used and failure rates were low, but prisoners were frustrated by its administration. Resettlement pathway provision was mostly good. Good partnership working between the college, National Careers Service and the community rehabilitation company (CRC)<sup>2</sup> had resulted in two-thirds of prisoners going into suitable education, training or employment on release. Family visits were also a strength. **Outcomes for prisoners were good against this healthy prison test.***
- S27 *At the last inspection in October 2012 we found that outcomes for prisoners in Hatfield were reasonably good against this healthy prison test. We made eight recommendations in the area of resettlement. At this follow-up inspection we found that five of the recommendations had been achieved, one had been partially achieved and two not been achieved.*

- S28 The prison's approach to resettlement and offender management was good but lacked some coordination. The prisoner needs analysis concentrated appropriately on work, education and vocational activities.
- S29 All prisoners were allocated an offender supervisor, and the team was well organised and motivated. The contact between offender supervisors and prisoners was reasonable. However, contact between external offender managers and offender supervisors and prisoners was poor. Most OASys (offender assessment system) assessments were timely and of good quality but they were not always reviewed following a significant event for the prisoner. Sentence plans focused appropriately on meeting educational needs, gaining employment and completing ROTL, but some objectives lacked clarity, and risk management plans were not always good enough. Prisoners had good access to ROTL and risk assessment procedures were sound, although some prisoners were frustrated with the administrative procedures and delays. There were few absconds or ROTL failures. HDC procedures were good.

<sup>2</sup> Since May 2015 rehabilitation services, both in custody and after release, have been organised through CRCs, which are responsible for work with medium- and low-risk offenders. The National Probation Service (NPS) has maintained responsibility for high- and very high-risk offenders.

- S30 Public protection arrangements were well managed with appropriate restrictions applied, and reviewed regularly at the risk management meeting. Prisoners' MAPPA risk management levels were not always identified quickly enough before their release, although the prison identified risks and managed them appropriately within the prison.
- S31 The process for recategorisation of those who might need to return to closed conditions was appropriate. Immediate suitability reviews were used and meant that recategorisation was not automatic, with many prisoners given further chances to regain trust in open conditions.
- S32 Indeterminate sentence prisoners were managed appropriately by prison-based probation staff. Some life-sentenced prisoners were dissatisfied, and the prison had not explored this extensively. However, it was encouraging that lifer forums were held.
- S33 Survey responses from prisoners about most aspects of resettlement were positive and had improved since the previous inspection. The new CRC provider was well integrated and provided a good service. It saw all prisoners 12 weeks before their release to assess and deal with any outstanding resettlement needs. An exit survey was also conducted two weeks before release.
- S34 The CRC provided a comprehensive service for prisoners requiring assistance with accommodation; only one person had been released with no fixed accommodation in the previous six months.
- S35 Prisoners had excellent access to careers advice, and careers action plans were of good quality with timely reviews. Links with employers, colleges and training providers were also excellent, as were internal partnerships within the prison. National Careers Service staff were particularly effective in securing funding to support prisoners with post-release training. Prisoners could access internet-enabled job search facilities, although the time for this was too limited. Support for prisoners in arranging education, training and employment on release was excellent, and about two-thirds secured places.
- S36 Pre-release primary health arrangements were inadequate, but were good for prisoners with mental health needs. The drugs team was effective in preparing prisoners for release, and there were good links with local and regional community drug and alcohol support agencies.
- S37 Provision for finance, benefit and debt support was good with courses available through the education department. Prisoners could open Credit Union accounts and were given help to deal with debts and outstanding fines. Links with Jobcentre Plus were well established.
- S38 The visits provision was good and the rooms were clean, bright and welcoming. Family days were open to all prisoners and were excellent, and the development of a family committee involving prisoners was a welcome initiative. ROTL was used well to promote and support family ties.
- S39 Some prisoners took part in individual offending behaviour work outside the prison, using ROTL, but there was nothing in the prison for those awaiting ROTL.



# 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 travelling to the prison generally felt that escort staff treated them well but few had received any information about Hatfield before their arrival.*

**I.2** Most prisoners had relatively short journeys to the prison and said escort staff treated them well. In our survey, 79% of prisoners whose journey was longer than two hours said that they were offered something to eat or drink, an improvement on the 53% at the previous inspection. Most prisoners were still transferred in cellular vehicles, of which one prisoner wrote in his survey: 'the sweatboxes are all disgusting to travel in'. Most prisoners arrived in the late morning or afternoon and did not routinely wait long to leave the escort vehicles.

**I.3** Few prisoners had received information about Hatfield before their arrival, although the prison was preparing an appropriate leaflet. Prisoners told us they had not been given much notice of their transfer, and had not been told that they would be going to The Lakes site when they first arrived rather than the main Hatfield site.

### Recommendation

**I.4** **Cellular vans should not be used routinely when transferring category D prisoners to Hatfield.** (Repeated recommendation I.4)

### Housekeeping point

**I.5** Prisoners should receive information about the prison before they transfer in.

## 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.6** *The reception process was efficient, with good peer involvement. The support for new arrivals and induction arrangements had improved.*

**I.7** In our survey, more prisoners than the comparator and than at the last inspection said they were treated well in reception. All new arrivals went to The Lakes site for an initial three-

month period. The new reception area there was clean and bright, and new arrivals did not spend too long there. Reception staff were friendly and the atmosphere was informal throughout completion of the necessary checks and interviews. Searching was proportionate, and arrivals now had a private interview in reception. A prisoner information desk (PID) worker (one of two prisoners trained to provide information, advice and guidance to new arrivals) took part in some of the reception process, which added to the welcoming atmosphere. New arrivals were offered a reception pack of basic grocery or smoking items, and could retain items they brought with them from their sending prison. Health care staff screened all new arrivals.

- 1.8** There was no designated first night unit or cells. The PID worker took new arrivals to their allocated room on G or H unit (the latter was opening shortly after the inspection); they could be located to any shared room, depending on their cell sharing risk assessment and/or medical needs. Some new arrivals did not expect to be in a double room. The rooms were a good size for two people (see photograph of occupied double room on The Lakes, Appendix V), and included lockable storage. Prisoners had access to toilets outside their rooms whenever they wanted.
- 1.9** First night arrangements were good and induction officers had a private interview with new arrivals, which provided further opportunity for them to disclose any concerns and for their vulnerability to be assessed. Prisoners' individual telephone accounts were transferred electronically from their sending prisons, and staff checked that new arrivals had been able to let their family know they had arrived at Hatfield. PID workers took new arrivals on a tour of the Lakes site and were available to answer any questions, as were staff.
- 1.10** Staff we spoke to, including night staff, were aware of who the new arrivals were and the rooms they were located in. In our survey, 98% of prisoners said they had felt safe on their first night, against the comparator of 90% and 86% at the previous inspection.
- 1.11** In our survey, fewer prisoners than the comparator said they had attended an induction course, although the induction process was clear. Prisoners were given a useful induction booklet and attended a formal induction presentation with an induction officer and a PID worker the day after they arrived. The induction presentation was informative and covered areas of relevance, although a few elements were more appropriate to a closed prison. Prisoners also spent time with key departments as part of their induction and were allocated to activities quickly, based on their assessed interest and need (see paragraph 3.11).

## Housekeeping point

- 1.12** The contents of the induction presentation should be specific to an open prison.

## 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.**

- 1.13** *Almost all prisoners felt safe, and the incidence of bullying and violence were very low. Investigations were thorough and there were good links between the safer custody and security departments.*

- I.14** The prison held a bimonthly safer custody meeting, which provided a greater focus on Hatfield than at the previous inspection when it was part of the cluster arrangement with HMPs Moorland and Lindholme. The meeting was chaired by the head of residence and prisoners were well represented. There was a violence reduction strategy but this did not sufficiently recognise the specific context of an open prison and the potential for bullying and violence associated with the many releases on temporary licence. A full-time safer custody officer had been appointed as a part of a national initiative and his role was being developed.
- I.15** Levels of violence and antisocial behaviour were very low, and prisoners were generally well behaved and valued their place at Hatfield. There had been two prisoner-on-prisoner assaults recorded in the last 12 months, with one perpetrator returned to closed conditions. One assault on an officer had been recorded in the same period, associated with an incident where force had been used (the prisoner was returned to closed conditions for various reasons).
- I.16** In our survey, responses indicated that prisoners felt safe and this had improved since the last inspection. Although more prisoners from a black and minority ethnic background and Muslim respondents than white and non-Muslim prisoners said they felt victimised by staff because of their race or religion, this was not supported in our prisoner focus group or by the many prisoners we spoke to. However, we noted that there were no black or minority ethnic staff (see also paragraph 2.19). There had been no prison-wide survey of prisoners' perceptions of safety, and exit surveys, which were very positive about safety, had only recently been reintroduced. There was a range of opportunities for prisoners to raise any concerns about safety through consultation meetings.
- I.17** Investigations into allegations of bullying and violence were mostly thorough. They usually related to reports of threats, often by a third party. Suspected perpetrators, victims and witnesses were interviewed and statements taken, but it was often difficult to substantiate the allegations or support the security information. In some cases, prisoners were reluctant to disclose details to support their allegations. Prisoners' electronic records were updated to include such reports and investigations.
- I.18** There were good links between security and safer custody to monitor factors associated with absconds (which can happen when prisoners are bullied in an open prison); these had reduced from 15 in 2014 to seven in the year to date, another indicator of safety in the prison.

### Housekeeping point

- I.19** The violence reduction strategy should reflect the specific context and potential for bullying and violence in an open prison.

## 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.20** *There was very little self-harm and few prisoners were subject to at-risk case management procedures, largely due to the approachable and caring staff group.*

**I.21** Work had begun to consider if any lessons could be learned from a self-inflicted death in 2015.

**I.22** No prisoner self-harm had been recorded for almost a year. On the rare occasions when there was assessment, care in custody and teamwork (ACCT) case management for prisoners at risk of suicide or self-harm, the quality of documents was good and there was evidence of good care. Four ACCT documents had been opened this year in 2015. Since our last inspection, 52% of officers had received some safer custody training. Some night staff did not carry anti-ligature knives, but this was addressed during our inspection. We found no evidence that the prison was risk averse by immediately returning prisoners at risk to a closed prison.

**I.23** An approachable and caring staff group worked with Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners) and peer mentors to create a supportive culture. Listeners felt valued. Release on temporary licence (ROTL,) escorted visits or additional telephone calls were options used to support prisoners in crisis, and helped to make the prison feel safe.

**I.24** As with the violence reduction policy, the suicide and self-harm prevention policy did not fully reflect the specific context of an open prison. It did not sufficiently refer to the heightened risks following refusals for ROTL and early release, and overall missed opportunities to mitigate risks unique to the open estate.

### Housekeeping point

**I.25** The suicide and self-harm prevention strategy should reflect the specific context of an open prison.

## 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>3</sup>**

**I.26** *The prison had links with the local safeguarding adults board but these were not yet reflected in the local policy. There had been some good developments under the requirements of the Social Care Act 2014.*

**I.27** The prison had systems to identify and support adults at risk because of their disability, age or illness. The relatively low number of prisoners led to good staff awareness of individual needs. The prison had made initial contact with the local safeguarding adults board in September 2014, but partnership arrangements were not yet reflected in the local 'adult safeguarding in prison' strategy. Additionally, the strategy did not so far include, for example, training opportunities, protocols for sharing information and arrangements to refer adults at risk where there were concerns.

### Recommendation

**I.28 Partnership arrangements with the local safeguarding adults board should be developed and reflected in a revised policy.**

## 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.29** *Security was proportionate and underpinned by the very good staff-prisoner relationships. Security meetings were well attended but there was not enough analysis of patterns and trends. Mandatory drug testing (MDT) positive rates were low but new psychoactive substances (NPS) and diverted medication were known risks. The prison had responded with a comprehensive prison-wide strategic approach to supply reduction. Decisions to return prisoners to closed conditions were appropriate.*

**I.30** As an open prison, Hatfield had minimal physical security measures, which were proportionate to the risks posed by a category D population. The very good staff-prisoner relationships ensured effective dynamic security; staff across the prison interacted well with prisoners and swiftly reported security concerns.

<sup>3</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).

- I.31** The regular security meetings were reasonably well attended and considered a detailed report, but there was still not enough analysis of trends over time to inform the setting of appropriate security objectives. The security team communicated well with the rest of the establishment, particularly the offender management unit (OMU), and had a good working relationship with the police.
- I.32** Staff at Hatfield had submitted 542 intelligence reports in the previous six months, which was similar to comparable prisons and the previous inspection. These reports informed appropriate security objectives. In addition to preventing drugs, mobile phones and alcohol being smuggled on to the site, the prison was focused on public protection and the risks associated with ROTL. The low number of ROTL failures during this same period was a credit to the prison's approach to risk management.
- I.33** Despite some delays in carrying out searches, there had been 10 drug finds and one alcohol find in the previous six months. In our survey, similar numbers to the comparators said it was easy to get drugs or alcohol in the prison or had developed problems with diverted medication. Prisoners told us it was possible to get drugs reasonably easily in the prison.
- I.34** The average positive MDT rate for the six months to the end of July 2015 was lower than the target at 3.2%. Eight alcohol breath tests in the same six months found five positives. One prisoner had tested positive for anabolic steroids.
- I.35** The security department and drugs team were generally sighted on the risks associated with NPS like Black Mamba and Spice – new drugs that mimic the effects of illegal drugs, such as cannabis, heroin or amphetamines, and may have unpredictable and life-threatening effects – as well as diverted medication availability. There was a comprehensive and realistic prison-wide strategy document outlining the establishment's approach to supply reduction (see paragraph I.49). The MDT suite and holding rooms were clean, tidy and appropriately equipped.
- I.36** The prison had returned 41 prisoners to closed conditions in the previous six months, mostly as automatic responses to finds of mobile phones or drugs. The prison also carried out an 'immediate suitability review' if a prisoner displayed bad behaviour; those that we reviewed showed that prisoners were only transferred back to closed conditions when it was unavoidable (see paragraph 4.20).

### Housekeeping point

- I.37** **The prison's analysis of security information should include the monitoring of trends over time to inform the setting of appropriate security objectives.**

## 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.38** *Nearly all prisoners were on the enhanced level of the incentives and earned privileges (IEP) scheme. However, the scheme had minimal impact on prisoner behaviour compared with their motivation to comply with the regime so that they could remain at Hatfield and benefit from the open conditions.*

**I.39** The prison's IEP policy was clear and prisoners understood how the scheme operated. Prisoners could keep their enhanced status when they were transferred in. Nearly all prisoners were on the enhanced regime, there were very few demotions and no prisoners were on the basic regime. However, we found the scheme had little impact on prisoner behaviour as instead they were motivated by the wish to remain at Hatfield and benefit from the open conditions.

## 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.40** *Disciplinary measures were used infrequently. Most adjudication records showed appropriate enquiry before a finding of guilt. Oversight of adjudications and use of force required improvement. There was no segregation unit.*

## Disciplinary procedures

**I.41** There had been 57 adjudications in the previous six months, fewer than at similar prisons. Most of the adjudication records we saw demonstrated sufficient enquiry and that mitigating circumstances were taken into account. However, the prison did not monitor the outcome of adjudications and, despite the low number, we found too many procedural errors that resulted in charges being dismissed. Although the head of security carried out quality assurance, this had not yet addressed the poor quality of some records.

**I.42** Prisoners placed on report for serious matters, including possession of a mobile phone or a positive drug test, were transferred to closed conditions, where their adjudication hearings took place.

## The use of force

**I.43** There had been 13 incidents where force had been used in 2015 to date, which was more than at the last inspection. However, this increase related to improvements in recording the application of handcuffs to move prisoners to reception pending a transfer back to closed

conditions. In 10 incidents, the application of handcuffs was the only force used, and the documentation for the remaining three cases indicated that force was used appropriately.

- I.44** There was still no scrutiny or monitoring of the use of force, and the quality of the documentation required improvement. Health care staff were still not called to every incident, so medical checks were not routine.

## Recommendations

- I.45** **Quality assurance arrangements to scrutinise adjudications and the use of force should be implemented immediately to reduce the number of dismissed adjudications and to ensure all use of force is accountable.**
- I.46** **Medical examinations should be completed and recorded following all use of force incidents.**

## Segregation

- I.47** The prison had no segregation unit. If a prisoner needed to be segregated he was removed to a closed prison.

## 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.48** *Although fewer prisoners than the comparators said they had needed help for drug or alcohol problems, all of those who did said they found it helpful. The peer supporter scheme was developing well, but not enough interventions were offered. Methadone for the two prisoners on opiate substitution was administered in conditions that compromised privacy.*

- I.49** Nottinghamshire Healthcare NHS Foundation Trust delivered an integrated substance misuse service. The prison was still developing a drug and alcohol treatment strategy document and needs analysis, but a supply reduction strategy was in place (see paragraph I.35).
- I.50** In our survey, fewer prisoners than the comparators said they had received help for drug or alcohol problems, but 100% of those who had received support said they found it helpful – compared with 68% at the previous inspection.
- I.51** There were 40 prisoners (14.5% of the population) on the psychosocial caseload, receiving one-to-one support and access to a weekly evening drop-in session. Short groupwork sessions covered awareness of NPS (see also paragraph I.35) and a range of other recovery-related issues. Two prisoner peer supporters provided support and facilitated a weekly in-house Narcotics Anonymous (NA) group session, and there were plans to increase their number. A more intensive recovery programme was also being developed to complement the other interventions, and acupuncture sessions were also available, but there were no Alcoholics Anonymous (AA) fellowships.

- I.52** Two prisoners were receiving methadone as opiate substitution treatment. However, this medication was administered at the same time and in the same place as other medications, in a very small area by the doorway to the health care centre, which compromised privacy (see recommendation 2.68)
- I.53** A consultant psychiatrist conducted regular clinical reviews with the patient and drugs worker.

## Recommendations

- I.54** **The prison should introduce a high intensity drug and alcohol recovery programme, incorporating peer support, to ensure a full range of suitable interventions to meet need.**
- I.55** **Alcoholic Anonymous fellowship groups should be available to all prisoners.**



## 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** *External areas of both sites were well maintained. Living conditions had improved and were adequate for most prisoners, but some communal areas were grubby. Prisoners had good access to laundry facilities and showers but some showers were inadequately screened. Prisoner confidence in the application system had improved, and prisoners had good access to telephones and mail.*

**2.2** The external areas of both the main site and The Lakes site were attractive and well maintained, and prisoners had very good access to them. All prisoners were given their own room key. Since the previous inspection, The Lakes, a small site next to HMP Lindholme had operated as the induction unit and held prisoners for their first three months. Living conditions here were good; rooms were clean and well furnished, as was the large, bright and well-equipped association area.

**2.3** Living conditions on the main site had improved and were now adequate for most. As at the previous inspection, most rooms were clean and well furnished. Although there had been work to improve communal areas, some remained grubby. D and E units were particularly poor but these were being emptied at the time of the inspection while the prison was seeking funds for refurbishment.

**2.4** Prisoners had good access to showers and communal toilets. Although these facilities had improved since the previous inspection, the showers and toilets on A, B and C units were still inadequately screened, with communal toilets still used to store mops and buckets, which was inappropriate.

**2.5** There were association areas with well-maintained equipment for all prisoners. Some prisoners had access to microwaves and toasters, but there were no self-catering facilities (see recommendation 2.80). In our survey, prisoners were positive about their access to cleaning materials and clean sheets. All prisoners could wear their own clothes and use laundry facilities. Prisoner access to mail and telephone calls was good.

**2.6** Prisoner confidence in the application system had improved and was now similar to comparable prisons. The positive staff-prisoner relationships meant that many issues were dealt with informally, rather than through the application system, and prisoners could also approach prisoner information desk (PID) workers to address minor issues (see paragraph 1.7).

#### Recommendation

**2.7 Communal areas and rooms in all units should be clean and well maintained.**

## Housekeeping point

- 2.8 Showers and toilets should be adequately screened.

## 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.**

2.9 *Relationships between staff and prisoners were excellent. The contact support officer scheme was promising and prisoners knew their officers, but staff case notes on prisoners lacked detail. Prisoner consultation arrangements had been transformed and were among the best we have seen.*

- 2.10 Staff-prisoner relationships had improved significantly and were now better than the comparators across all indicators. In our survey, 92% of prisoners said that most staff treated them with respect, compared with 63% at the previous inspection, and 90%, against 68%, now said they had a member of staff they could turn to if they had a problem. Throughout the inspection, prisoners told us that most staff were helpful and courteous, and we saw many examples of positive, friendly and supportive relationships. Staff and prisoners referred to each other exclusively by their preferred names.
- 2.11 The prison had implemented the 'contact support officer' scheme since the previous inspection, which operated in a similar way to personal officer schemes at other prisons. As a consequence, the proportion of prisoners in our survey who said they had a personal officer had risen from 55% in 2012 to 81%, of whom 86% said they found their personal officer helpful. The number of contact support officer entries on the electronic case notes for prisoners had increased, but most were not detailed enough to inform offender management unit (OMU) decisions about risk.
- 2.12 Prisoner consultation arrangements were very impressive. The governor held monthly prisoner briefings that were open to all, there were monthly wing representative meetings to deal with practical issues, and the governor also attended a 'contact group' meeting with prisoner representatives to address their concerns about policy and more strategic issues. The minutes of these meetings showed that staff were responsive and that most issues raised were addressed. We also found examples of good responsive consultation in many areas of the prison, particularly education and catering.

## Good practice

- 2.13 *Consultation arrangements across the prison were well developed and responsive. The regular prisoner briefings, wing representative and 'contact group' ensured that all prisoners had an opportunity to offer suggestions or voice concerns. There were also examples of consultation in many departments, particularly education and catering.*

## 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>4</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.**

**2.14** *The development of a prison-specific approach to equality and diversity work was in its early stages. Despite some weaknesses in procedure, there was no clear evidence of discrimination and overall outcomes were good, although more work on this was needed. The generally good staff-prisoner relationships underpinned respect for prisoners' diverse needs, and there had been efforts to understand some of the poorer perceptions held by black and minority ethnic prisoners.*

### Strategic management

- 2.15** Work to develop the prison's own equality and diversity approaches following its move from the previous cluster arrangement was led by the deputy governor and still in its early stages. An effective equality action team (EAT) met bimonthly and was attended by staff from relevant departments, although not consistently; it included prisoner representatives, who made a good contribution.
- 2.16** There were protocols to cover each of the protected characteristics and an equality strategy information booklet (2011-12), but no single equality strategy document based on a needs assessment of the population with a clear strategic focus for Hatfield. An equality action plan was reviewed by the EAT.
- 2.17** Prisoner induction included a session on race, equality and diversity, and new arrivals were asked to complete an equality questionnaire, which asked about ethnicity, nationality, disability and other protected characteristics. Their responses were entered on to the prison's IT system, collated and used to inform reports to the EAT, but not in sufficient depth to provide an analysis of need. The prison had appointed prisoner equality representatives from diverse backgrounds and trained them as peer supporters, but it had not been possible to attract representatives for all the protected characteristics. The representatives met before the EAT meeting to agree on issues to be raised there. They felt well supported by the enthusiastic and trained equality officer. He had been in post for five months but was not allocated sufficient time to develop his role; he had concentrated on establishing several focus groups.
- 2.18** Monitoring of equality and diversity focused on prisoner access to release on temporary licence (ROTL) and outside work, but the analysis and EAT discussion did not include all protected characteristics or other aspects of prison life. For example, there was no monitoring of Muslim prisoners' access to work opportunities, even though they made up 20% of the population. Monitoring data were not routinely published to all prisoners.

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

- 2.19** Discrimination complaint procedures were rarely used, and were neither well promoted nor subject to quality assurance or external scrutiny. Discrimination incident reporting forms (DIRFs) were not always freely available – they were stored in the staff office on B wing and none were available on D and E wings. There had been no training in equality and diversity for most staff, and there were no black and minority ethnic staff or input from external black and minority ethnic organisations to the EAT.
- 2.20** Since June 2015, initial focus groups had been held for Gypsy, Romany and Traveller prisoners, those from a black and minority ethnic background, and older prisoners. Although the EAT discussed forthcoming religious and cultural events, and agreed which would be celebrated, there was little promotion of diversity or celebration of other cultures displayed around the prison.

## Recommendation

- 2.21** **The equality officer should be given sufficient profiled time to develop Hatfield's equality and diversity procedures, including a needs analysis, improvements in monitoring and promotion of the discrimination incident reporting forms procedures, and continued development of support groups.**

## Protected characteristics

- 2.22** Just under a third of prisoners, 30%, were from black and minority ethnic backgrounds. Participants at our focus group for black and minority ethnic prisoners were very positive about their relationships with staff and other prisoners and the absence of discrimination, as were other individuals we met. However, in our survey, fewer prisoners from a black and minority ethnic background than white prisoners said they had a member of staff they could turn to for help if they had a problem (although 76% said they did have someone). Minutes of an EAT meeting in June 2015 had highlighted some negative feedback from black and minority ethnic prisoners following the latest measuring the quality of prison life (MQPL) survey. The prison was exploring these perceptions through further meetings with relevant prisoners. The prison had made contact with community advocates for Gypsy, Romany and Traveller prisoners, who made up 1.8% of the population, as part of an assessment of their needs.
- 2.23** In our survey, fewer Muslim than non-Muslim prisoners compared with the previous inspection said that most staff treated them with respect, although they felt their religious beliefs were respected.
- 2.24** Although there was a local foreign nationals policy (dated October 2014,) the prison had incorrectly identified four prisoners as foreign nationals (when they were British or had dual nationality). Staff were aware of help for non-English speakers through translation services but these had not been required.
- 2.25** There had been no specific focus on prisoners with disabilities, although 47 (17.3%) had declared a disability on their arrival. Staff knew which prisoners had a personal emergency evacuation plan and understood their responsibilities to these prisoners. There were no rooms specifically adapted for prisoners with physical disabilities but reasonable adjustments had been made for those with mobility problems.
- 2.26** A second focus group for older prisoners (over 55) had been held during the inspection. They were offered some specific gym provision, and other needs were being explored with

them. There were only two young adults (under 21) who were well integrated with no identified additional needs.

- 2.27** There was little active support for gay prisoners, although there had been efforts to publicise LGBT issues during LGBT history month.

## Recommendation

- 2.28** The prison and health care provider should work jointly to meet the needs of prisoners who have declared a disability.

## 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.**

- 2.29** *Faith provision specific to the prison was being developed; the prison was aware of the current gaps and had a clear plan to address these. There was individual faith support for prisoners who needed it.*

- 2.30** Hatfield was still developing its own faith provision following the termination of the previous prison cluster arrangement. In the meantime the managing chaplain had to divide her time between two very different prisons, Hatfield and Lindholme. An audit by the NOMS chaplaincy earlier in 2015 had highlighted several weak areas, such as insufficient chaplaincy integration with the rest of the establishment, and lack of regular meetings and recording of their work; the prison had a clear action plan to address these deficiencies.
- 2.31** In our survey, prisoners from a black and minority ethnic background and Muslim prisoners were more positive about respect for their religious beliefs than white and non-Muslim prisoners. Prisoners were generally more negative than the comparators about being able to speak to a religious leader in private and meeting a chaplain when they first arrived, although responses were better on the Lakes site.
- 2.32** The small chaplaincy included Catholic, Muslim, Church of England and Free Church chaplains, with chaplains of other faiths available when needed. A chaplain was on site most days to see new arrivals and provide information about services and the support available. Support was given to prisoners dealing with bereavement or other bad news, and chaplains facilitated private telephone calls where appropriate. Although services for the main faiths were scheduled for both Hatfield sites, chaplains were not always available to lead some of them.
- 2.33** The faith facilities were reasonable, although the room for Muslim worship at the main site was not large enough for the number of prisoners who attended Friday prayers, which instead took place in the visits room. Arrangements for Ramadan had been reasonable, and concerns about the utensils used to serve halal food at the Lakes site were being addressed.

## Recommendation

- 2.34** The prison should ensure that all prisoners who wish to take part in communal worship can do so regularly and consistently.

## 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.**

- 2.35** *There were relatively few complaints, and prisoners were encouraged to resolve issues by talking to staff. Most responses to complaints were appropriate, and quality assurance helped to improve them.*

- 2.36** Complaint forms were available on the units, and in our survey, fewer prisoners than the comparator said they had been prevented from making a complaint when they wanted to. There had been 74 complaints in the previous six months, which was lower than at similar prisons. Prisoners were encouraged to speak to staff to resolve issues informally; this was discussed during induction and in the session we observed the PID worker gave useful examples. Although there were some concerns that making a complaint could lead to being transferred out, we found no evidence to support this.

- 2.37** In the complaints we sampled, responses were mostly polite and addressed the complaint, but some were dismissive or unhelpful. Random quality assurance had addressed some of these weaknesses, and the governor reviewed any complaint where the prisoner was not satisfied with the response. Not all complaints had received a timely response, but this had improved recently. There was monthly consideration of any emerging trends.

## 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.**

- 2.38** *Provision for legal needs was adequate.*

- 2.39** Although no identified source of legal support was available, prisoners were generally positive about being able to communicate with their legal representatives, and offender supervisors had facilitated telephone calls for some prisoners. Legal issues for many prisoners had been dealt with before their arrival at Hatfield, but some had civil matters to conclude and a small number had been granted special purposes leave to deal with these.

- 2.40** Legal visits still took place in the open area of the main visits room at the Hatfield site, which did not offer sufficient privacy. Private booths were available at the Lakes site. Legal books and Prison Service orders were available in the libraries.

## Housekeeping point

- 2.41** Legal visits should take place in sufficient privacy.

## 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.**

- 2.42** *Health services were good and improving. Prisoners were very positive about the health provision. The range of services was appropriate but few were easily accessible to prisoners who worked outside the prison. Nurse-led review clinics for lifelong conditions and complex health needs were underdeveloped. The clinical rooms on the main site needed refurbishment to comply with infection control standards. Access to emergency medical assistance required improvement. Prisoners had inadequate access to dental care at the Lakes site and those on the main site waited too long for dental treatment. Pharmacy services were good and mental health services were very good.*
- 2.43** *The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)<sup>5</sup> and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies. The Care Quality Commission contributed to this inspection and found no breaches of the relevant regulations.*

## Governance arrangements

- 2.44** NHS England (Yorkshire and Humber) commissioned Nottinghamshire Healthcare NHS Foundation Trust to provide all health services. The commissioners, prison and provider worked together effectively. Regular clinical governance and operational meetings covered all essential areas. Partnership board meetings had lapsed for a year but had reconvened in July 2015. A new health needs assessment to replace the one from 2012 was planned for later in 2015. Learning from serious incidents, complaints and audits informed service improvement.
- 2.45** Primary health services had previously been provided from HMP Moorland but a team at Hatfield had now been commissioned, consisting of a matron, nurses, pharmacy technicians and a health care assistant. At the time of the inspection half the staff had not yet started, which restricted some service delivery, including regular active reviews of prisoners with lifelong conditions and complex health needs.
- 2.46** Health staff had good access to training, appraisals, supervision and clinical policies. Clinical records were stored securely and those we examined were mostly very good, but formal care planning for prisoners with complex health needs was underdeveloped. Joint working across the teams and with the prison was effective. A nurse had been identified to develop services for older prisoners once all the staff team were in place.

<sup>5</sup> CQC is the independent regulator of health and adult social care in England. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. For information on CQC's standards of care and the action it takes to improve services, please visit: <http://www.cqc.org.uk>.

- 2.47** The health provider had led the progress to develop the provision of social care, required under the Social Care Act 2014, which came into force in prisons in April 2015. This had led to three referrals and assessments for physical adaptations to help prisoners. There was written information for prisoners on the Social Care Act, including how and when they might be referred or self-refer.
- 2.48** The clinical rooms on the main site had not been refurbished and still contained cabinets and sinks that did not comply with infection control standards. In contrast, The Lakes had an excellent clinical environment, although the unscreened windows in the medical room doors compromised privacy. Cleaning was not to the required standard on both sites.
- 2.49** There was appropriate emergency equipment in both health care units. Discipline staff on both sites had good access to well-maintained automated defibrillators, but too few staff were trained to use them and not all knew where they were located. A standard code system was used for health emergencies, but ambulances were not called until the nurse or senior officer requested it, which could affect health outcomes.
- 2.50** Monthly prisoner health forums had commenced in June 2015, and were well attended and effective. Prisoners knew how to complain through the well-advertised confidential health complaints system. Only two complaints had been received in the six months to June 2015. The responses we examined were very good, addressed all the issues raised and apologised where appropriate.
- 2.51** New arrivals did not currently receive any written information on health services as the information leaflet was being updated. Health services were poorly advertised across the wings and in health care. There was a reasonable range of health promotion literature in the health care centres. Prison-wide health promotion was being developed in consultation with prisoners. Prisoners had good access to smoking cessation services, immunisations and treatment for blood-borne viruses. Barrier protection was available from health staff, but was not advertised or promoted.

## Recommendations

- 2.52** **The health needs assessment should be up to date, reflect the needs of the current population and inform all service provision, including timing of services.**
- 2.53** **All clinical environments should offer privacy and fully comply with infection control standards.**
- 2.54** **Ambulances should be called promptly, and sufficient custodial staff should be trained to use automated defibrillators and all prison staff should know where they are located to ensure a prompt response in emergencies.**

## Housekeeping point

- 2.55** Information about the health services on each site, including barrier protection, should be available to all prisoners.

## Delivery of care (physical health)

- 2.56** All new arrivals received a prompt comprehensive health screen from a nurse. Appropriate community liaison and follow-up referrals were completed.

- 2.57** Prisoners could submit applications for health services. While most dropped the form off to health staff, the prisoner health orderly also collected them from the wings on the main site, which was not sufficiently confidential. Applications were processed promptly.
- 2.58** There was an appropriate range of primary care services, including a pain clinic. Waiting times for routine GP appointments were reasonable and urgent appointments were available at each clinic. Nurses sought advice and prescriptions from other prescribers in neighbouring prisons if prisoners had an urgent health need outside scheduled clinics. Prison staff knew how to access the out-of-hours community health provider, but reported the need was low. Waiting times for the podiatrist and physiotherapist were too long (up to 16 weeks on the main site), but this was being addressed. Prisoners with lifelong conditions were identified effectively, but low staffing levels meant there were no regular nurse-led review clinics.
- 2.59** In our survey and discussions, prisoners were very positive about their access to nurses, but in our survey fewer prisoners than the comparator (43% against 53%) were positive about access to the GP. There were two GP clinics a week on the main site and one clinic on The Lakes site. A nurse prescriber also provided a weekly clinic at each site. All prescriber clinics were during office hours, and the service had not assessed if this met the need of prisoners who worked outside the prison or had home leave. Prisoners had good access to nurses on both sites on weekdays, including two evening drop-in clinics on the main site. One nurse covered both sites for a few hours at weekends to administer medication.
- 2.60** In our survey, prisoners were much more positive about the quality of nurse, GP and overall health services than in 2012. Prisoners we spoke to were very complimentary about the care received and attitude of health staff. Health staff were easily identifiable, knew their patients well, and the health interactions we observed were very good.
- 2.61** Arrangements for prisoners to attend external hospital appointments were well managed and good.

## Recommendation

- 2.62** **Prisoners with lifelong conditions and complex health needs should receive regular reviews and have an evidence-based care plan prepared by appropriately trained and supervised staff.**

## Housekeeping point

- 2.63** Prisoner applications for health services should be treated in confidence.

## Pharmacy

- 2.64** A local pharmacy supplied medication promptly, along with patient information leaflets. Medicines were labelled for individual patients, and there was appropriate stock for emergency use. Stock medication was checked by a visiting pharmacy technician, but there had been no visits for several months and we found some expired products. The newly appointed pharmacy technicians were due to take up post, which would help stock control. A pharmacist visited monthly to complete quality checks and provide advice to prisoners, if requested.

- 2.65** Medicines were stored appropriately in locked cupboards. Refrigerator temperatures were monitored correctly. Prescribing guidance and relevant policies were used. Errors, near-misses and drug alerts were managed correctly. A well-attended regular drug and therapeutic meeting for the Doncaster cluster of prisons discussed all key areas, including prescribing data.
- 2.66** The medications in-possession policy had been recently reviewed. In-possession risk assessments, which considered the patient and the medication, were consistently completed. Most prisoners had their medication in possession and were encouraged to order their own medication, which prepared them for release.
- 2.67** Nurses administered medication from a pharmacy room on each site in the morning and afternoon, with two additional late evening sessions on the main site weekly. This provided flexibility for patients with work commitments. The administration we observed was safe, but medication administration often lacked privacy because both pharmacy rooms opened out on to corridors and other prisoners were close by. Nurses could administer an adequate range of medication without a prescription, which gave prisoners prompt access to treatment.

## Recommendation

- 2.68 Prisoners should have adequate privacy and confidentiality during medication administration.**

## Dentistry

- 2.69** In our survey, prisoners said it was easy to access the dentist and that the quality was good. One clinic weekly was provided at HMP Moorland for prisoners from the main site. Waiting times were reasonable at around six weeks for routine assessment, although some prisoners experienced long waits for continuing treatment. Prisoners on The Lakes site had not had any access to dental services since the site opened in June 2015, which had created a significant waiting list, and some prisoners were in pain. However, this was resolved during our inspection and the first clinic, at Moorland, was booked for the following week. Appointments were allocated on clinical need. Emergency provision was appropriate.

## Recommendation

- 2.70 Prisoners should receive dental assessments and continuing treatment within community-equivalent waiting times.**

## Delivery of care (mental health)

- 2.71** In our survey, 14% of prisoners said they had emotional well-being or mental health problems, of whom 38% said they were receiving help, which was similar to the comparator and the previous inspection. No custodial staff had received mental health awareness training in the previous three years.
- 2.72** The integrated team was based at Moorland and had a rich skill mix, including psychiatry, learning disabilities, mental health nurses and psychological well-being practitioners. Staff

attended Hatfield as required. A mental health nurse had been recruited solely for Hatfield and would be based on the site. This increased provision and presence were anticipated to raise the profile of mental health services and increase referrals.

- 2.73** Only a few referrals were received each month through the open referral system. Referrals were screened on receipt and assessed promptly. Eleven of the 14 prisoners taken on by the team since January 2015 were seen by the psychological well-being practitioners. At the time of the inspection, nurses were supporting two prisoners with severe and enduring mental health needs and two with mild to moderate needs. An additional four prisoners were receiving input from the psychological well-being practitioners. All support was currently one-to-one. Care planning and liaison with both community and prison teams were very good, and joint working with the wider health team and substance misuse services was effective.
- 2.74** No prisoners had been transferred under the Mental Health Act since our last inspection.

## Recommendation

- 2.75** Custodial staff should receive regular 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.**

- 2.76** *There had been a marked increase in the number of prisoners who were positive about the food, and the quality and quantity of the meals served were good, but prisoners could not cook for themselves.*

- 2.77** In our survey, 59% of prisoners said the food was good compared with only 16% at the previous inspection and the 39% comparator. We found that the quantity and quality of meals served were good. A four-week menu cycle catered for a range of religious and medical diets. New arrivals were given a choice of meals when they arrived. Prisoners could eat communally in large dining halls for all meals, which was positive. (See photograph in Appendix V.)
- 2.78** The kitchens on both sites were well managed, and prisoners working there were appropriately trained and could take vocational qualifications. Consultation arrangements were strong – the catering manager met wing representatives each month, carried out an annual survey and provided food comment books on all units. The kitchen supported a range of cultural and religious festivals, and ran monthly theme nights.
- 2.79** Prisoners were still unable to cook for themselves on any of the units, which was a missed opportunity in an open resettlement prison.

## Recommendation

- 2.80 Prisoners should be given the opportunity to prepare food for themselves.**  
(Repeated recommendation 2.85)

## Purchases

### Expected outcomes:

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

**2.81** *There were efficient arrangements for prisoners to make purchases from the prison shop and catalogues, but it could take too long for some new arrivals to receive their first order. Consultation about the shop was not yet embedded.*

**2.82** Prison shop order sheets were issued on Friday and goods delivered on Monday (The Lakes) or Tuesday (main site). This meant that some new arrivals could wait up to 11 days to receive their first shop order, although basic grocery and smoker's packs were available in reception (see paragraph 1.7). Goods delivered for prisoners who were out of the prison at the time were stored in reception for them to collect.

**2.83** In our survey, more prisoners than at the previous inspection were satisfied with the range of shop goods available. Consultation about the shop was improving, but records of consultation did not show that it was consistent or gathered the views of all prisoners.

**2.84** Prisoners could shop from catalogues, but had to pay a 50p administration charge, and they could order newspapers and magazines through the library.

## Recommendations

- 2.85 New arrivals should be able to order from the prison shop within their first 24 hours.**
- 2.86 Prisoners should not be charged an administration fee for catalogue orders.**

## Housekeeping point

- 2.87** Consultation about the range of items available in the prison shop should be regular and include the views of all prisoners.

## 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>6</sup>**

**3.1** *Prisoners spent a good amount of time out of their room. They had very good access to association and outside areas.*

**3.2** Prisoners were able to spend most of the day out of their rooms, and had good access to the well-kept outside areas, which included some seating. The main core day started at 7.30am with a roll check and prisoners were not required to return to their rooms until 10pm. They had to be on their own units between 8.30pm and 10pm, but could sit in other prisoners' rooms in small numbers. All prisoners had work, education or training activities every morning and afternoon. Association facilities were reasonable, and very good at the newly refurbished Lakes site.

### 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.**

**3.3** *All prisoners were purposefully occupied. Excellent partnership working between managers from the prison, college and the National Careers Service had substantially contributed to a well-planned curriculum that met the needs of prisoners. Managers had carried out a thorough needs analysis and developed excellent links with employers. Staff at all levels were clearly sighted on the establishment's duties as a resettlement prison. Quality improvement arrangements were strong. Achievements were outstanding. Prisoners received excellent care, coaching and personalised support to help them learn and become employable. A few learning targets lacked clarity. Library facilities were good and prisoners made good use of them.*

**3.4** *Ofsted<sup>7</sup> made the following assessments about the learning and skills and work provision:*

**Overall effectiveness of learning and skills and work: Outstanding**

*Achievements of prisoners engaged in learning and skills and work: Outstanding*

<sup>6</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.

<sup>7</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>

*Quality of learning and skills and work provision:*

*Outstanding*

*Leadership and management of learning and skills and work:*

*Outstanding*

## Management of learning and skills and work

- 3.5** Partnership working between the prison, The Manchester College and the National Careers Service was excellent. Prison and college managers had worked tirelessly in the previous 15 months to establish a focused, well-planned and coherent curriculum that met the needs of the population. Excellent partnerships with a wide range of small and medium-sized regional employers had been successful in providing good quality training and employment for many prisoners, particularly in railway track engineering and maintenance, and furniture restoration. Recent collaboration with a regional employer had resulted in managers securing funds to establish a prison workshop specialising in aluminium welding.
- 3.6** Managers had carried out a thorough prisoner needs analysis that made good use of local market intelligence, regional employment patterns and the views of prisoners. This had resulted in a curriculum that met the needs of the population and which contributed significantly to their likelihood of successful resettlement.
- 3.7** The management of vocational training and work was outstanding. Prison and college managers were focused on developing prisoners' employability skills and work-readiness, and providing a wide range of prison employment and external placements to secure their likelihood of successful resettlement. Prisoners valued these opportunities to prepare for their release and a majority were successful in securing education, training or employment at the end of their sentence (see paragraph 4.28).
- 3.8** Quality assurance and improvement arrangements had been particularly effective in improving the provision. Self-assessment was established and inclusive, and managers made good use of data to support key judgements and grades. Performance management arrangements were very good. Managers observed teachers regularly and provided constructive and helpful feedback to help them improve. The observation of teaching and learning had contributed significantly to the high quality of sessions.
- 3.9** Quality improvement planning was detailed, relevant and focused clearly on accurately identified areas for improvement. The quality improvement group had been particularly effective in promoting and overseeing improvements. An active and established learner improvement strategy ensured that managers regularly sought and acted on the views of prisoners.
- 3.10** Teaching staff were well qualified and experienced. The college had sufficient staff to deliver learning, skills and work activities, and managers had effective strategies for covering staff absences and ensuring that sessions were not cancelled. There were good arrangements to deploy college staff from neighbouring establishments for short periods where necessary.

## Provision of activities

- 3.11** The prison provided sufficient learning, skills and work places to meet the needs of the population, who were all purposefully engaged in full-time activities. The allocations process was very efficient and effective; managers took into account the needs of each prisoner, as well as their qualifications and skills gained at previous establishments. Allocations boards

were well attended and managers used a range of relevant information on each prisoner to allocate them to activities likely to benefit them. As a consequence, most prisoners were highly engaged and committed to skills training, prison work or external training and employment.

- 3.12** The college provided a particularly good range of provision that was carefully matched to the needs of a resettlement prison. It provided one-to-one training in English and mathematics for the few prisoners who had not achieved a level 1 qualification in these functional skills at previous establishments. This initiative had proved successful in improving qualification achievement rates in English and mathematics in 2014-15.
- 3.13** The range of prison work was good and included jobs for cleaners, gardeners (see photograph in Appendix V), kitchen workers, peer mentors, gym and library assistants, and prisoner information desk workers. College and prison managers had also secured a range of paid and unpaid roles with regional employers, which prisoners valued particularly highly.

### Quality of provision

- 3.14** Teachers and managers had high expectations of the prisoners in their care and relationships were positive. This substantially contributed to an excellent learning environment in which prisoners thrived and achieved because they felt supported.
- 3.15** The standard of individual coaching and motivational support to prepare prisoners for education and employment were outstanding. As a consequence, prisoners' experience of learning, skills and work was among the best we had seen.
- 3.16** In taught sessions, learners were engaged and motivated, enjoyed their learning and made good progress. Teachers understood the ability of each learner in their class and provided excellent individual support to help them achieve. Teaching and vocational training were effectively linked to the development of employability skills.
- 3.17** Teachers and workshop trainers made good use of question and answer techniques to assess learners' understanding. They skilfully developed discussions to ensure all learners developed and extended their learning. The recording and monitoring of assessment were clear. Teachers and trainers provided sufficient challenge to help learners to progress. They planned group activities well and helped learners of all abilities to achieve.
- 3.18** Teachers and trainers used realistic and topical examples to illustrate key learning points and made clear links with employability skills. Teachers and learners demonstrated a high level of respect for each other. The learning areas in the prison were calm, welcoming and well decorated with motivational slogans, prisoner success stories and posters celebrating diversity.
- 3.19** The initial assessment of English and mathematics where required was good. Tutors used the outcomes of initial assessment information well in planning learning, and provided high quality individual training and support for the few prisoners who required help to achieve their first qualification in English and mathematics. Teachers helped learners make very good progress, quickly gaining confidence in their English and mathematics.
- 3.20** Teachers were skilled at helping learners develop independent learning skills, for example, by encouraging learners on the business course to use the learning centre to research and produce a business plan. College managers had developed excellent links with the prison's careers adviser to provide an employability course that helped learners to develop very effective career management skills.

- 3.21** Learning targets in a few individual learning plans lacked clarity and did not help learners to understand how much progress they had made.

## Recommendation

- 3.22** **Teachers and trainers should set and review detailed and measurable targets in individual learning plans to improve learners' awareness of their progress.**

## Education and vocational achievements

- 3.23** Prisoners' achievements were outstanding. Outcomes on college courses were very high and few learners withdrew from courses before completing them, except for those withdrawn by prison managers for operational reasons. Outcomes in English and mathematics had improved significantly in 2014-15 and were high.
- 3.24** The development of prisoners' personal, social and vocational skills was good and often excellent. Prisoners produced practical work of a high standard, especially in furniture restoration and barbering. For those interested in becoming self-employed on release, the college provided courses, that were well attended, to help them develop essential skills in business planning, money management and customer service.
- 3.25** The development of English and mathematics was good and promoted well in workshops and during work activities. The prison provided excellent opportunities for most prisoners to gain the skills and confidence to resettle in the community. The range of vocational training included horticulture and painting and decorating, as well as a wide range of unpaid training and work with regional employers. Attendance was satisfactory, although it was poor in a few sessions. College and prison managers acknowledged the operational reasons for these absences and had begun to take appropriate improvement action.

## Library

- 3.26** Doncaster Borough Council's library and information service provided library facilities at both sites. Both libraries had good resources, including an extensive collection of DVDs and a range of fiction, non-fiction, easy-read and audio books, as well as Prison Service orders and instructions. Foreign language resources were also available.
- 3.27** Prisoners had appropriate access to additional books through inter-library loans. Both libraries provided a range of newspapers, magazines and printed resources, including on debt management and topics related to resettlement.
- 3.28** Library opening hours were appropriate and included half-day opening on Sundays. The proportion of prisoners registered as library members was high and many were regular users. Library staff made good use of prisoners' views through forums and surveys to identify and plan for improvements, and monitored the number of prisoners who used the library so that they could take appropriate action to ensure that all groups benefited equitably.
- 3.29** Library staff had developed good initiatives, such as organising book clubs and a chess club to increase the number of prisoners using the libraries. They also encouraged prisoners to participate in activities such as commemorating Holocaust Memorial Day, and supporting Men's Health Week and Black History month.

## 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.**

**3.30** *There was a range of PE facilities and fitness programmes at both sites. Achievement on gym-related qualifications was very good. Prisoners referred by the health team received good support to improve their general health and fitness. Gym staff actively promoted prisoners' participation in health and fitness-related charity and community activities, but lack of data on gym use meant they were unable to ensure that all groups of prisoners benefited from the gym and PE.*

**3.31** Prisoners received a comprehensive induction to the gym that included health and safety issues related to the use of exercise equipment. Staff encouraged prisoners to complete their health self-declaration form accurately to ensure that they used the facilities and gym equipment safely. There was a range of gym and health-related courses, which most prisoners who attended successfully achieved, and staff worked hard to help prisoners prepare for resettlement by involving them in charity events and 'family fun days'.

**3.32** Gym opening hours were good at the main site and appropriate at The Lakes site. PE facilities were good on both sites and included a sports hall and a weights room that included multi-purpose gym equipment and cardiovascular machines. Prisoners could use a well-maintained outside football and cricket pitch on the main site, but the outside pitch at The Lakes site was not ready for use. Prisoners referred to PE by the prison's health care team and those requiring individual support attended early morning sessions. PE and gym areas were well organised and the equipment maintained well. However, the changing rooms and showers lacked privacy screens.

**3.33** Just over half the population used PE and gym facilities regularly, which was not high enough. PE staff did not collect data to monitor prisoners' use of the facilities, and so they were unaware whether some groups made greater use of the facilities or whether other groups were disadvantaged.

### Recommendations

**3.34** **The prison should install privacy screens in the shower and changing rooms.**

**3.35** **PE staff should monitor the attendance of different groups of prisoners and work to close any gaps.**



## Section 4. Resettlement

### Strategic management of resettlement

#### Expected outcomes:

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

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

**Good planning ensures a seamless transition into the community.**

**4.1** *The resettlement strategy did not sufficiently coordinate the good work of offender management and resettlement. The needs analysis concentrated appropriately on work, education and vocational activities. Prisoners had good access to release on temporary licence (ROTL) and risk assessment procedures were sound, but some were frustrated with its administration. There were few ROTL failures and absconds.*

**4.2** The resettlement strategy detailed provision under all the resettlement pathways but it lacked a focus on offender management. There had been no recent reducing reoffending meetings to bring together the different aspects of this work. The prisoner needs analysis rightly concentrated on the work, education and vocational activities to reflect the stage that prisoners had reached in their sentence. There was no analysis of outstanding offending behaviour needs but this was partly offset by the individual risk assessments carried out for ROTL, which identified most unmet need.

**4.3** Prisoners complained that they received late notification of their release on ROTL, and documentation was sometimes lost. The prison acknowledged these problems and was seeking a remedy. The lateness was often due to delays in receiving information from external offender managers, and while staff in the offender management unit (OMU) attempted to pursue the required information, there was no formal process for escalating issues to senior managers.

**4.4** Prisoners had good access to ROTL, and they had been given formal briefings and information notices about the new ROTL procedures. Prisoners now had to wait three months after arriving before they could apply for ROTL, and lifers and indeterminate sentence prisoners (ISPs) were subject to stricter rules. The number of releases a prisoner could apply for per month had reduced but access remained good. Risk assessment processes were thorough, considered information from a wide range of sources, and ensured that any identified risks were managed well. Some prisoners had to take at least three escorted 'absences' before they could leave the prison unescorted on licence. ROTL failures were very low, as was the number of absconds.

**4.5** There had been over 11,000 ROTL events in the previous six months covering over 300 prisoners. Prisoners were released to carry out voluntary work in the community, paid employment and for town visits. They were also released overnight to address resettlement needs, such as housing and family ties.

## Recommendations

- 4.6** The reducing reoffending strategy and objectives should be updated to include the role of offender management in resettlement. The reducing reoffending policy team should provide oversight and direction through regular meetings.
- 4.7** The offender management unit should develop an effective communication strategy with offender managers in the community to ensure that any prisoners' issues identified can be raised and addressed.

## 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.**

**4.8** *All prisoners were allocated an offender supervisor and had good contact with them, but community offender manager contact with offender supervisors and prisoners was poor. Most OASys assessments were prompt and good quality, but many were not reviewed following a significant event. Sentence plans focused on ROTL, work and education, although some objectives lacked clarity. Risk management plans were often not good enough. Home detention curfew (HDC) procedures were good. Public protection arrangements were generally good and recategorisation was well managed. Indeterminate sentence prisoners were managed by probation staff, but a few life-sentenced prisoners were dissatisfied. Lifer forums were held.*

- 4.9** All prisoners were subject to offender management and allocated an offender supervisor on their arrival. The team of five probation staff, 14 prison offender supervisors and eight administration staff was well organised and motivated, and had comprehensive systems to ensure all prisoners could access ROTL on their due dates. The OASys (offender assessment system) assessments for new arrivals had previously not recognised the move of prisoners into open conditions. Although this had been remedied, there were not always reviews when there was a significant event for the prisoner, such as suspension of ROTL privileges.
- 4.10** We looked at a sample of 12 prisoner cases in detail – six in scope for offender management and six out of scope. We found that communication between community offender managers and offender supervisors and prisoners was poor, but contact between offender supervisors and prisoners were reasonable. In all the cases, prisoners had sentence plans with appropriate objectives targeting ROTL, work and education, and those completed by prison offender supervisors were particularly good. However, there was insufficient focus on outcomes for prisoners and the correct sequencing of events, and no expectation of the number of contacts an offender supervisor should have with prisoners on their caseload. We found that recorded contacts were mostly about completing ROTL procedures in time. There was little evidence of contacts intended to direct the prisoner's sentence and achieve his sentence plan.
- 4.11** Risk of harm screening was mostly accurate and up to date. The full analysis of risk of harm was good in most cases, but risk management plans were good enough in only half of the cases where they were needed.

- 4.12** Quality assurance of OASys assessments was adequate but not all Prison Service offender supervisors had received enough risk management training, and they relied on their probation colleagues within the prison for advice and support.
- 4.13** In the previous six months, 49 prisoners had been considered for HDC and all were successfully released. Decisions were appropriate, and prisoners were generally released on or very soon after their eligibility date

## Recommendations

- 4.14 All case managers should be trained to have the appropriate knowledge and skills to assess and manage risk of harm confidently.**
- 4.15 The prisoner's OASys (offender assessment system) assessment should be reviewed when there is a significant change in his circumstances.**

## Housekeeping point

- 4.16** Sentence plan targets should be appropriately sequenced.

## Public protection

- 4.17** Procedures to screen new arrivals for public protection concerns were thorough and identified those who needed monitoring or other supervision, and appropriate measures were put in place quickly. Prisoners subject to public protection procedures or requiring assessment were managed through monthly inter-department risk management meetings.
- 4.18** The prison identified prisoners subject to multi-agency public protection arrangements (MAPPA) but did not notify probation areas when these prisoners were approaching their release. This resulted in late notification of confirmed MAPPA risk management levels on prisoners' release. In two cases, we found insufficient evidence that prisoners within six months of release had been properly notified to the local MAPPA. However, any identified risks were managed well through the ROTL process.

## Recommendation

- 4.19 The prison should inform appropriate agencies at least six months before their release of any prisoner who needs to be considered for management under multi-agency public protection arrangements (MAPPA).**

## Categorisation

- 4.20** Recategorisation was rare. If prisoners showed poor behaviour, or staff had any concerns, a multidisciplinary team carried out an 'immediate suitability review' (see also paragraph 1.36) and fully considered all aspects before any decision to recategorise them. Many of those reviewed were able to stay at Hatfield, subject to additional risk management procedures, to enable them to regain trust in open conditions. For those recategorised to return to closed conditions (seven in the previous six months), decisions were appropriate and well evidenced.

## Indeterminate sentence prisoners

- 4.21** The prison held 85 ISPs – 43 lifers and 42 on indeterminate sentences for public protection. All ISPs were allocated a probation offender supervisor, and were located on D unit. There were attempts to offer them support through a lifer forum; although attendance had been poor in the past, it continued to be provided. Many lifers and ISPs complained to us about inequalities in their access to ROTL and other work activities, which prison managers needed to explore further. While there was scope for improvements in the management of ROTL procedures, we found no evidence that these prisoners were disadvantaged compared with other prisoners.

## Recommendation

- 4.22** Prison managers should explore and address why many lifers and indeterminate sentence prisoners feel they do not have equal access to ROTL and other work activities.

## 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.**

- 4.23** *Prisoners were positive about most aspects of resettlement. The new community rehabilitation company (CRC)<sup>8</sup> provider provided a good service to all prisoners, seeing them 12 weeks before their release to deal with their resettlement needs. Through-the-gate support was developing. Most prisoners left with settled accommodation. Around two-thirds of prisoners progressed into education, training or employment on release. Some prisoners had been released without appropriate health care input, but support for those with mental health needs was better, and there was effective substance misuse support. There was a good range of financial support. Visits provision was good, and there were excellent family visits, and ROTL was used well to support family ties. Some offending behaviour interventions were available outside the prison but there was nothing on site.*

- 4.24** In our survey, prisoners responded positively on most aspects of resettlement, which was an improvement since our last inspection. The new CRC provider, Nacro, was well integrated into the prison and worked closely with both internal and external agencies. It provided a comprehensive service for prisoners' accommodation, finance, benefit and debt, and education, training and employment needs. CRC staff saw all prisoners 12 weeks before their release to assess and deal with their resettlement needs. There was a second check two weeks before release using an exit survey to ensure all needs had been met. CRC staff were developing through-the-gate services to provide mentoring support and additional help to prisoners with complex needs being released to the South Yorkshire area.

<sup>8</sup> Since May 2015, rehabilitation services, both in custody and after release, have been organised through CRCs, which are responsible for work with medium- and low-risk offenders. The National Probation Service (NPS) has maintained responsibility for high- and very high-risk offenders.

## Accommodation

- 4.25** Only one prisoner had been released with no fixed accommodation to go to in the previous six months, and that was before the CRC arrived in May 2015. Nacro provided a comprehensive service to prisoners requiring assistance with housing, and had good links with local councils and private landlords. Prisoners could seek help with all aspects of housing, including applications for accommodation and benefits advice, and there was a good accommodation service for armed services veterans.

## Education, training and employment

- 4.26** The National Careers Service (NCS) provided by the Yorkshire and Humber Partnership through its agent 'Prospects' was outstanding. Prisoners had excellent access to careers advice throughout their time in the prison. The careers adviser had an excellent understanding of regional skills shortages and labour markets, which helped prisoners develop their long-term objectives. NCS had good links with the OMU and routinely shared detailed information on prisoners' prior attainment and future targets to ensure that resettlement plans were well informed by all the relevant information.
- 4.27** An employability course provided by The Manchester College and linked to NCS provision was very effective in helping prisoners develop skills to improve their employment prospects. Opportunities for prisoners to produce curriculum vitae, and develop career management and interview skills were excellent. Prisoners could search for jobs by uploading their CV on to a live internet employment broker's site, which could then be made available to prospective employers. However, these opportunities were restricted to just two hours a week.
- 4.28** The Manchester College and NCS jointly provided comprehensive initial careers advice as part of the education induction for new arrivals. Career action plans produced by NCS focused very effectively on prisoners' longer term education, training and employment objectives. These objectives were realistic and regularly reviewed and updated. The careers adviser had very effective links with employers to help prisoners gain employment. There were good links with the CRC and detailed protocols for sharing information. The careers adviser was skilled at securing funding to support prisoners who needed to pay for work-related training courses after release (such as for an HGV licence). Around two-thirds of prisoners progressed into education, training or employment on release

## Housekeeping point

- 4.29** The prison should increase the opportunities for prisoners to undertake real-time job search.

## Health care

- 4.30** Health care staff did not see prisoners routinely before and after their ROTLs, which meant that opportunities to identify and address their health needs were missed. Pre-discharge health appointments had lapsed over the previous month while the regular administrator was on extended leave, and some prisoners were released without being offered pre-release health promotion information, assistance with registering with community services or liaison with their GP. Mental health staff liaised effectively with community services before the release of prisoners with ongoing mental health needs. No prisoner had required palliative

or end-of-life support since the last inspection, although an appropriate pathway was available.

## Recommendation

- 4.31** There should be robust health care discharge planning processes to ensure prisoners receive adequate input before and after release on temporary licence, and continuity of care after their release.

## Drugs and alcohol

- 4.32** The substance misuse team was effective in preparing prisoners for release, providing suitable harm reduction, overdose and relapse prevention information according to individual needs. There were good links with local and regional community drug and alcohol support agencies.

## Finance, benefit and debt

- 4.33** Many prisoners had resolved their more acute financial problems earlier in their sentence. However, Nacro offered good financial support, and a money management course was due to start in September 2015. The education provider delivered two level 1 courses on understanding and managing personal finances. Nacro was planning to train peer mentors to signpost prisoners to appropriate services. We were given examples of prisoners who had been helped to address debts and outstanding fines, access charitable grants and open Credit Union accounts. There were established links with Jobcentre Plus. In our survey, the number of prisoners who knew who to contact in the prison for help with finances on release had improved from 27% to 41% since the previous inspection.

## Children, families and contact with the outside world

- 4.34** Visits provision on both sites was good, and prisoners were complimentary about the facilities and treatment by staff during visits. The visits halls were clean, and welcoming environments in which to maintain family ties.
- 4.35** Visitors to prisoners at The Lakes could use the visitors' centre for HMP Lindholme, although most went straight to the prison. At the main site, the coffee bar was used as a visitors' welcoming area. Both sites had vending machines for refreshments, and there were plans for a café facility at The Lakes similar to that at the main site.
- 4.36** Family visits were available to all prisoners and provision was excellent. Quarterly family days were well run and themed. Families could see where prisoners lived and worked, and participate in activities with them. The prison had set up a family committee, which included prisoners, to discuss future provision for family visits; this was a welcome new initiative.
- 4.37** ROTL was used well to promote and support family ties, and there were good links with social services to ensure child safeguarding matters in the community were well assessed and managed.

## Attitudes, thinking and behaviour

- 4.38** As a resettlement prison, no accredited offending behaviour courses were available at Hatfield. As there had been no analysis of offending needs, it was difficult to ascertain the current need. In our examination of case files, we found at least two prisoners who could have benefited from victim awareness work. Individual prisoners could access some courses in the community through ROTL, but there could have been some provision in the prison for prisoners who were awaiting their ROTL eligibility date (see recommendation 4.6).



## Section 5. Summary of recommendations and housekeeping points

The following is a listing of repeated and new recommendations, housekeeping points and examples of good practice included in this report. The reference numbers at the end of each refer to the paragraph location in the main report, and in the previous report where recommendations have been repeated.

### Recommendation

To NOMS

#### Courts, escort and transfers

- 5.1** Cellular vans should not be used routinely when transferring category D prisoners to Hatfield. (1.4, repeated recommendation 1.4)

### Recommendations

To the governor

#### Safeguarding

- 5.2** Partnership arrangements with the local safeguarding adults board should be developed and reflected in a revised policy. (1.28)

#### Discipline

- 5.3** Quality assurance and monitoring arrangements for adjudications and the use of force should be improved. (1.45)
- 5.4** Medical examinations should be completed and recorded following all use of force incidents. (1.46)

#### Substance misuse

- 5.5** The prison should introduce a high intensity drug and alcohol recovery programme, incorporating peer support, to ensure a full range of suitable interventions to meet need. (1.54)
- 5.6** Alcoholic Anonymous fellowship groups should be available to all prisoners. (1.55)

#### Residential units

- 5.7** Communal areas in all units should be clean and well maintained. (2.7)

#### Equality and diversity

- 5.8** The equality officer should be given sufficient profiled time to develop Hatfield's equality and diversity procedures, including a needs analysis, improvements in monitoring and promotion

of the discrimination incident reporting forms procedures, and continued development of support groups. (2.21)

- 5.9** The prison and health care provider should work jointly to meet the needs of prisoners who have declared a disability. (2.28)

### **Faith and religious activity**

- 5.10** The prison should ensure that all prisoners who wish to take part in communal worship can do so regularly and consistently. (2.34)

### **Health services**

- 5.11** The health needs assessment should be up to date, reflect the needs of the current population and inform all service provision, including timing of services. (2.52)
- 5.12** All clinical environments should offer privacy and fully comply with infection control standards. (2.53)
- 5.13** Ambulances should be called promptly, and sufficient custodial staff should be trained to use automated defibrillators and all prison staff should know where they are located to ensure a prompt response in emergencies. (2.54)
- 5.14** Prisoners with lifelong conditions and complex health needs should receive regular reviews and have an evidence-based care plan prepared by appropriately trained and supervised staff. (2.62)
- 5.15** Prisoners should have adequate privacy and confidentiality during medication administration. (2.68)
- 5.16** Prisoners should receive dental assessments and continuing treatment within community-equivalent waiting times. (2.70)
- 5.17** Custodial staff should receive regular mental health awareness training. (2.75)

### **Catering**

- 5.18** Prisoners should be given the opportunity to prepare food for themselves. (2.80, repeated recommendation 2.85)

### **Purchases**

- 5.19** New arrivals should be able to order from the prison shop within their first 24 hours. (2.85)
- 5.20** Prisoners should not be charged an administration fee for catalogue orders. (2.86)

### **Learning and skills and work activities**

- 5.21** Teachers and trainers should set and review detailed and measurable targets in individual learning plans to improve learners' awareness of their progress. (3.22)

### Physical education and healthy living

- 5.22** The prison should install privacy screens in the shower and changing rooms. (3.34)
- 5.23** PE staff should monitor the attendance of different groups of prisoners and work to close any gaps. (3.35)

### Strategic management of resettlement

- 5.24** The reducing reoffending strategy and objectives should be updated to include the role of offender management in resettlement. The reducing reoffending policy team should provide oversight and direction through regular meetings. (4.6)
- 5.25** The offender management unit should develop an effective communication strategy with offender managers in the community to ensure that any prisoners' issues identified can be raised and addressed. (4.7)

### Offender management and planning

- 5.26** All case managers should be trained to have the appropriate knowledge and skills to assess and manage risk of harm confidently. (4.14)
- 5.27** The prisoner's OASys (offender assessment system) assessment should be reviewed when there is a significant change in his circumstances. (4.15)
- 5.28** The prison should inform appropriate agencies at least six months before their release of any prisoner who needs to be considered for management under multi-agency public protection arrangements (MAPPA). (4.19)
- 5.29** Prison managers should explore and address why many lifers and indeterminate sentence prisoners feel they do not have equal access to ROTL and other work activities. (4.22)

### Reintegration planning

- 5.30** There should be robust health care discharge planning processes to ensure prisoners receive adequate input before and after release on temporary licence, and continuity of care after their release. (4.31)

## Housekeeping points

### Courts, escort and transfers

- 5.31** Prisoners should receive information about the prison before they transfer in. (1.5)

### Early days in custody

- 5.32** The contents of the induction presentation should be specific to an open prison. (1.12)

### Bullying and violence reduction

- 5.33** The violence reduction strategy should reflect the specific context and potential for bullying and violence in an open prison. (1.19)

### **Self-harm and suicide**

- 5.34** The suicide and self-harm prevention strategy should reflect the specific context of an open prison. (1.25)

### **Security**

- 5.35** The prison's analysis of security information should include the monitoring of trends over time to inform the setting of appropriate security objectives. (1.37)

### **Residential units**

- 5.36** Showers and toilets should be adequately screened. (2.8)

### **Legal rights**

- 5.37** Legal visits should take place in sufficient privacy. (2.41)

### **Health services**

- 5.38** Information about the health services on each site, including barrier protection, should be available to all prisoners. (2.55)

- 5.39** Prisoner applications for health services should be treated in confidence. (2.63)

### **Purchases**

- 5.40** Consultation about the range of items available in the prison shop should be regular and include the views of all prisoners. (2.87)

### **Offender management and planning**

- 5.41** Sentence plan targets should be appropriately sequenced. (4.16)

### **Reintegration planning**

- 5.42** The prison should increase the opportunities for prisoners to undertake real-time job search. (4.29)

## **Example of good practice**

- 5.43** Consultation arrangements across the prison were well developed and responsive. The regular prisoner briefings, wing representative and 'contact group' ensured that all prisoners had an opportunity to offer suggestions or voice concerns. There were also examples of consultation in many departments, particularly education and catering. (2.13)

## Section 6. Appendices

### Appendix I: Inspection team

Martin Lomas	Deputy chief inspector
Deborah Butler	Team leader
Karen Dillon	Inspector
Paul Fenning	Inspector
Angela Johnson	Inspector
Angus Mulready-Jones	Inspector
Catherine Shaw	Researcher
Tim McSweeney	Researcher
Michele Bellham	Researcher

#### **Specialist inspectors**

Paul Roberts	Substance misuse inspector
Majella Pearce	Health services inspector
Catherine Raycraft	Care Quality Commission inspector
Peter Gibbs	Pharmacist
Jai Sharma	Ofsted inspector
Shahram Safavi	Ofsted inspector
Stephen Miller	Ofsted inspector
Martyn Griffiths	Offender management inspector
Jo Coleshill	Offender management inspector

#### **Observers**

Anna O'Rourke	HMIP head of secretariat
Robert Smith	Offender management inspector



## Appendix II: Progress on recommendations from the last report

The following is a summary of the main findings from the last report and a list of all the recommendations made, organised under the four tests of a healthy prison. The reference numbers at the end of each recommendation refer to the paragraph location in the previous report. If a recommendation has been repeated in the main report, its new paragraph number is also provided.

### Safety

#### **Prisoners, particularly the most vulnerable, are held safely.**

*At the last inspection, in 2012, support for newly arrived prisoners had improved since our last inspection, but too little was done to give prisoners an idea of what to expect in open conditions. The strategic approach to violence reduction at Hatfield was limited and more prisoners than we would have expected reported feeling unsafe and victimised, although this was not reflected in the number of incidents. Self-harm was very rare. Security was generally proportionate. The mandatory drug testing (MDT) rate was low but did not reflect the full picture regarding illegal drug use. Most prisoners were on the enhanced level of the incentives and earned privileges (IEP) scheme, but some sanctions were applied without due process. Adjudication procedures needed improvement but the number of use of force incidents was low. Substance misuse services also needed improvement. Outcomes for prisoners were reasonably good against this healthy prison test.*

#### **Main recommendations**

A violence reduction and anti-bullying strategy, based on an analysis of the pattern of bullying specific to Hatfield, should be introduced. It should be further informed through prisoner consultation, including a prisoner survey. (HP40, repeated recommendation 3.6)

**Not achieved**

#### **Recommendations**

Cellular vans should not be used routinely when transferring category D prisoners to Hatfield. (1.4, repeated recommendation 1.4)

**Not achieved** (repeated recommendation 1.4)

A coordinated induction programme should be developed to reassure prisoners that support is available from staff to help them adjust to open conditions. (1.14)

**Achieved**

A suicide prevention policy document specific to the needs of Hatfield should be developed and promoted around the prison. (1.24, repeated recommendation 3.14)

**Not achieved**

The governor should initiate contact with the local director of adult social services (DASS) and the local safeguarding adults board (LSAB) to develop local safeguarding processes. (1.27)

**Partially achieved**

Analysis of security information should include the monitoring of trends in security issues over time, and security objectives should be specific and measurable. (1.33)

**Not achieved**

Strip- and squat-searches should only be carried out if appropriately authorised and recorded. (1.34)

**Achieved**

Punishments should be proportionate; they should not be awarded without due process as outlined in the IEP policy. (1.39)

**Achieved**

Monitoring arrangements should be implemented for adjudications and use of force at Hatfield, which should include all the protected characteristics, and hearings should be run in accordance with agreed local guidelines. (1.45)

**Not achieved**

Joint care planning and clinical reviews for prisoners receiving opiate substitution treatment should be held regularly in line with national clinical guidelines. (1.56)

**Achieved**

Suitable drug and alcohol peer support programmes that meet the assessed needs of the prison's population should be introduced. (1.57)

**Partially achieved**

The drug strategy should include alcohol, and a supply reduction action plan involving a whole prison approach should be implemented. (1.58)

**Partially achieved**

## Respect

**Prisoners are treated with respect for their human dignity.**

*At the last inspection, in 2012, cells were generally satisfactory although communal areas remained poor. The external environment was very good. Many staff-prisoner relationships were unsatisfactory and there was no effective personal officer scheme. Prisoners reported that the threat of removal to closed conditions was used inappropriately. Work in equality and diversity was reasonable but black and minority ethnic and Muslim prisoners were unhappy about their treatment and there were still significant weaknesses. Faith services were good. Complaints were reasonably well managed, but many prisoners lacked confidence in the process. There was a limited demand for legal services. The health care environment still needed attention, but the services provided were appropriate and safe. Prisoners disliked the food and canteen provision. Outcomes for prisoners were not sufficiently good against this healthy prison test.*

### Main recommendations

All prisoners should be designated a member of staff to check on their progress regularly and to help them prepare for release. This should be underpinned by a clear management commitment and robust oversight. (HP41)

**Achieved**

The reasons for some minority prisoners' lack of faith in the DIRF system and the significantly poorer perceptions of safety, respect and victimisation by staff should be investigated and addressed. (HP42)

**Not achieved**

## Recommendations

An assessment should be made of the infrastructure repairs required on the main wings, and these should be carried out as a matter of urgency. (2.8)

**Partially achieved**

Management quality checks should be implemented for the applications process and staff should chase up any late responses. (2.9)

**Not achieved**

Staff-prisoner consultation arrangements should be strengthened to ensure that the questions and concerns of prisoners are adequately dealt with and that outcomes are effectively communicated to prisoners. (2.15)

**Achieved**

The equalities strategy should detail how the needs of all prisoners would be recognised and addressed. (2.23)

**Achieved**

Staff at Hatfield should have the training and capacity to ensure that all areas of diversity are supported. (2.24, repeated recommendation 4.19)

**Not achieved**

Prisoners' anxieties about submitting complaints should be investigated and addressed. (2.44)

**Partially achieved**

All complaints about staff should be investigated and receive a response from a senior manager. (2.45)

**Achieved**

The environment should comply with infection control guidance and the overall environment should be refurbished. (2.55)

**Partially achieved**

The availability of health services should be advertised to prisoners and the health care forum should monitor access and attendance at clinics. (2.61)

**Partially achieved**

There should be a full range of nurse-led services to reduce the need to refer prisoners to the GP. (2.62)

**Partially achieved**

The pharmacist and pharmacy technicians should be supported to develop counselling sessions, pharmacist-led clinics and clinical audits. (2.68)

**Partially achieved**

The current in-possession and special sick policy should be reviewed by the medicines management group. (2.69)

**Achieved**

Patient group directions should be produced, to allow the supply of more potent medicines by nursing staff where appropriate. (2.70, repeated recommendation 5.36)

**Achieved**

The dental equipment and environment should comply with infection control requirements, and should include access to a separate decontamination area. (2.77)

**No longer relevant**

Prisoners should be offered group-based interventions. (2.81)

**Not achieved**

Prisoners should be given the opportunity to prepare food for themselves. (2.85, repeated recommendation 8.13)

**Not achieved** (recommendation repeated 2.80)

## Purposeful activity

**Prisoners are able, and expected, to engage in activity that is likely to benefit them.**

*At the last inspection, in 2012, time out of cell and access to outside areas were both good. The strategic management of learning and skills was well developed and there was a clear and understandable vision around provision, although not all the elements of this were in place. The primary focus was, appropriately, for prisoners to work and undertake activities in the community, which had been informed by a needs analysis. Day to day management was generally good although attendance at education needed to improve. There were sufficient activity places. The number of prisoners working in the community had increased and some good links had been forged. The quality of provision and teaching was mixed and achievements had been low, although they were improving. The library service was satisfactory. Physical education facilities had improved and a good range of provision was offered. Outcomes for prisoners were reasonably good against this healthy prison test.*

## Recommendations

The observation of teaching and learning should be further developed to focus on areas requiring improvement and subsequent staff development to boost the performance of some staff. (3.8)

**Achieved**

The analysis of performance data should be further developed to identify underperforming groups and action taken to narrow the achievement gaps of identified groups. (3.9)

**Achieved**

The rates of prisoner pay should be reviewed to ensure that they do not act as a disincentive to prisoners wanting to attend education. (3.15)

**Achieved**

The role of peer mentors should be directed by the teacher and better defined during lesson planning. (3.22)

**Achieved**

Target setting for prisoners should be informed by the results of the initial assessment and pertinent sentence plan targets in education, work and vocational training. (3.23)

**Partially achieved**

Achievement rates on literacy courses should be improved. (3.27)

**Achieved**

Access to the library should be improved by extending the opening hours further. (3.31, repeated recommendation 6.35)

**Achieved**

## Resettlement

**Prisoners are prepared for their release back into the community and effectively helped to reduce the likelihood of reoffending.**

*At the last inspection, in 2012, the resettlement strategy related to the South Yorkshire cluster of prisons and was not specific to Hatfield, nor was it informed by a needs analysis. Despite this there was an appropriate strategic focus on preparation for release. Offender management arrangements were reasonable. All prisoners had an offender supervisor but many prisoners did not feel adequately supported. Sentence planning work was mainly up to date. ROTL was managed well and some excellent opportunities were provided. Public protection arrangements were adequate. Resettlement services and pathway provision was developed, although not promoted sufficiently. Outcomes for prisoners were reasonably good against this healthy prison test.*

### Recommendations

The resettlement strategy should be informed by a comprehensive assessment of the needs of Hatfield prisoners. It should include specific action planning for all the resettlement pathways and a statement of strategic intent for prisoners serving indeterminate sentences. (4.6)

**Not achieved**

OASys reviews for out-of-scope cases should be undertaken by the prisoner's own offender supervisor. (4.12)

**Not achieved**

Quality assurance processes for OASys should be rigorous and result in regular feedback and learning for staff. (4.13)

**Achieved**

Re-categorisation processes should only be initiated when there is sufficient evidence to justify a decision based on risk. (4.17)

**Achieved**

Data should be kept on the number of prisoners eligible for paid work so that they are appropriately prioritised for paid work. (4.32)

**Achieved**

Resources should be extended to enable more prisoners to take part in community placements. (4.33)

**Achieved**

Resources, including access to the internet should be available to enable prisoners to search for employment on release. (4.34)

**Partially achieved**

Adequate refreshments should be available for visitors. (4.44, repeated recommendation 9.68)

**Achieved**



## Appendix III: Prison population profile

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

### Population breakdown by:

Status	18–20 yr olds	21 and over	%
Sentenced	2	271	99.3
Recall		2	0.7
<b>Total</b>	<b>2</b>	<b>273</b>	<b>100</b>

Sentence	18–20 yr olds	21 and over	%
Unsentenced		1	0.4
12 months to less than 2 years		1	0.4
2 years to less than 4 years	1	21	8
4 years to less than 10 years	1	138	50.5
10 years and over (not life)		27	9.8
ISPP (indeterminate sentence for public protection)		42	15.3
Life		43	30.9
<b>Total</b>	<b>2</b>	<b>273</b>	<b>100</b>

Age	Number of prisoners	%
Under 21 years	2	0.7
21 years to 29 years	60	21.8
30 years to 39 years	104	37.8
40 years to 49 years	71	25.8
50 years to 59 years	31	11.3
60 years to 69 years	6	2.2
70 plus years: <i>maximum age=72</i>	1	0.4
<b>Total</b>	<b>275</b>	<b>100</b>

Nationality	18–20 yr olds	21 and over	%
British	2	269	98.5
Foreign nationals		4	1.5
<b>Total</b>	<b>2</b>	<b>273</b>	<b>100</b>

Security category	18–20 yr olds	21 and over	%
Category D	2	273	100
<b>Total</b>	<b>2</b>	<b>273</b>	<b>100</b>

Ethnicity	18–20 yr olds	21 and over	%
White			
British	2	178	70.3
Irish		1	0.4
Gypsy/Irish Traveller		5	1.8
Other white		5	1.8
Mixed			
White and black Caribbean		8	2.9
White and black African		1	0.4
Other mixed		2	0.7
Asian or Asian British			
Indian		5	1.8

Pakistani		43	15.6
Bangladeshi		1	0.4
Chinese		1	0.4
Other Asian		4	1.5
Black or black British			
Caribbean		10	3.6
African		4	1.5
Other black		2	0.7
Other ethnic group		2	0.7
Not stated		1	0.4
<b>Total</b>	<b>2</b>	<b>273</b>	<b>100</b>

Religion	18–20 yr olds	21 and over	%
Church of England		55	20
Roman Catholic		38	13.8
Other Christian denominations	1	25	9.5
Muslim		58	21.1
Sikh		1	0.4
Hindu		1	0.4
Buddhist		2	0.7
Jewish		1	0.4
Other		6	2.2
No religion	1	86	31.6
<b>Total</b>	<b>2</b>	<b>273</b>	<b>100</b>

#### Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month			27	9.8
1 month to 3 months			49	17.8
3 months to six months	1	0.4	58	21.1
six months to 1 year	1	0.4	83	30.2
1 year to 2 years			47	17.1
2 years to 4 years			8	2.9
<b>Total</b>	<b>2</b>	<b>0.8</b>	<b>272</b>	<b>99.2</b>

Main offence	18–20 yr olds	21 and over	%
Violence against the person		134	
Sexual offences		19	
Burglary		12	
Drugs offences		129	
Other offences		7	
<b>Total</b>		<b>301</b>	

## Appendix IV: 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>9</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 10 August 2015 the prisoner population at HMP Hatfield was 270. Using the method described above, questionnaires were distributed to a sample of 178 prisoners.

We received a total of 141 completed questionnaires, a response rate of 79%. Two respondents refused to complete a questionnaire, 12 questionnaires were not returned and 23 were returned blank.

Wing/Unit	Number of completed survey returns
A	32
B	28
C	33

<sup>9</sup> 95% confidence interval with a sampling error of 3%. The formula assumes a 75% response rate (65% in open establishments) and we routinely 'oversample' to ensure we achieve the minimum number of responses required.

D	15
E	10
F	4
G	19

### Presentation of survey results and analyses

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

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>10</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 Hatfield in 2015 compared with responses from prisoners surveyed in all other open prisons. This comparator is based on all responses from prisoner surveys carried out in 14 open prisons since April 2012.
- The current survey responses from HMP Hatfield in 2015 compared with the responses of prisoners surveyed at HMP Hatfield in 2012.
- A comparison within the 2015 survey between the responses of white prisoners and those from a black and minority ethnic group.
- A comparison within the 2015 survey between the responses of Muslim prisoners and non-Muslim prisoners.
- A comparison within the 2015 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 2015 survey between those who are aged 50 and over and those under 50.
- A comparison within the 2015 survey between The Lakes (G wing) and the rest of the establishment.

<sup>10</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>		1 (1%)
	<i>21 - 29</i>		31 (22%)
	<i>30 - 39</i>		49 (35%)
	<i>40 - 49</i>		38 (27%)
	<i>50 - 59</i>		19 (13%)
	<i>60 - 69</i>		3 (2%)
	<i>70 and over</i>		0 (0%)
<b>Q1.3</b>	<b>Are you on recall?</b>		
	Yes		5 (4%)
	No		130 (96%)
<b>Q1.4</b>	<b>How long is your sentence?</b>		
	<i>Less than 6 months</i>		0 (0%)
	<i>6 months to less than 1 year</i>		2 (1%)
	<i>1 year to less than 2 years</i>		4 (3%)
	<i>2 years to less than 4 years</i>		16 (11%)
	<i>4 years to less than 10 years</i>		60 (43%)
	<i>10 years or more</i>		14 (10%)
	<i>IPP (indeterminate sentence for public protection)</i>		23 (16%)
	<i>Life</i>		21 (15%)
<b>Q1.5</b>	<b>Are you a foreign national (i.e. do not have UK citizenship)?</b>		
	Yes		3 (2%)
	No		138 (98%)
<b>Q1.6</b>	<b>Do you understand spoken English?</b>		
	Yes		141 (100%)
	No		0 (0%)
<b>Q1.7</b>	<b>Do you understand written English?</b>		
	Yes		140 (100%)
	No		0 (0%)
<b>Q1.8</b>	<b>What is your ethnic origin?</b>		
	<i>White - British (English/Welsh/Scottish/Northern Irish)</i>	93 (67%)	<i>Asian or Asian British - Chinese</i> 1 (1%)
	<i>White - Irish</i>	1 (1%)	<i>Asian or Asian British - other</i> 0 (0%)
	<i>White - other</i>	0 (0%)	<i>Mixed race - white and black Caribbean</i> 4 (3%)
	<i>Black or black British - Caribbean</i>	7 (5%)	<i>Mixed race - white and black African</i> 0 (0%)
	<i>Black or black British - African</i>	1 (1%)	<i>Mixed race - white and Asian</i> 0 (0%)
	<i>Black or black British - other</i>	2 (1%)	<i>Mixed race - other</i> 1 (1%)
	<i>Asian or Asian British - Indian</i>	2 (1%)	<i>Arab</i> 0 (0%)
	<i>Asian or Asian British - Pakistani</i>	25 (18%)	<i>Other ethnic group</i> 0 (0%)
	<i>Asian or Asian British - Bangladeshi</i>	1 (1%)	

<b>Q1.9</b>	<b>Do you consider yourself to be Gypsy/Romany/Traveller?</b>		
	Yes		0 (0%)
	No		137 (100%)
<b>Q1.10</b>	<b>What is your religion?</b>		
	None	36 (26%)	Hindu 1 (1%)
	Church of England	43 (31%)	Jewish 0 (0%)
	Catholic	17 (12%)	Muslim 29 (21%)
	Protestant	1 (1%)	Sikh 1 (1%)
	Other Christian denomination	6 (4%)	Other 3 (2%)
	Buddhist	2 (1%)	
<b>Q1.11</b>	<b>How would you describe your sexual orientation?</b>		
	Heterosexual/straight		139 (99%)
	Homosexual/gay		1 (1%)
	Bisexual		1 (1%)
<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		16 (12%)
	No		122 (88%)
<b>Q1.13</b>	<b>Are you a veteran (ex-armed services)?</b>		
	Yes		3 (2%)
	No		137 (98%)
<b>Q1.14</b>	<b>Is this your first time in prison?</b>		
	Yes		63 (45%)
	No		76 (55%)
<b>Q1.15</b>	<b>Do you have children under the age of 18?</b>		
	Yes		71 (51%)
	No		69 (49%)

## 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	93 (66%)
	2 hours or longer	39 (28%)
	Don't remember	8 (6%)
<b>Q2.2</b>	<b>On your most recent journey here, were you offered anything to eat or drink?</b>	
	<b>My journey was less than two hours</b>	93 (66%)
	Yes	37 (26%)
	No	9 (6%)
	Don't remember	1 (1%)
<b>Q2.3</b>	<b>On your most recent journey here, were you offered a toilet break?</b>	
	<b>My journey was less than two hours</b>	93 (67%)
	Yes	6 (4%)
	No	37 (27%)
	Don't remember	3 (2%)
<b>Q2.4</b>	<b>On your most recent journey here, was the van clean?</b>	
	Yes	91 (65%)
	No	35 (25%)

	<i>Don't remember</i>	13 (9%)
<b>Q2.5</b>	<b>On your most recent journey here, did you feel safe?</b>	
	Yes	127 (91%)
	No	12 (9%)
	<i>Don't remember</i>	0 (0%)
<b>Q2.6</b>	<b>On your most recent journey here, how were you treated by the escort staff?</b>	
	<i>Very well</i>	55 (40%)
	<i>Well</i>	57 (41%)
	<i>Neither</i>	22 (16%)
	<i>Badly</i>	3 (2%)
	<i>Very badly</i>	0 (0%)
	<i>Don't remember</i>	2 (1%)
<b>Q2.7</b>	<b>Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)</b>	
	<i>Yes, someone told me</i>	117 (84%)
	<i>Yes, I received written information</i>	11 (8%)
	<i>No, I was not told anything</i>	17 (12%)
	<i>Don't remember</i>	0 (0%)
<b>Q2.8</b>	<b>When you first arrived here did your property arrive at the same time as you?</b>	
	Yes	132 (94%)
	No	7 (5%)
	<i>Don't remember</i>	1 (1%)

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

<b>Q3.1</b>	<b>How long were you in reception?</b>			
	<i>Less than 2 hours</i>	127 (91%)		
	<i>2 hours or longer</i>	9 (6%)		
	<i>Don't remember</i>	4 (3%)		
<b>Q3.2</b>	<b>When you were searched, was this carried out in a respectful way?</b>			
	Yes	129 (92%)		
	No	10 (7%)		
	<i>Don't remember</i>	1 (1%)		
<b>Q3.3</b>	<b>Overall, how were you treated in reception?</b>			
	<i>Very well</i>	64 (46%)		
	<i>Well</i>	65 (46%)		
	<i>Neither</i>	10 (7%)		
	<i>Badly</i>	0 (0%)		
	<i>Very badly</i>	0 (0%)		
	<i>Don't remember</i>	1 (1%)		
<b>Q3.4</b>	<b>Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)</b>			
	<i>Loss of property</i>	11 (8%)	<i>Physical health</i>	13 (9%)
	<i>Housing problems</i>	8 (6%)	<i>Mental health</i>	9 (6%)
	<i>Contacting employers</i>	3 (2%)	<i>Needing protection from other prisoners</i>	0 (0%)
	<i>Contacting family</i>	10 (7%)	<i>Getting phone numbers</i>	8 (6%)
	<i>Childcare</i>	0 (0%)	<i>Other</i>	6 (4%)

	Money worries	9 (6%)	<b>Did not have any problems</b>	94 (67%)
	Feeling depressed or suicidal	3 (2%)		
<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			21 (16%)
	No			19 (14%)
	<b>Did not have any problems</b>			94 (70%)
<b>Q3.6</b>	<b>When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)</b>			
	Tobacco			84 (61%)
	A shower			53 (38%)
	A free telephone call			41 (30%)
	Something to eat			54 (39%)
	PIN phone credit			72 (52%)
	Toiletries/ basic items			55 (40%)
	<b>Did not receive anything</b>			26 (19%)
<b>Q3.7</b>	<b>When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)</b>			
	Chaplain			65 (49%)
	Someone from health services			101 (76%)
	A Listener/Samaritans			50 (38%)
	Prison shop/ canteen			38 (29%)
	<b>Did not have access to any of these</b>			18 (14%)
<b>Q3.8</b>	<b>When you first arrived here, were you offered information on the following? (Please tick all that apply to you.)</b>			
	What was going to happen to you			94 (70%)
	What support was available for people feeling depressed or suicidal			58 (43%)
	How to make routine requests (applications)			78 (58%)
	Your entitlement to visits			79 (59%)
	Health services			92 (69%)
	Chaplaincy			68 (51%)
	<b>Not offered any information</b>			21 (16%)
<b>Q3.9</b>	<b>Did you feel safe on your first night here?</b>			
	Yes			135 (98%)
	No			1 (1%)
	Don't remember			2 (1%)
<b>Q3.10</b>	<b>How soon after you arrived here did you go on an induction course?</b>			
	<b>Have not been on an induction course</b>			15 (11%)
	Within the first week			104 (76%)
	More than a week			12 (9%)
	Don't remember			6 (4%)
<b>Q3.11</b>	<b>Did the induction course cover everything you needed to know about the prison?</b>			
	<b>Have not been on an induction course</b>			15 (11%)
	Yes			88 (65%)
	No			26 (19%)
	Don't remember			6 (4%)

<b>Q3.12</b>	<b>How soon after you arrived here did you receive an education ('skills for life') assessment?</b>	
	<b>Did not receive an assessment</b>	23 (17%)
	<i>Within the first week</i>	65 (49%)
	<i>More than a week</i>	30 (22%)
	<i>Don't remember</i>	16 (12%)

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

<b>Q4.1</b>	<b>How easy is it to.....</b>					
		<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult N/A</i>
	<i>Communicate with your solicitor or legal representative?</i>	46 (34%)	53 (39%)	11 (8%)	5 (4%)	1 (1%) 19 (14%)
	<i>Attend legal visits?</i>	27 (23%)	32 (28%)	14 (12%)	3 (3%)	1 (1%) 38 (33%)
<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>					
	<b>Not had any letters</b>					38 (28%)
	<i>Yes</i>					35 (26%)
	<i>No</i>					62 (46%)
<b>Q4.3</b>	<b>Can you get legal books in the library?</b>					
	<i>Yes</i>					67 (49%)
	<i>No</i>					11 (8%)
	<i>Don't know</i>					59 (43%)
<b>Q4.4</b>	<b>Please answer the following questions about the wing/unit you are currently living on:</b>					
		<i>Yes</i>	<i>No</i>	<i>Don't know</i>		
	<i>Are you normally able to have a shower every day?</i>	136 (99%)	0 (0%)	1 (1%)		
	<i>Do you normally receive clean sheets every week?</i>	105 (78%)	23 (17%)	7 (5%)		
	<i>Do you normally get cell cleaning materials every week?</i>	103 (75%)	33 (24%)	1 (1%)		
	<i>Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?</i>	115 (85%)	21 (15%)	0 (0%)		
	<i>If you need to, can you normally get your stored property?</i>	79 (58%)	24 (18%)	34 (25%)		
<b>Q4.5</b>	<b>What is the food like here?</b>					
	<i>Very good</i>					24 (18%)
	<i>Good</i>					55 (41%)
	<i>Neither</i>					28 (21%)
	<i>Bad</i>					12 (9%)
	<i>Very bad</i>					15 (11%)
<b>Q4.6</b>	<b>Does the shop/canteen sell a wide enough range of goods to meet your needs?</b>					
	<b>Have not bought anything yet/ don't know</b>					1 (1%)
	<i>Yes</i>					69 (50%)
	<i>No</i>					67 (49%)
<b>Q4.7</b>	<b>Can you speak to a Listener at any time, if you want to?</b>					
	<i>Yes</i>					81 (59%)
	<i>No</i>					4 (3%)
	<i>Don't know</i>					53 (38%)
<b>Q4.8</b>	<b>Are your religious beliefs respected?</b>					
	<i>Yes</i>					70 (51%)
	<i>No</i>					13 (9%)
	<i>Don't know/ N/A</i>					54 (39%)

<b>Q4.9</b>	<b>Are you able to speak to a chaplain of your faith in private if you want to?</b>	
	Yes	80 (58%)
	No	15 (11%)
	Don't know/ N/A	42 (31%)
<b>Q4.10</b>	<b>How easy or difficult is it for you to attend religious services?</b>	
	<b><i>I don't want to attend</i></b>	34 (25%)
	Very easy	38 (28%)
	Easy	29 (21%)
	Neither	3 (2%)
	Difficult	5 (4%)
	Very difficult	4 (3%)
	Don't know	25 (18%)

### Section 5: Applications and complaints

<b>Q5.1</b>	<b>Is it easy to make an application?</b>	
	Yes	121 (90%)
	No	7 (5%)
	Don't know	7 (5%)
<b>Q5.2</b>	<b>Please answer the following questions about applications (If you have not made an application please tick the 'not made one' option.)</b>	
		<b>Not made one</b> <b>Yes</b> <b>No</b>
	Are applications dealt with fairly?	17 (13%)    88 (67%)    27 (20%)
	Are applications dealt with quickly (within seven days)?	17 (13%)    64 (49%)    49 (38%)
<b>Q5.3</b>	<b>Is it easy to make a complaint?</b>	
	Yes	72 (53%)
	No	16 (12%)
	Don't know	48 (35%)
<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>	
		<b>Not made one</b> <b>Yes</b> <b>No</b>
	Are complaints dealt with fairly?	91 (69%)    19 (15%)    21 (16%)
	Are complaints dealt with quickly (within seven days)?	91 (71%)    16 (12%)    22 (17%)
<b>Q5.5</b>	<b>Have you ever been prevented from making a complaint when you wanted to?</b>	
	Yes	12 (10%)
	No	113 (90%)
<b>Q5.6</b>	<b>How easy or difficult is it for you to see the Independent Monitoring Board (IMB)?</b>	
	<b><i>Don't know who they are</i></b>	29 (23%)
	Very easy	18 (14%)
	Easy	39 (31%)
	Neither	29 (23%)
	Difficult	8 (6%)
	Very difficult	4 (3%)

### Section 6: Relationships with staff

<b>Q6.1</b>	<b>Do most staff treat you with respect?</b>	
	Yes	123 (92%)
	No	11 (8%)

<b>Q6.2</b>	<b>Is there a member of staff you can turn to for help if you have a problem?</b>	
	Yes	121 (90%)
	No	13 (10%)
<b>Q6.3</b>	<b>Has a member of staff checked on you personally in the last week to see how you are getting on?</b>	
	Yes	58 (43%)
	No	78 (57%)
<b>Q6.4</b>	<b>How often do staff normally speak to you during association?</b>	
	<b>Do not go on association</b>	6 (4%)
	Never	9 (7%)
	Rarely	23 (17%)
	Some of the time	47 (35%)
	Most of the time	33 (24%)
	All of the time	18 (13%)
<b>Q6.5</b>	<b>When did you first meet your personal (named) officer?</b>	
	<b>I have not met him/her</b>	26 (19%)
	In the first week	73 (54%)
	More than a week	29 (22%)
	Don't remember	6 (4%)
<b>Q6.6</b>	<b>How helpful is your personal (named) officer?</b>	
	<b>Do not have a personal officer/ I have not met him/ her</b>	26 (20%)
	Very helpful	57 (43%)
	Helpful	34 (26%)
	Neither	10 (8%)
	Not very helpful	2 (2%)
	Not at all helpful	3 (2%)

### Section 7: Safety

<b>Q7.1</b>	<b>Have you ever felt unsafe here?</b>	
	Yes	21 (16%)
	No	112 (84%)
<b>Q7.2</b>	<b>Do you feel unsafe now?</b>	
	Yes	6 (5%)
	No	127 (95%)
<b>Q7.3</b>	<b>In which areas have you felt unsafe? (Please tick all that apply to you.)</b>	
	<b>Never felt unsafe</b>	112 (88%)
	At meal times	6 (5%)
	Everywhere	2 (2%)
	At health services	0 (0%)
	Association areas	4 (3%)
	Visits area	3 (2%)
	Reception area	2 (2%)
	In wing showers	4 (3%)
	At the gym	3 (2%)
	In gym showers	2 (2%)
	In an exercise yard	5 (4%)
	In corridors/stairwells	4 (3%)
	At work	4 (3%)
	On your landing/wing	7 (6%)
	During movement	3 (2%)
	In your cell	1 (1%)
	At education	3 (2%)
	At religious services	1 (1%)
<b>Q7.4</b>	<b>Have you been victimised by other prisoners here?</b>	
	Yes	13 (10%)
	No	122 (90%)

<b>Q7.5</b>	<b>If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)</b>	
	<i>Insulting remarks (about you or your family or friends)</i>	4 (3%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	0 (0%)
	<i>Sexual abuse</i>	0 (0%)
	<i>Feeling threatened or intimidated</i>	5 (4%)
	<i>Having your canteen/property taken</i>	0 (0%)
	<i>Medication</i>	0 (0%)
	<i>Debt</i>	0 (0%)
	<i>Drugs</i>	0 (0%)
	<i>Your race or ethnic origin</i>	1 (1%)
	<i>Your religion/religious beliefs</i>	3 (2%)
	<i>Your nationality</i>	1 (1%)
	<i>You are from a different part of the country than others</i>	2 (1%)
	<i>You are from a traveller community</i>	0 (0%)
	<i>Your sexual orientation</i>	1 (1%)
	<i>Your age</i>	0 (0%)
	<i>You have a disability</i>	1 (1%)
	<i>You were new here</i>	0 (0%)
	<i>Your offence/ crime</i>	2 (1%)
	<i>Gang related issues</i>	0 (0%)
<b>Q7.6</b>	<b>Have you been victimised by staff here?</b>	
	Yes	19 (15%)
	No	112 (85%)
<b>Q7.7</b>	<b>If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)</b>	
	<i>Insulting remarks (about you or your family or friends)</i>	6 (5%)
	<i>Physical abuse (being hit, kicked or assaulted)</i>	0 (0%)
	<i>Sexual abuse</i>	0 (0%)
	<i>Feeling threatened or intimidated</i>	6 (5%)
	<i>Medication</i>	1 (1%)
	<i>Debt</i>	0 (0%)
	<i>Drugs</i>	0 (0%)
	<i>Your race or ethnic origin</i>	2 (2%)
	<i>Your religion/religious beliefs</i>	3 (2%)
	<i>Your nationality</i>	1 (1%)
	<i>You are from a different part of the country than others</i>	1 (1%)
	<i>You are from a traveller community</i>	0 (0%)
	<i>Your sexual orientation</i>	0 (0%)
	<i>Your age</i>	1 (1%)
	<i>You have a disability</i>	2 (2%)
	<i>You were new here</i>	2 (2%)
	<i>Your offence/ crime</i>	0 (0%)
	<i>Gang related issues</i>	1 (1%)
<b>Q7.8</b>	<b>If you have been victimised by prisoners or staff, did you report it?</b>	
	<b>Not been victimised</b>	106 (81%)
	Yes	5 (4%)
	No	20 (15%)

### Section 8: Health services

<b>Q8.1</b>	<b>How easy or difficult is it to see the following people?:</b>						
		<b>Don't know</b>	<b>Very easy</b>	<b>Easy</b>	<b>Neither</b>	<b>Difficult</b>	<b>Very difficult</b>
	The doctor	16 (12%)	21 (16%)	37 (27%)	15 (11%)	30 (22%)	16 (12%)
	The nurse	5 (4%)	46 (35%)	62 (47%)	8 (6%)	5 (4%)	5 (4%)

The dentist	30 (23%)	7 (5%)	20 (15%)	11 (8%)	30 (23%)	33 (25%)
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**Q8.2 What do you think of the quality of the health service from the following people?:**

	<b>Not been</b>	<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>
The doctor	20 (15%)	34 (26%)	50 (38%)	15 (11%)	6 (5%)	8 (6%)
The nurse	6 (5%)	48 (38%)	43 (34%)	16 (13%)	5 (4%)	10 (8%)
The dentist	47 (36%)	13 (10%)	25 (19%)	22 (17%)	8 (6%)	14 (11%)

**Q8.3 What do you think of the overall quality of the health services here?**

<b>Not been</b>	6 (4%)
<i>Very good</i>	36 (27%)
<i>Good</i>	51 (38%)
<i>Neither</i>	22 (16%)
<i>Bad</i>	10 (7%)
<i>Very bad</i>	9 (7%)

**Q8.4 Are you currently taking medication?**

Yes	62 (46%)
No	72 (54%)

**Q8.5 If you are taking medication, are you allowed to keep some/ all of it in your own cell?**

<b>Not taking medication</b>	72 (54%)
<i>Yes, all my meds</i>	54 (40%)
<i>Yes, some of my meds</i>	5 (4%)
No	3 (2%)

**Q8.6 Do you have any emotional or mental health problems?**

Yes	19 (14%)
No	115 (86%)

**Q8.7 Are you being helped/ supported by anyone in this prison (e.g psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff)?**

<b>Do not have any emotional or mental health problems</b>	115 (86%)
Yes	7 (5%)
No	11 (8%)

### Section 9: Drugs and alcohol

**Q9.1 Did you have a problem with drugs when you came into this prison?**

Yes	19 (14%)
No	115 (86%)

**Q9.2 Did you have a problem with alcohol when you came into this prison?**

Yes	13 (10%)
No	121 (90%)

**Q9.3 Is it easy or difficult to get illegal drugs in this prison?**

<i>Very easy</i>	30 (23%)
<i>Easy</i>	13 (10%)
<i>Neither</i>	14 (11%)
<i>Difficult</i>	1 (1%)
<i>Very difficult</i>	2 (2%)
<i>Don't know</i>	72 (55%)

**Q9.4 Is it easy or difficult to get alcohol in this prison?**

<i>Very easy</i>	18 (14%)
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Easy	8 (6%)
Neither	20 (15%)
Difficult	5 (4%)
Very difficult	1 (1%)
Don't know	81 (61%)

<b>Q9.5</b>	<b>Have you developed a problem with illegal drugs since you have been in this prison?</b>	
	Yes	5 (4%)
	No	129 (96%)
<b>Q9.6</b>	<b>Have you developed a problem with diverted medication since you have been in this prison?</b>	
	Yes	2 (1%)
	No	132 (99%)
<b>Q9.7</b>	<b>Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?</b>	
	<i>Did not / do not have a drug problem</i>	111 (84%)
	Yes	12 (9%)
	No	9 (7%)
<b>Q9.8</b>	<b>Have you received any support or help (for example substance misuse teams) for your alcohol problem, while in this prison?</b>	
	<i>Did not / do not have an alcohol problem</i>	121 (90%)
	Yes	6 (4%)
	No	7 (5%)
<b>Q9.9</b>	<b>Was the support or help you received, while in this prison, helpful?</b>	
	<i>Did not have a problem/ did not receive help</i>	119 (92%)
	Yes	11 (8%)
	No	0 (0%)

### Section 10: Activities

<b>Q10.1</b>	<b>How easy or difficult is it to get into the following activities, in this prison?</b>						
		<i>Don't know</i>	Very easy	Easy	Neither	Difficult	Very difficult
	Prison job	5 (4%)	56 (42%)	55 (41%)	9 (7%)	5 (4%)	3 (2%)
	Vocational or skills training	18 (14%)	30 (23%)	43 (34%)	9 (7%)	14 (11%)	14 (11%)
	Education (including basic skills)	13 (10%)	41 (31%)	62 (47%)	9 (7%)	3 (2%)	3 (2%)
	Offending behaviour programmes	62 (49%)	13 (10%)	12 (10%)	14 (11%)	15 (12%)	10 (8%)
<b>Q10.2</b>	<b>Are you currently involved in the following? (Please tick all that apply)</b>						
	<i>Not involved in any of these</i>						16 (12%)
	Prison job						98 (75%)
	Vocational or skills training						14 (11%)
	Education (including basic skills)						28 (21%)
	Offending behaviour programmes						5 (4%)
<b>Q10.3</b>	<b>If you have been involved in any of the following, while in this prison, do you think they will help you on release?</b>						
		<i>Not been involved</i>	Yes	No			<i>Don't know</i>
	Prison job	6 (5%)	55 (45%)	56 (46%)			6 (5%)
	Vocational or skills training	15 (15%)	49 (49%)	30 (30%)			7 (7%)
	Education (including basic skills)	11 (10%)	57 (52%)	34 (31%)			8 (7%)
	Offending behaviour programmes	27 (28%)	35 (37%)	22 (23%)			11 (12%)

<b>Q10.4</b>	<b>How often do you usually go to the library?</b>	
	<i>Don't want to go</i>	12 (9%)
	<i>Never</i>	9 (7%)
	<i>Less than once a week</i>	36 (27%)
	<i>About once a week</i>	41 (31%)
	<i>More than once a week</i>	36 (27%)
<b>Q10.5</b>	<b>Does the library have a wide enough range of materials to meet your needs?</b>	
	<i>Don't use it</i>	24 (18%)
	<i>Yes</i>	85 (63%)
	<i>No</i>	25 (19%)
<b>Q10.6</b>	<b>How many times do you usually go to the gym each week?</b>	
	<i>Don't want to go</i>	18 (14%)
	<i>0</i>	14 (11%)
	<i>1 to 2</i>	14 (11%)
	<i>3 to 5</i>	46 (35%)
	<i>More than 5</i>	41 (31%)
<b>Q10.7</b>	<b>How many times do you usually go outside for exercise each week?</b>	
	<i>Don't want to go</i>	2 (1%)
	<i>0</i>	12 (9%)
	<i>1 to 2</i>	22 (16%)
	<i>3 to 5</i>	34 (25%)
	<i>More than 5</i>	64 (48%)
<b>Q10.8</b>	<b>How many times do you usually have association each week?</b>	
	<i>Don't want to go</i>	8 (6%)
	<i>0</i>	4 (3%)
	<i>1 to 2</i>	6 (4%)
	<i>3 to 5</i>	12 (9%)
	<i>More than 5</i>	104 (78%)
<b>Q10.9</b>	<b>How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.)</b>	
	<i>Less than 2 hours</i>	3 (2%)
	<i>2 to less than 4 hours</i>	2 (2%)
	<i>4 to less than 6 hours</i>	6 (5%)
	<i>6 to less than 8 hours</i>	12 (9%)
	<i>8 to less than 10 hours</i>	17 (13%)
	<i>10 hours or more</i>	81 (62%)
	<i>Don't know</i>	10 (8%)

### Section 11: Contact with family and friends

<b>Q11.1</b>	<b>Have staff supported you and helped you to maintain contact with your family/friends while in this prison?</b>	
	<i>Yes</i>	96 (73%)
	<i>No</i>	36 (27%)
<b>Q11.2</b>	<b>Have you had any problems with sending or receiving mail (letters or parcels)?</b>	
	<i>Yes</i>	29 (22%)
	<i>No</i>	105 (78%)

<b>Q11.3</b>	<b>Have you had any problems getting access to the telephones?</b>	
	Yes	16 (12%)
	No	118 (88%)
<b>Q11.4</b>	<b>How easy or difficult is it for your family and friends to get here?</b>	
	<i>I don't get visits</i>	13 (10%)
	Very easy	26 (20%)
	Easy	45 (34%)
	Neither	10 (8%)
	Difficult	21 (16%)
	Very difficult	15 (11%)
	Don't know	1 (1%)

### Section 12: Preparation for release

<b>Q12.1</b>	<b>Do you have a named offender manager (home probation officer) in the probation service?</b>	
	Yes	129 (97%)
	No	4 (3%)
<b>Q12.2</b>	<b>What type of contact have you had with your offender manager since being in prison? (Please tick all that apply to you.)</b>	
	<i>Do not have an offender manager/ NA</i>	7 (5%)
	No contact	12 (9%)
	Letter	52 (40%)
	Phone	84 (65%)
	Visit	55 (42%)
<b>Q12.3</b>	<b>Do you have a named offender supervisor in this prison?</b>	
	Yes	128 (96%)
	No	5 (4%)
<b>Q12.4</b>	<b>Do you have a sentence plan?</b>	
	Yes	113 (86%)
	No	18 (14%)
<b>Q12.5</b>	<b>How involved were you in the development of your sentence plan?</b>	
	<i>Do not have a sentence plan</i>	18 (14%)
	Very involved	44 (33%)
	Involved	38 (29%)
	Neither	10 (8%)
	Not very involved	12 (9%)
	Not at all involved	10 (8%)
<b>Q12.6</b>	<b>Who is working with you to achieve your sentence plan targets? (please tick all that apply to you.)</b>	
	<i>Do not have a sentence plan</i>	18 (14%)
	Nobody	27 (20%)
	Offender supervisor	67 (50%)
	Offender manager	50 (38%)
	Named/ personal officer	20 (15%)
	Staff from other departments	19 (14%)
<b>Q12.7</b>	<b>Can you achieve any of your sentence plan targets in this prison?</b>	
	<i>Do not have a sentence plan</i>	18 (14%)
	Yes	89 (69%)
	No	10 (8%)

	<i>Don't know</i>			12 (9%)
<b>Q12.8</b>	<b>Are there plans for you to achieve any of your sentence plan targets in another prison?</b>			
	<i>Do not have a sentence plan</i>			18 (14%)
	Yes			11 (8%)
	No			93 (70%)
	<i>Don't know</i>			10 (8%)
<b>Q12.9</b>	<b>Are there plans for you to achieve any of your sentence plan targets in the community?</b>			
	<i>Do not have a sentence plan</i>			18 (14%)
	Yes			59 (45%)
	No			34 (26%)
	<i>Don't know</i>			19 (15%)
<b>Q12.10</b>	<b>Do you have a needs based custody plan?</b>			
	Yes			14 (11%)
	No			65 (50%)
	<i>Don't know</i>			52 (40%)
<b>Q12.11</b>	<b>Do you feel that any member of staff has helped you to prepare for your release?</b>			
	Yes			51 (39%)
	No			79 (61%)
<b>Q12.12</b>	<b>Do you know of anyone in this prison who can help you with the following on release?: (please tick all that apply)</b>			
		<b>Do not need help</b>	<b>Yes</b>	<b>No</b>
	Employment	41 (32%)	50 (39%)	37 (29%)
	Accommodation	44 (35%)	49 (39%)	32 (26%)
	Benefits	43 (35%)	36 (30%)	43 (35%)
	Finances	51 (42%)	29 (24%)	41 (34%)
	Education	50 (41%)	42 (34%)	30 (25%)
	Drugs and alcohol	60 (52%)	38 (33%)	18 (16%)
<b>Q12.13</b>	<b>Have you been provided with information on the following?: (please tick all that apply)</b>			
		<b>Yes</b>		<b>No</b>
	Resettlement day release	107 (83%)		22 (17%)
	Resettlement overnight release	100 (80%)		25 (20%)
<b>Q12.14</b>	<b>Have you had access to the following?: (please tick all that apply)</b>			
		<b>Yes</b>		<b>No</b>
	Resettlement day release	94 (73%)		34 (27%)
	Resettlement overnight release	68 (55%)		56 (45%)
	Special purpose leave	33 (31%)		75 (69%)
<b>Q12.15</b>	<b>Please answer the following questions on your preparation for release?:</b>			
		<b>Yes</b>		<b>No</b>
	Were you given up to date information about this prison before you came here	38 (29%)		92 (71%)
	Were you helped to prepare for open conditions before you came here (increased responsibility, freedom etc.)	40 (31%)		89 (69%)
	Do you feel you have been given a greater responsibility here than when you were in closed conditions	109 (84%)		20 (16%)
	Have you been on a preparation for release course	37 (29%)		91 (71%)

Is this prison near your home area or intended release address	78 (61%)	49 (39%)
Have you done anything, or has anything happened to you here that will make you less likely to offend in the future	70 (56%)	54 (44%)

## Appendix V: Photographs



Dining room, The Lakes



Occupied double cell, The Lakes



Polytunnels, The Lakes

Main comparator and comparator to last time



Prisoner survey responses HMP & YOI Hatfield 2015

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

Key to tables

		HMP & YOI Hatfield 2015	Open prisons comparator	HMP & YOI Hatfield 2015	HMP & YOI Hatfield 2012
	Any percentage highlighted in green is significantly better				
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	Percentages which are not highlighted show there is no significant difference				
<b>Number of completed questionnaires returned</b>		<b>141</b>	<b>1,920</b>	<b>141</b>	<b>137</b>
<b>SECTION 1: General information</b>					
1.2	Are you under 21 years of age?	1%	0%	1%	3%
1.3	Are you on recall?	4%	3%	4%	2%
1.4	Is your sentence less than 12 months?	2%	3%	2%	4%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	17%	11%	17%	13%
1.5	Are you a foreign national?	2%	3%	2%	4%
1.6	Do you understand spoken English?	100%	100%	100%	99%
1.7	Do you understand written English?	100%	99%	100%	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.)	32%	28%	32%	29%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	3%	0%	3%
1.1	Are you Muslim?	21%	12%	21%	15%
1.11	Are you homosexual/gay or bisexual?	2%	3%	2%	1%
1.12	Do you consider yourself to have a disability?	12%	12%	12%	13%
1.13	Are you a veteran (ex-armed services)?	2%	7%	2%	6%
1.14	Is this your first time in prison?	45%	52%	45%	57%
1.15	Do you have any children under the age of 18?	51%	53%	51%	58%
<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?	28%	49%	28%	24%
For those who spent two or more hours in the escort van:					
2.2	Were you offered anything to eat or drink?	79%	81%	79%	53%
2.3	Were you offered a toilet break?	13%	10%	13%	8%
2.4	Was the van clean?	65%	67%	65%	64%
2.5	Did you feel safe?	91%	84%	91%	83%
2.6	Were you treated well/very well by the escort staff?	81%	79%	81%	69%
2.7	Before you arrived here were you told that you were coming here?	84%	80%	84%	84%
2.7	Before you arrived here did you receive any written information about coming here?	8%	14%	8%	9%
2.8	When you first arrived here did your property arrive at the same time as you?	94%	92%	94%	91%
<b>SECTION 3: Reception, first night and induction</b>					
3.1	Were you in reception for less than 2 hours?	91%	70%	91%	91%
3.2	When you were searched in reception, was this carried out in a respectful way?	92%	87%	92%	82%
3.3	Were you treated well/very well in reception?	92%	80%	92%	70%

## Main comparator and comparator to last time

### Key to tables

	HMP & YO Hatfield 2015	Open prisons comparator	HMP & YO Hatfield 2015	HMP & YO Hatfield 2012
Any percentage highlighted in green is significantly better				
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Percentages which are not highlighted show there is no significant difference				
When you first arrived:				
3.4 Did you have any problems?	33%	42%	33%	36%
3.4 Did you have any problems with loss of property?	8%	9%	8%	11%
3.4 Did you have any housing problems?	6%	8%	6%	2%
3.4 Did you have any problems contacting employers?	2%	2%	2%	2%
3.4 Did you have any problems contacting family?	7%	10%	7%	9%
3.4 Did you have any problems ensuring dependants were being looked after?	0%	1%	0%	0%
3.4 Did you have any money worries?	6%	11%	6%	13%
3.4 Did you have any problems with feeling depressed or suicidal?	2%	4%	2%	2%
3.4 Did you have any physical health problems?	9%	8%	9%	6%
3.4 Did you have any mental health problems?	6%	5%	6%	6%
3.4 Did you have any problems with needing protection from other prisoners?	0%	1%	0%	2%
3.4 Did you have problems accessing phone numbers?	6%	11%	6%	5%
For those with problems:				
3.5 Did you receive any help/ support from staff in dealing with these problems?	53%	43%	53%	29%
When you first arrived here, were you offered any of the following:				
3.6 Tobacco?	61%	56%	61%	65%
3.6 A shower?	38%	36%	38%	34%
3.6 A free telephone call?	30%	46%	30%	18%
3.6 Something to eat?	39%	51%	39%	38%
3.6 PIN phone credit?	52%	59%	52%	46%
3.6 Toiletries/ basic items?	40%	41%	40%	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?	49%	57%	49%	55%
3.7 Someone from health services?	76%	74%	76%	70%
3.7 A Listener/Samaritans?	38%	40%	38%	26%
3.7 Prison shop/ canteen?	29%	30%	29%	19%
When you first arrived here were you offered information about any of the following:				
3.8 What was going to happen to you?	70%	68%	70%	42%
3.8 Support was available for people feeling depressed or suicidal?	43%	47%	43%	26%
3.8 How to make routine requests?	58%	57%	58%	35%
3.8 Your entitlement to visits?	59%	57%	59%	45%
3.8 Health services?	69%	65%	69%	57%
3.8 The chaplaincy?	51%	57%	51%	44%
3.9 Did you feel safe on your first night here?	98%	90%	98%	86%
3.10 Have you been on an induction course?	89%	96%	89%	80%
For those who have been on an induction course:				
3.11 Did the course cover everything you needed to know about the prison?	73%	72%	73%	50%
3.12 Did you receive an education (skills for life) assessment?	83%	85%	83%	86%

## Main comparator and comparator to last time

### Key to tables

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Any percentage highlighted in blue is significantly worse				
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Percentages which are not highlighted show there is no significant difference				
<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?	73%	61%	73%	70%
4.1 Attend legal visits?	51%	49%	51%	37%
4.2 Have staff ever opened letters from your solicitor or legal representative when you were not with them?	26%	26%	26%	37%
4.3 Can you get legal books in the library?	49%	48%	49%	48%
For the wing/unit you are currently on:				
4.4 Are you normally able to have a shower every day?	99%	98%	99%	100%
4.4 Do you normally receive clean sheets every week?	78%	71%	78%	84%
4.4 Do you normally get cell cleaning materials every week?	75%	64%	75%	74%
4.4 Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	85%	78%	85%	93%
4.4 Can you normally get your stored property, if you need to?	58%	42%	58%	54%
4.5 Is the food in this prison good/very good?	59%	39%	59%	16%
4.6 Does the shop/canteen sell a wide enough range of goods to meet your needs?	50%	50%	50%	34%
4.7 Are you able to speak to a Listener at any time, if you want to?	59%	61%	59%	39%
4.8 Are your religious beliefs are respected?	51%	54%	51%	46%
4.9 Are you able to speak to a religious leader of your faith in private if you want to?	58%	67%	58%	55%
4.10 Is it easy/very easy to attend religious services?	49%	55%	49%	41%
<b>SECTION 5: Applications and complaints</b>				
5.1 Is it easy to make an application?	90%	87%	90%	76%
For those who have made an application:				
5.2 Do you feel applications are dealt with fairly?	76%	72%	76%	59%
5.2 Do you feel applications are dealt with quickly (within seven days)?	57%	60%	57%	64%
5.3 Is it easy to make a complaint?	53%	53%	53%	52%
For those who have made a complaint:				
5.4 Do you feel complaints are dealt with fairly?	47%	43%	47%	36%
5.4 Do you feel complaints are dealt with quickly (within seven days)?	43%	45%	43%	35%
5.5 Have you ever been prevented from making a complaint when you wanted to?	10%	17%	10%	16%
5.6 Is it easy/very easy to see the Independent Monitoring Board?	45%	35%	45%	33%
<b>SECTION 6: Relationships with staff</b>				
6.1 Do most staff, in this prison, treat you with respect?	92%	77%	92%	63%
6.2 Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	90%	76%	90%	68%
6.3 Has a member of staff checked on you personally in the last week to see how you were getting on?	43%	32%	43%	11%
6.4 Do staff normally speak to you most of the time/all of the time during association?	38%	18%	38%	14%
6.5 Do you have a personal officer?	81%	75%	81%	55%
For those with a personal officer:				
6.6 Do you think your personal officer is helpful/very helpful?	86%	70%	86%	53%

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Percentages which are not highlighted show there is no significant difference				
<b>SECTION 7: Safety</b>				
7.1 Have you ever felt unsafe here?	16%	19%	16%	24%
7.2 Do you feel unsafe now?	4%	7%	4%	10%
7.3 Have you been victimised by other prisoners here?	10%	16%	10%	18%
Since you have been here, have other prisoners:				
7.5 Made insulting remarks about you, your family or friends?	3%	6%	3%	6%
7.5 Hit, kicked or assaulted you?	0%	1%	0%	2%
7.5 Sexually abused you?	0%	1%	0%	2%
7.5 Threatened or intimidated you?	4%	9%	4%	8%
7.5 Taken your canteen/property?	0%	1%	0%	1%
7.5 Victimised you because of medication?	0%	1%	0%	2%
7.5 Victimised you because of debt?	0%	1%	0%	0%
7.5 Victimised you because of drugs?	0%	1%	0%	1%
7.5 Victimised you because of your race or ethnic origin?	1%	2%	1%	3%
7.5 Victimised you because of your religion/religious beliefs?	2%	1%	2%	3%
7.5 Victimised you because of your nationality?	1%	1%	1%	1%
7.5 Victimised you because you were from a different part of the country?	2%	2%	2%	2%
7.5 Victimised you because you are from a traveller community?	0%	0%	0%	0%
7.5 Victimised you because of your sexual orientation?	1%	1%	1%	1%
7.5 Victimised you because of your age?	0%	1%	0%	1%
7.5 Victimised you because you have a disability?	1%	1%	1%	4%
7.5 Victimised you because you were new here?	0%	2%	0%	2%
7.5 Victimised you because of your offence/crime?	2%	3%	2%	1%
7.5 Victimised you because of gang related issues?	0%	1%	0%	0%
<b>SECTION 7: Safety continued</b>				
7.6 Have you been victimised by staff here?	14%	22%	14%	23%
Since you have been here, have staff:				
7.7 Made insulting remarks about you, your family or friends?	4%	7%	4%	9%
7.7 Hit, kicked or assaulted you?	0%	0%	0%	2%
7.7 Sexually abused you?	0%	0%	0%	2%
7.7 Threatened or intimidated you?	4%	10%	4%	12%
7.7 Victimised you because of medication?	1%	1%	1%	2%
7.7 Victimised you because of debt?	0%	0%	0%	0%
7.7 Victimised you because of drugs?	0%	1%	0%	1%
7.7 Victimised you because of your race or ethnic origin?	2%	3%	2%	4%
7.7 Victimised you because of your religion/religious beliefs?	2%	2%	2%	4%

## Main comparator and comparator to last time

### Key to tables

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7.7	Victimised you because of your nationality?	1%	1%	1%	3%
7.7	Victimised you because you were from a different part of the country?	1%	1%	1%	3%
7.7	Victimised you because you are from a traveller community?	0%	0%	0%	1%
7.7	Victimised you because of your sexual orientation?	0%	0%	0%	1%
7.7	Victimised you because of your age?	1%	1%	1%	0%
7.7	Victimised you because you have a disability?	2%	1%	2%	2%
7.7	Victimised you because you were new here?	2%	3%	2%	3%
7.7	Victimised you because of your offence/crime?	0%	3%	0%	2%
7.7	Victimised you because of gang related issues?	1%	1%	1%	0%
	For those who have been victimised by staff or other prisoners:				
7.8	Did you report any victimisation that you have experienced?	21%	22%	21%	19%
<b>SECTION 8: Health services</b>					
8.1	Is it easy/very easy to see the doctor?	43%	53%	43%	46%
8.1	Is it easy/very easy to see the nurse?	82%	72%	82%	63%
8.1	Is it easy/very easy to see the dentist?	21%	27%	21%	16%
	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:				
8.2	The doctor?	74%	65%	74%	62%
8.2	The nurse?	75%	76%	75%	58%
8.2	The dentist?	47%	54%	47%	35%
8.3	The overall quality of health services?	68%	65%	68%	46%
8.4	Are you currently taking medication?	46%	45%	46%	51%
	For those currently taking medication:				
8.5	Are you allowed to keep possession of some or all of your medication in your own cell?	95%	98%	95%	97%
8.6	Do you have any emotional well being or mental health problems?	14%	13%	14%	16%
	For those who have problems:				
8.7	Are you being helped or supported by anyone in this prison?	38%	55%	38%	47%
<b>SECTION 9: Drugs and alcohol</b>					
9.1	Did you have a problem with drugs when you came into this prison?	14%	11%	14%	9%
9.2	Did you have a problem with alcohol when you came into this prison?	10%	10%	10%	10%
9.3	Is it easy/very easy to get illegal drugs in this prison?	33%	37%	33%	40%
9.4	Is it easy/very easy to get alcohol in this prison?	20%	22%	20%	27%
9.5	Have you developed a problem with drugs since you have been in this prison?	4%	2%	4%	3%
9.6	Have you developed a problem with diverted medication since you have been in this prison?	2%	2%	2%	3%
	For those with drug or alcohol problems:				
9.7	Have you received any support or help with your drug problem while in this prison?	58%	77%	58%	38%
9.8	Have you received any support or help with your alcohol problem while in this prison?	46%	85%	46%	41%
	For those who have received help or support with their drug or alcohol problem:				
9.9	Was the support helpful?	100%	90%	100%	68%

## Main comparator and comparator to last time

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Percentages which are not highlighted show there is no significant difference				
<b>SECTION 10: Activities</b>				
Is it very easy/ easy to get into the following activities:				
10.1 A prison job?	84%	79%	84%	54%
10.1 Vocational or skills training?	57%	59%	57%	37%
10.1 Education (including basic skills)?	79%	73%	79%	67%
10.1 Offending Behaviour Programmes?	20%	34%	20%	23%
Are you currently involved in any of the following activities:				
10.2 A prison job?	75%	71%	75%	61%
10.2 Vocational or skills training?	11%	18%	11%	9%
10.2 Education (including basic skills)?	21%	22%	21%	12%
10.2 Offending Behaviour Programmes?	4%	5%	4%	7%
10.3 Have you had a job while in this prison?	95%	94%	95%	92%
For those who have had a prison job while in this prison:				
10.3 Do you feel the job will help you on release?	47%	47%	47%	33%
10.3 Have you been involved in vocational or skills training while in this prison?	85%	81%	85%	82%
For those who have had vocational or skills training while in this prison:				
10.3 Do you feel the vocational or skills training will help you on release?	57%	65%	57%	49%
10.3 Have you been involved in education while in this prison?	90%	85%	90%	86%
For those who have been involved in education while in this prison:				
10.3 Do you feel the education will help you on release?	58%	64%	58%	43%
11.3 Have you been involved in offending behaviour programmes while in this prison?	71%	70%	71%	75%
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?	52%	49%	52%	48%
10.4 Do you go to the library at least once a week?	57%	53%	57%	60%
10.5 Does the library have a wide enough range of materials to meet your needs?	63%	60%	63%	57%
10.6 Do you go to the gym three or more times a week?	65%	52%	65%	62%
10.7 Do you go outside for exercise three or more times a week?	73%	75%	73%	84%
10.8 Do you go on association more than five times each week?	78%	77%	78%	80%
10.9 Do you spend ten or more hours out of your cell on a weekday?	62%	57%	62%	57%
<b>SECTION 11: Friends and family</b>				
11.1 Have staff supported you and helped you to maintain contact with family/friends while in this prison?	73%	53%	73%	46%
11.2 Have you had any problems with sending or receiving mail?	22%	20%	22%	23%
11.3 Have you had any problems getting access to the telephones?	12%	12%	12%	23%
11.4 Is it easy/ very easy for your friends and family to get here?	54%	38%	54%	44%
<b>SECTION 12: Preparation for release</b>				
12.1 Do you have a named offender manager (home probation officer) in the probation service?	97%	93%	97%	95%
For those who have an offender manager what type of contact have you had:				
12.2 No contact?	10%	16%	10%	10%
12.2 Contact by letter?	42%	40%	42%	38%

## Main comparator and comparator to last time

### Key to tables

		HMP & YOI Hatfield 2015	Open prisons comparator	HMP & YOI Hatfield 2015	HMP & YOI Hatfield 2012
	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				
12.2	Contact by phone?	68%	56%	68%	65%
12.2	Contact by visit?	45%	41%	45%	49%
12.3	Do you have a named offender supervisor in this prison?	96%	84%	96%	82%
12.4	Do you have a sentence plan?	86%	77%	86%	72%
	For those with a sentence plan:				
12.5	Were you involved/very involved in the development of your plan?	72%	73%	72%	71%
	Who is working with you to achieve your sentence plan targets:				
12.6	nobody?	24%	31%	24%	29%
12.6	Offender supervisor?	58%	52%	58%	46%
12.6	Offender manager?	44%	39%	44%	43%
12.6	Named/ personal officer?	17%	20%	17%	13%
12.6	Staff from other departments?	16%	21%	16%	7%
	For those with a sentence plan:				
12.7	Can you achieve any of your sentence plan targets in this prison?	80%	75%	80%	65%
12.8	Are there plans for you to achieve any of your targets in another prison?	10%	13%	10%	15%
12.9	Are there plans for you to achieve any of your targets in the community?	53%	49%	53%	48%
12.10	Do you have a needs based custody plan?	11%	7%	11%	5%
12.11	Do you feel that any member of staff has helped you to prepare for release?	39%	34%	39%	20%
	For those that need help do you know of anyone in this prison who can help you on release with the following:				
12.12	Employment?	58%	56%	58%	36%
12.12	Accommodation?	61%	52%	61%	38%
12.12	Benefits?	46%	52%	46%	37%
12.12	Finances?	41%	45%	41%	27%
12.12	Education?	58%	56%	58%	43%
12.12	Drugs and alcohol?	68%	59%	68%	50%
	Have you been provided with information on the following:				
12.13	Resettlement day release?	83%	76%	83%	81%
12.13	Resettlement overnight release?	80%	74%	80%	82%
	Have you had access to the following:				
12.14	Resettlement day release?	74%	64%	74%	85%
12.14	Resettlement overnight release?	55%	55%	55%	82%
12.14	Special purpose leave?	31%	35%	31%	33%
	Please answer the following about your preparation for release:				
12.15	Were you given up to date information about this prison before you came here?	29%	27%	29%	15%
12.15	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	31%	31%	31%	20%
12.15	Do you feel you have been given greater responsibility here than when you were in closed conditions?	85%	80%	85%	74%
12.15	Have you been on a preparation for release course?	29%	19%	29%	29%
12.15	Is this prison near your home area or your intended release address?	61%	45%	61%	53%
12.15	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	57%	62%	57%	50%

## Diversity analysis



### Key question responses (ethnicity and religion) HMP & YOI Hatfield 2015

**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

		Black and minority ethnic prisoners	White prisoners	Muslim prisoners	Non-Muslim 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				
<b>Number of completed questionnaires returned</b>		<b>44</b>	<b>94</b>	<b>29</b>	<b>110</b>
1.5	Are you a foreign national?	2%	2%	0%	3%
1.6	Do you understand spoken English?	100%	100%	100%	100%
1.7	Do you understand written English?	100%	100%	100%	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.)			100%	13%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	0%	0%	0%
1.1	Are you Muslim?	67%	0%		
1.12	Do you consider yourself to have a disability?	7%	14%	7%	13%
1.13	Are you a veteran (ex-armed services)?	0%	3%	0%	3%
1.14	Is this your first time in prison?	50%	43%	55%	42%
2.6	Were you treated well/very well by the escort staff?	82%	80%	76%	82%
2.7	Before you arrived here were you told that you were coming here?	82%	85%	82%	85%
3.2	When you were searched in reception, was this carried out in a respectful way?	93%	92%	89%	93%
3.3	Were you treated well/very well in reception?	90%	93%	96%	91%
3.4	Did you have any problems when you first arrived?	25%	35%	24%	35%
3.7	Did you have access to someone from health care when you first arrived here?	65%	80%	56%	80%
3.9	Did you feel safe on your first night here?	95%	99%	92%	99%
3.10	Have you been on an induction course?	86%	90%	85%	90%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	73%	73%	75%	73%
4.4	Are you normally able to have a shower every day?	100%	99%	100%	99%
4.5	Is the food in this prison good/very good?	51%	63%	48%	61%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	45%	53%	48%	51%
4.7	Are you able to speak to a Listener at any time, if you want to?	60%	58%	60%	59%
4.8	Do you feel your religious beliefs are respected?	69%	43%	81%	44%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	68%	55%	75%	55%
5.1	Is it easy to make an application?	88%	90%	92%	89%
5.3	Is it easy to make a complaint?	50%	53%	44%	55%

## Diversity analysis

### Key to tables

		Black and minority ethnic prisoners	White prisoners	Muslim prisoners	Non-Muslim 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				
6.1	Do <b>most</b> staff, in this prison, treat you with respect?	87%	94%	84%	94%
6.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	76%	97%	80%	93%
6.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	38%	37%	37%	38%
6.4	Do you have a personal officer?	81%	80%	81%	80%
7.1	Have you ever felt unsafe here?	19%	14%	12%	17%
7.2	Do you feel unsafe now?	13%	1%	4%	5%
7.3	Have you been victimised by other prisoners?	8%	11%	4%	11%
7.5	Have you ever felt threatened or intimidated by other prisoners here?	3%	5%	4%	4%
7.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	3%	0%	0%	1%
7.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	5%	1%	4%	2%
7.5	Have you been victimised because of your nationality? (By prisoners)	3%	0%	0%	1%
7.5	Have you been victimised because you have a disability? (By prisoners)	0%	1%	0%	1%
7.6	Have you been victimised by a member of staff?	15%	14%	8%	16%
7.7	Have you ever felt threatened or intimidated by staff here?	0%	6%	0%	6%
7.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	5%	0%	0%	2%
7.7	Have you been victimised because of your religion/religious beliefs? (By staff)	5%	1%	8%	1%
7.7	Have you been victimised because of your nationality? (By staff)	3%	0%	0%	1%
7.7	Have you been victimised because you have a disability? (By staff)	0%	2%	0%	2%
8.1	Is it easy/very easy to see the doctor?	40%	45%	33%	45%
8.1	Is it easy/ very easy to see the nurse?	79%	85%	75%	84%
8.4	Are you currently taking medication?	34%	52%	26%	52%
8.6	Do you feel you have any emotional well being/mental health issues?	8%	18%	8%	16%
9.3	Is it easy/very easy to get illegal drugs in this prison?	19%	39%	22%	35%

## Diversity analysis

### Key to tables

	Any percentage highlighted in green is significantly better	Black and minority ethnic prisoners	White prisoners	Muslim prisoners	Non-Muslim prisoners
	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				
10.2	Are you currently working in the prison?	68%	79%	65%	77%
10.2	Are you currently undertaking vocational or skills training?	13%	10%	8%	12%
10.2	Are you currently in education (including basic skills)?	37%	14%	42%	16%
10.2	Are you currently taking part in an offending behaviour programme?	5%	4%	4%	4%
10.4	Do you go to the library at least once a week?	74%	49%	71%	54%
10.6	Do you go to the gym three or more times a week?	71%	62%	71%	64%
10.7	Do you go outside for exercise three or more times a week?	69%	76%	71%	74%
10.8	On average, do you go on association more than five times each week?	84%	76%	85%	75%
10.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	53%	67%	54%	64%
11.2	Have you had any problems sending or receiving mail?	14%	25%	12%	25%
11.3	Have you had any problems getting access to the telephones?	16%	10%	26%	8%
	Have you been provided with information on the following:				
12.12	Resettlement day release?	81%	84%	81%	83%
12.12	Resettlement overnight release?	76%	82%	80%	80%
	Have you had access to the following:				
12.13	Resettlement day release?	71%	74%	67%	75%
12.13	Resettlement overnight release?	57%	54%	58%	54%
12.13	Special purpose leave?	24%	33%	28%	32%
	Please answer the following about your preparation for release:				
12.14	Were you given up to date information about this prison before you came here?	34%	28%	33%	28%
12.14	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	43%	24%	44%	28%
12.14	Do you feel you have been given greater responsibility here than when you were closed conditions?	76%	89%	74%	88%
12.14	Have you been on a preparation for release course?	34%	27%	37%	27%
12.14	Is this prison near your home area or your intended release address?	63%	61%	71%	60%

## Diversity analysis



### Key question responses (disability, aged over 50) HMP & YOI Hatfield 2015

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

#### Key to tables

		Consider themselves to have a disability		Do not consider themselves to have a disability	
				Prisoners aged 50 and over	Prisoners under the age of 50
	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>16</b>	<b>122</b>	<b>22</b>	<b>119</b>
1.5	Are you a foreign national?	7%	1%	5%	2%
1.6	Do you understand spoken English?	100%	100%	100%	100%
1.7	Do you understand written English?	100%	100%	100%	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.)	19%	34%	5%	37%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	0%	0%	0%
1.1	Are you Muslim?	13%	23%	5%	24%
1.12	Do you consider yourself to have a disability?			24%	9%
1.13	Are you a veteran (ex-armed services)?	7%	2%	5%	2%
1.14	Is this your first time in prison?	26%	48%	55%	44%
2.6	Were you treated well/very well by the escort staff?	94%	78%	81%	80%
2.7	Before you arrived here were you told that you were coming here?	87%	84%	81%	84%
3.2	When you were searched in reception, was this carried out in a respectful way?	87%	93%	91%	92%
3.3	Were you treated well/very well in reception?	94%	92%	91%	92%
3.4	Did you have any problems when you first arrived?	74%	27%	45%	31%
3.7	Did you have access to someone from health care when you first arrived here?	68%	77%	80%	75%
3.9	Did you feel safe on your first night here?	100%	97%	100%	97%
3.10	Have you been on an induction course?	94%	90%	95%	88%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	86%	72%	80%	72%
4.4	Are you normally able to have a shower every day?	100%	99%	100%	99%
4.5	Is the food in this prison good/very good?	66%	58%	64%	58%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	63%	48%	55%	50%
4.7	Are you able to speak to a Listener at any time, if you want to?	68%	56%	64%	58%
4.8	Do you feel your religious beliefs are respected?	50%	51%	55%	51%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	63%	58%	69%	56%
5.1	Is it easy to make an application?	100%	88%	100%	88%
5.3	Is it easy to make a complaint?	43%	53%	74%	49%

## Diversity analysis

### Key to tables

	Any percentage highlighted in green is significantly better	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 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				
6.1	Do <b>most</b> staff, in this prison, treat you with respect?	94%	91%	91%	92%
6.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	86%	91%	100%	88%
6.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	43%	36%	45%	36%
6.4	Do you have a personal officer?	66%	82%	76%	81%
7.1	Have you ever felt unsafe here?	19%	15%	10%	17%
7.2	Do you feel unsafe now?	7%	5%	0%	5%
7.3	Have you been victimised by other prisoners?	19%	9%	5%	11%
7.5	Have you ever felt threatened or intimidated by other prisoners here?	7%	4%	5%	4%
7.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	7%	0%	0%	1%
7.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	7%	2%	0%	3%
7.5	Have you been victimised because of your nationality? (By prisoners)	0%	1%	0%	1%
7.5	Have you been victimised because of your age? (By prisoners)	0%	0%	0%	0%
7.5	Have you been victimised because you have a disability? (By prisoners)	0%	1%	0%	1%
7.6	Have you been victimised by a member of staff?	21%	14%	10%	15%
7.7	Have you ever felt threatened or intimidated by staff here?	0%	5%	5%	5%
7.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	0%	2%	0%	2%
7.7	Have you been victimised because of your religion/religious beliefs? (By staff)	0%	3%	0%	3%
7.7	Have you been victimised because of your nationality? (By staff)	0%	1%	0%	1%
7.7	Have you been victimised because of your age? (By staff)	7%	0%	5%	0%
7.7	Have you been victimised because you have a disability? (By staff)	7%	1%	5%	1%
8.1	Is it easy/very easy to see the doctor?	43%	43%	38%	44%
8.1	Is it easy/ very easy to see the nurse?	93%	81%	90%	81%
9.4	Are you currently taking medication?	87%	40%	73%	42%
8.6	Do you feel you have any emotional well being/mental health issues?	63%	7%	28%	12%
9.3	Is it easy/very easy to get illegal drugs in this prison?	39%	33%	58%	28%

## Diversity analysis

### Key to tables

	Any percentage highlighted in green is significantly better	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 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				
10.2	Are you currently working in the prison?	93%	73%	76%	75%
10.2	Are you currently undertaking vocational or skills training?	7%	12%	10%	11%
10.2	Are you currently in education (including basic skills)?	14%	23%	0%	25%
10.2	Are you currently taking part in an offending behaviour programme?	7%	3%	5%	4%
10.4	Do you go to the library at least once a week?	57%	57%	58%	57%
10.6	Do you go to the gym three or more times a week?	46%	68%	45%	69%
10.7	Do you go outside for exercise three or more times a week?	50%	76%	68%	74%
10.8	On average, do you go on association more than five times each week?	57%	80%	73%	79%
10.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	43%	65%	53%	64%
11.2	Have you had any problems sending or receiving mail?	26%	21%	38%	19%
11.3	Have you had any problems getting access to the telephones?	13%	12%	0%	14%
	Have you been provided with information on the following:				
12.12	Resettlement day release?	61%	85%	90%	82%
12.12	Resettlement overnight release?	66%	81%	84%	79%
	Have you had access to the following:				
12.13	Resettlement day release?	57%	75%	85%	71%
12.13	Resettlement overnight release?	32%	57%	80%	50%
12.13	Special purpose leave?	26%	31%	54%	28%
	Please answer the following about your preparation for release:				
12.14	Were you given up to date information about this prison before you came here?	26%	29%	20%	31%
12.14	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	19%	32%	10%	35%
12.14	Do you feel you have been given greater responsibility here than when you were closed conditions?	81%	85%	90%	84%
12.14	Have you been on a preparation for release course?	37%	26%	28%	29%
12.14	Is this prison near your home area or your intended release address?	50%	64%	53%	63%

## Wing analysis



### Prisoner survey responses (wing analysis) HMP & YO1 Hatfield 2015

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

		G wing (The Lakes)	All other wings (A - F)
	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>19</b>	<b>122</b>
<b>SECTION 1: General information</b>			
1.2	Are you under 21 years of age?	0%	1%
1.3	Are you on recall?	6%	4%
1.4	Is your sentence less than 12 months?	0%	2%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	19%
1.5	Are you a foreign national?	0%	3%
1.6	Do you understand spoken English?	100%	100%
1.7	Do you understand written English?	100%	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.	32%	32%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	0%	0%
1.1	Are you Muslim?	29%	20%
1.11	Are you homosexual/gay or bisexual?	0%	2%
1.12	Do you consider yourself to have a disability?	6%	13%
1.13	Are you a veteran (ex-armed services)?	0%	3%
1.14	Is this your first time in prison?	29%	48%
1.15	Do you have any children under the age of 18?	68%	49%
<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?	16%	30%
For those who spent two or more hours in the escort van:			
2.2	Were you offered anything to eat or drink?	75%	79%
2.3	Were you offered a toilet break?	0%	13%
2.4	Was the van clean?	69%	65%
2.5	Did you feel safe?	84%	93%
2.6	Were you treated well/very well by the escort staff?	89%	79%
2.7	Before you arrived here were you told that you were coming here?	58%	87%
2.7	Before you arrived here did you receive any written information about coming here?	0%	9%
2.8	When you first arrived here did your property arrive at the same time as you?	89%	95%

## Wing analysis

### Key to tables

	Any percentage highlighted in green is significantly better	G wing (The Lakes)	All other wings (A - F)
	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>SECTION 3: Reception, first night and induction</b>			
3.1	Were you in reception for less than 2 hours?	94%	90%
3.2	When you were searched in reception, was this carried out in a respectful way?	100%	91%
3.3	Were you treated well/very well in reception?	100%	91%
	When you first arrived:		
3.4	Did you have any problems?	31%	33%
3.4	Did you have any problems with loss of property?	16%	7%
3.4	Did you have any housing problems?	0%	7%
3.4	Did you have any problems contacting employers?	0%	3%
3.4	Did you have any problems contacting family?	11%	7%
3.4	Did you have any problems ensuring dependants were being looked after?	0%	0%
3.4	Did you have any money worries?	0%	7%
3.4	Did you have any problems with feeling depressed or suicidal?	0%	3%
3.4	Did you have any physical health problems?	11%	9%
3.4	Did you have any mental health problems?	6%	7%
3.4	Did you have any problems with needing protection from other prisoners?	0%	0%
3.4	Did you have problems accessing phone numbers?	6%	6%
	For those with problems:		
3.5	Did you receive any help/ support from staff in dealing with these problems?	80%	49%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	78%	58%
3.6	A shower?	47%	37%
3.6	A free telephone call?	47%	27%
3.6	Something to eat?	47%	38%
3.6	PIN phone credit?	42%	54%
3.6	Toiletries/ basic items?	64%	36%

## Wing analysis

### Key to tables

	Any percentage highlighted in green is significantly better	G wing (The Lakes)	All other wings (A - F)
	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>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?	86%	44%
3.7	Someone from health services?	100%	73%
3.7	A Listener/Samaritans?	54%	36%
3.7	Prison shop/ canteen?	28%	29%
When you first arrived here were you offered information about any of the following:			
3.8	What was going to happen to you?	83%	68%
3.8	Support was available for people feeling depressed or suicidal?	44%	43%
3.8	How to make routine requests?	68%	57%
3.8	Your entitlement to visits?	77%	56%
3.8	Health services?	94%	65%
3.8	The chaplaincy?	83%	46%
3.9	Did you feel safe on your first night here?	100%	97%
3.10	Have you been on an induction course?	84%	90%
For those who have been on an induction course:			
3.11	Did the course cover everything you needed to know about the prison?	68%	74%
3.12	Did you receive an education (skills for life) assessment?	82%	83%
<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?	59%	76%
4.1	Attend legal visits?	35%	53%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	6%	29%
4.3	Can you get legal books in the library?	42%	50%
For the wing/unit you are currently on:			
4.4	Are you normally able to have a shower every day?	100%	99%
4.4	Do you normally receive clean sheets every week?	94%	75%
4.4	Do you normally get cell cleaning materials every week?	89%	73%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	94%	83%
4.4	Can you normally get your stored property, if you need to?	53%	58%
4.5	Is the food in this prison good/very good?	78%	56%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	69%	48%
4.7	Are you able to speak to a Listener at any time, if you want to?	47%	61%
4.8	Are your religious beliefs are respected?	47%	52%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	53%	59%
4.10	Is it easy/very easy to attend religious services?	73%	45%

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<b>SECTION 5: Applications and complaints</b>			
5.1	Is it easy to make an application?	94%	89%
	For those who have made an application:		
5.2	Do you feel applications are dealt with fairly?	93%	74%
5.2	Do you feel applications are dealt with quickly (within seven days)?	93%	51%
5.3	Is it easy to make a complaint?	64%	51%
	For those who have made a complaint:		
5.4	Do you feel complaints are dealt with fairly?	75%	45%
5.4	Do you feel complaints are dealt with quickly (within seven days)?	75%	39%
5.5	Have you ever been prevented from making a complaint when you wanted to?	13%	9%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	59%	43%
<b>SECTION 6: Relationships with staff</b>			
6.1	Do most staff, in this prison, treat you with respect?	89%	92%
6.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	94%	90%
6.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	53%	41%
6.4	Do staff normally speak to you most of the time/all of the time during association?	36%	38%
6.5	Do you have a personal officer?	69%	83%
	For those with a personal officer:		
6.6	Do you think your personal officer is helpful/very helpful?	62%	88%

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<b>SECTION 7: Safety</b>			
7.1	Have you ever felt unsafe here?	11%	16%
7.2	Do you feel unsafe now?	6%	5%
7.3	Have you been victimised by other prisoners here?	0%	11%
	Since you have been here, have other prisoners:		
7.5	Made insulting remarks about you, your family or friends?	0%	4%
7.5	Hit, kicked or assaulted you?	0%	0%
7.5	Sexually abused you?	0%	0%
7.5	Threatened or intimidated you?	0%	5%
7.5	Taken your canteen/property?	0%	0%
7.5	Victimised you because of medication?	0%	0%
7.5	Victimised you because of debt?	0%	0%
7.5	Victimised you because of drugs?	0%	0%
7.5	Victimised you because of your race or ethnic origin?	0%	1%
7.5	Victimised you because of your religion/religious beliefs?	0%	3%
7.5	Victimised you because of your nationality?	0%	1%
7.5	Victimised you because you were from a different part of the country?	0%	2%
7.5	Victimised you because you are from a traveller community?	0%	0%
7.5	Victimised you because of your sexual orientation?	0%	1%
7.5	Victimised you because of your age?	0%	0%
7.5	Victimised you because you have a disability?	0%	1%
7.5	Victimised you because you were new here?	0%	0%
7.5	Victimised you because of your offence/crime?	0%	2%
7.5	Victimised you because of gang related issues?	0%	0%

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<b>SECTION 7: Safety continued</b>			
7.6	Have you been victimised by staff here?	11%	15%
Since you have been here, have staff:			
7.7	Made insulting remarks about you, your family or friends?	0%	5%
7.7	Hit, kicked or assaulted you?	0%	0%
7.7	Sexually abused you?	0%	0%
7.7	Threatened or intimidated you?	6%	5%
7.7	Victimised you because of medication?	0%	1%
7.7	Victimised you because of debt?	0%	0%
7.7	Victimised you because of drugs?	0%	0%
7.7	Victimised you because of your race or ethnic origin?	0%	2%
7.7	Victimised you because of your religion/religious beliefs?	0%	3%
7.7	Victimised you because of your nationality?	0%	1%
7.7	Victimised you because you were from a different part of the country?	0%	1%
7.7	Victimised you because you are from a traveller community?	0%	0%
7.7	Victimised you because of your sexual orientation?	0%	0%
7.7	Victimised you because of your age?	0%	1%
7.7	Victimised you because you have a disability?	0%	2%
7.7	Victimised you because you were new here?	0%	2%
7.7	Victimised you because of your offence/crime?	0%	0%
7.7	Victimised you because of gang related issues?	0%	1%
For those who have been victimised by staff or other prisoners:			
7.8	Did you report any victimisation that you have experienced?	0%	23%

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<b>SECTION 8: Health services</b>			
8.1	Is it easy/very easy to see the doctor?	77%	38%
8.1	Is it easy/very easy to see the nurse?	100%	80%
8.1	Is it easy/very easy to see the dentist?	17%	21%
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:			
8.2	The doctor?	100%	72%
8.2	The nurse?	94%	72%
8.2	The dentist?	17%	49%
8.3	The overall quality of health services?	94%	65%
8.4	Are you currently taking medication?	56%	45%
For those currently taking medication:			
8.5	Are you allowed to keep possession of some or all of your medication in your own cell?	100%	94%
8.6	Do you have any emotional well being or mental health problems?	17%	14%
For those who have problems:			
8.7	Are you being helped or supported by anyone in this prison?	0%	43%
<b>SECTION 9: Drugs and alcohol</b>			
9.1	Did you have a problem with drugs when you came into this prison?	11%	15%
9.2	Did you have a problem with alcohol when you came into this prison?	17%	9%
9.3	Is it easy/very easy to get illegal drugs in this prison?	18%	35%
9.4	Is it easy/very easy to get alcohol in this prison?	6%	22%
9.5	Have you developed a problem with drugs since you have been in this prison?	0%	5%
9.6	Have you developed a problem with diverted medication since you have been in this prison?	0%	2%
For those with drug or alcohol problems:			
9.7	Have you received any support or help with your drug problem while in this prison?	50%	58%
9.8	Have you received any support or help with your alcohol problem while in this prison?	33%	50%
For those who have received help or support with their drug or alcohol problem:			
9.9	Was the support helpful?	100%	100%

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<b>SECTION 10: Activities</b>		
Is it very easy/ easy to get into the following activities:		
10.1 A prison job?	94%	82%
10.1 Vocational or skills training?	59%	57%
10.1 Education (including basic skills)?	68%	81%
10.1 Offending Behaviour Programmes?	32%	18%
Are you currently involved in any of the following activities:		
10.2 A prison job?	94%	72%
10.2 Vocational or skills training?	18%	10%
10.2 Education (including basic skills)?	24%	21%
10.2 Offending Behaviour Programmes?	6%	4%
10.3 Have you had a job while in this prison?	94%	95%
For those who have had a prison job while in this prison:		
10.3 Do you feel the job will help you on release?	57%	46%
10.3 Have you been involved in vocational or skills training while in this prison?	72%	87%
For those who have had vocational or skills training while in this prison:		
10.3 Do you feel the vocational or skills training will help you on release?	48%	59%
10.3 Have you been involved in education while in this prison?	70%	94%
For those who have been involved in education while in this prison:		
10.3 Do you feel the education will help you on release?	50%	58%
11.3 Have you been involved in offending behaviour programmes while in this prison?	66%	73%
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?	42%	53%
10.4 Do you go to the library at least once a week?	68%	56%
10.5 Does the library have a wide enough range of materials to meet your needs?	68%	63%
10.6 Do you go to the gym three or more times a week?	77%	64%
10.7 Do you go outside for exercise three or more times a week?	62%	75%
10.8 Do you go on association more than five times each week?	83%	77%
10.9 Do you spend ten or more hours out of your cell on a weekday?	47%	64%
<b>SECTION 11: Friends and family</b>		
11.1 Have staff supported you and helped you to maintain contact with family/friends while in this prison?	56%	76%
11.2 Have you had any problems with sending or receiving mail?	17%	23%
11.3 Have you had any problems getting access to the telephones?	11%	12%
11.4 Is it easy/ very easy for your friends and family to get here?	71%	51%

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<b>SECTION 12: Preparation for release</b>			
12.1	Do you have a named offender manager (home probation officer) in the probation service?	89%	98%
For those who have an offender manager what type of contact have you had:			
12.2	No contact?	28%	7%
12.2	Contact by letter?	21%	45%
12.2	Contact by phone?	46%	71%
12.2	Contact by visit?	46%	44%
12.3	Do you have a named offender supervisor in this prison?	94%	96%
12.4	Do you have a sentence plan?	83%	87%
For those with a sentence plan:			
12.5	Were you involved/very involved in the development of your plan?	93%	69%
Who is working with you to achieve your sentence plan targets:			
12.6	nobody?	14%	25%
12.6	Offender supervisor?	46%	60%
12.6	Offender manager?	54%	42%
12.6	Named/ personal officer?	21%	17%
12.6	Staff from other departments?	21%	16%
For those with a sentence plan:			
12.7	Can you achieve any of your sentence plan targets in this prison?	93%	78%
12.8	Are there plans for you to achieve any of your targets in another prison?	14%	9%
12.9	Are there plans for you to achieve any of your targets in the community?	46%	54%
12.10	Do you have a needs based custody plan?	11%	11%
12.11	Do you feel that any member of staff has helped you to prepare for release?	53%	37%
For those that need help do you know of anyone in this prison who can help you on release with the following:			
12.12	Employment?	83%	53%
12.12	Accommodation?	74%	58%
12.12	Benefits?	68%	42%
12.12	Finances?	68%	37%
12.12	Education?	91%	53%
12.12	Drugs and alcohol?	73%	66%
Have you been provided with information on the following:			
12.13	Resettlement day release?	89%	82%
12.13	Resettlement overnight release?	88%	79%
Have you had access to the following:			
12.14	Resettlement day release?	32%	80%
12.14	Resettlement overnight release?	32%	58%
12.14	Special purpose leave?	6%	35%
Please answer the following about your preparation for release:			
12.15	Were you given up to date information about this prison before you came here?	29%	29%
12.15	Were you helped to prepare for open conditions before you came here (increased responsibility etc)?	17%	34%
12.15	Do you feel you have been given greater responsibility here than when you were in closed conditions?	76%	86%
12.15	Have you been on a preparation for release course?	17%	31%
12.15	Is this prison near your home area or your intended release address?	62%	62%
12.15	Have you done anything, or has anything happened to you here to make you less likely to offend in future?	56%	57%