

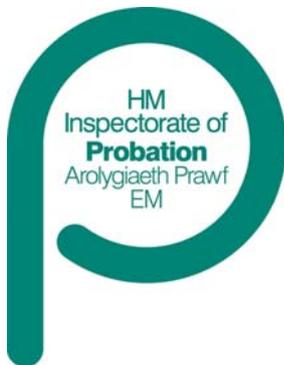
Report on an announced inspection of

HMP Elmley

by HM Chief Inspector of Prisons

19–20 October, 16–20 November 2015

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This publication is available for download at: <http://www.justiceinspectorates.gov.uk/hmiprisons/>

Printed and published by:
Her Majesty's Inspectorate of Prisons
Victory House
6th floor
30–34 Kingsway
London
WC2B 6EX
England

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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.justiceinspectors.gov.uk/hmiprisons/about-our-inspections/>

Introduction

HMP Elmley is situated on the Isle of Sheppey in Kent and at the time of this inspection held 1,160 adult men. Its primary function is a Category B local prison serving Kent courts but it also has a category C training function for about 240 men, about half of whom are sex offenders. When we last inspected HMP Elmley in June 2014, we left with real concerns about the safety and stability of the prison. Serious staff shortages had led to a poor and unpredictable regime which was causing palpable frustration and tension. This announced inspection fifteen months later found the prison greatly improved – but still with much to do.

The prison was now much safer. Contrary to national trends, levels of violence and self-harm had reduced. The number of serious incidents, including acts of concerted indiscipline, which had caused us so much concern at the previous inspection, had also significantly reduced. There had been three self-inflicted deaths in 2014 but none so far in 2015, and recommendations from Prison and Probation Ombudsman reports into previous deaths were being systematically implemented. Good use was made of Listeners, prisoners trained by the Samaritans to provide emotional support, and prisoner violence reduction representatives to help make the prison safer. The prison had introduced a number of successful measures to improve the management and care of prisoners with the most complex needs and behaviours. A multi-disciplinary case management approach had been introduced for prisoners with the most complex behaviour. The environment in the segregation unit had improved and the introduction of a spur for prisoners, who were vulnerable for reasons other than their offence, had reduced the numbers segregated for their own protection. Vulnerable prisoners as a whole reported feeling safer than at the last inspection. Safeguarding procedures for adults at risk were now embedded in the prison and this work was supported by a forensic social worker who was based in the prison.

Security was well managed overall. ‘Spice’, a synthetic drug that mimics the effects of cannabis and is very difficult to detect, and other so-called ‘legal highs’, and the debt and violence associated with them are a significant threat to safety across the prison system. Spice had been a serious problem at Elmley but there was evidence that an effective whole-prison strategy to reduce supply and demand was being effective. There was more the prison needed to do to improve safety further. Critical early days processes had improved but needed sharpening up; for instance, not all prisoners were able to make a phone call when they first arrived. The management of behaviour was not sufficiently consistent and there was too little reinforcement of good behaviour. We were particularly concerned about oversight of the use of force. Most use of force incidents involved full use of control and restraint which may have indicated inadequate de-escalation. Some serious incidents, including the use of batons, had not been investigated and record keeping was poor. Some CCTV footage of planned incidents that we reviewed showed poor management and excessive force. Use of special accommodation, a bare cell with no fittings, was high and there was insufficient documentation to show its use was justified.

Overall, staff-prisoner relationships were generally positive but the prison’s continued staff shortages and reliance on detached duty staff meant that relationships were too variable and staff had little time to develop the authoritative and positive relationships needed – the failure to tackle offensive displays or ensure attendance at activities were examples of this. The strategic management of equality and diversity was weak but prisoners with protected characteristics generally reported positive relationships with staff although perceptions were more mixed about other issues. The lack of monitoring and consultation made it impossible for the prison to understand and address any concerns. The impressive chaplaincy met the faith needs of prisoners and was well integrated into the life of the prison. Responses to complaints were improving. Health care had also improved since the last inspection and was now generally good. There was a high demand for mental health services which were very good and health care staff worked well with uniformed residential staff. The in-patient unit provided good care to men with the most acute needs. Access to health care remained a problem.

Access to basic facilities such as showers and clean bedding had improved but the physical environment was still unacceptably poor. Although there had been efforts to make improvements, too much remained dirty and in poor repair. A major bed bug infestation on one of the house-blocks was simply unacceptable – these cells were not fit for use and the unit needed to be taken out of action for a few days to allow pest controllers to eradicate the infestation. Hundreds of prisoners were in overcrowded cells and many were forced to use toilets screened only by a shower curtain a few feet away from their cell mates. Some cells were in poor condition with broken furniture and graffiti. Graphic displays of pornography were not challenged.

The most significant factor in the improved stability of the prison was that time out of cell had become much more predictable. It was still too limited but it was delivered consistently so prisoners could plan phone calls or domestic tasks with confidence. Activities were cancelled too often and attendance was poor. Managers had begun to address the recommendations we made at the last inspection to improve activities. New and more flexible courses had been introduced to better meet the needs of the population and quality assurance measures had been strengthened. Nevertheless, this had started from a very low base and further improvement was still required.

The prison held a complex mix of category B and category C prisoners. For those with a short time to serve, the new community rehabilitation company had made a good start. All prisoners had their practical needs assessed on arrival and before release. Most practical resettlement services were good. Work to help prisoners develop and maintain positive family relationships had much improved. Work to address the needs of category C sex offenders serving longer sentences was less effective. The prison's reducing reoffending policy did not address their needs and there was insufficient work to address their behaviour and help them progress. There were a significant number of vacancies in the offender management unit and so prisoners had limited contact with their offender supervisors. The risk assessment backlog had reduced but the quality of assessments was variable. Some elements of public protection work needed improvement.

HMP Elmley had made impressive progress in the 15 months since its last inspection and in important areas such as violence, self-harm and the availability of legal highs, had bucked the national trends. The prison had been right to focus on improving stability and safety. This needs to be maintained, and together with the required improvements to the environment, should now provide the platform for getting more prisoners into good quality purposeful activity and doing more to address the behaviour and progression of these serving longer sentences.

Martin Lomas
HM Deputy Chief Inspector of Prisons

January 2016

Fact page

Task of the establishment

Category B local prison serving the courts of Kent

Prison status (public or private, with name of contractor if private)

Public

Region/Department

Kent and Sussex

Number held

1,160

Certified normal accommodation

985

Operational capacity

1,252

Date of last full inspection

June 2014

Brief history

Elmley is a purpose-built local prison serving all courts in Kent. The establishment opened in 1992 and includes a category C unit of up to 240 prisoners built in 1997. Elmley is one of six Bullingdon design prisons in England and is the largest of the three prisons in the Sheppey group.

Short description of residential units

There are six residential units (house blocks) holding between 167 and 283 prisoners each in single or double cells.

House block 1: first night centre

House block 2: remand and convicted prisoners. B spur houses vulnerable (non sex-offender) prisoners

House block 3: substance recovery community working in partnership with RAPt

House block 4: remand and convicted prisoners

House block 5: category C prisoners.

House block 6: A spur houses foreign national prisoners and B spur houses prisoners with a current or historic sex offence

Name of governor

James Carmichael

Escort contractor

GeoAmey

Health service providers

Integrated Care 24

Minster Medical Group

Rehabilitation of Addicted Prisoners Trust (RAPt)

Oxleas NHS Foundation Trust

Learning and skills providers

Novus

Independent Monitoring Board chair

Bob Duncan

Community rehabilitation company (CRC)

Kent Surrey and Sussex Community Rehabilitation Company

About this inspection and report

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

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

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

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

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

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

- A5 Our assessments might result in one of the following:
- **recommendations:** will require significant change and/or new or redirected resources, so are not immediately achievable, and will be reviewed for implementation at future inspections
 - **housekeeping points:** achievable within a matter of days, or at most weeks, through the issue of instructions or changing routines
 - **examples of good practice:** impressive practice that not only meets or exceeds our expectations, but could be followed by other similar establishments to achieve positive outcomes for prisoners.
- A6 Five key sources of evidence are used by inspectors: observation; prisoner surveys; discussions with prisoners; discussions with staff and relevant third parties; and documentation. During inspections we use a mixed-method approach to data gathering and analysis, applying both qualitative and quantitative methodologies. Evidence from different sources is triangulated to strengthen the validity of our assessments.
- A7 Since April 2013, all our inspections have been unannounced, other than in exceptional circumstances. This replaces the previous system of announced and unannounced full main inspections with full or short follow-ups to review progress. All our inspections now follow up recommendations from the last full inspection.
- A8 All inspections of prisons are conducted jointly with Ofsted or Estyn (Wales), the Care Quality Commission, 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 IV respectively.
- A11 Findings from the survey of prisoners and a detailed description of the survey methodology can be found in Appendix V of this report. Please note that we only refer to comparisons with other comparable establishments or previous inspections when these are statistically significant.¹

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

Summary

Safety

- S1 *Risk assessment processes on arrival were sound. The first night unit was a reasonably calm environment but first night cells were not prepared adequately. Violent incidents had significantly reduced and were now less prevalent than at similar prisons. Self-harm had reduced and Prisons and Probation Ombudsman recommendations were being addressed. Security was effective and good work had been done to tackle the use of new psychoactive substances.² Segregated prisoners had a reasonable regime and reintegration planning was good, but too many were held awaiting adjudication. There was poor governance of use of force and the special cell, and paperwork gave little assurance of proportionality. Substance misuse services were generally good. **Outcomes for prisoners were reasonably good against this healthy prison test.***
- S2 *At the last inspection in 2014, we found that outcomes for prisoners in Elmley were not sufficiently good against this healthy prison test. We made 23 recommendations in the area of safety. At this follow-up inspection we found that 10 of the recommendations had been achieved, six had been partially achieved and seven had not been achieved.*
- S3 Prisoners were generally positive about escort staff, but too many had long waits outside reception in escort vehicles. Property not arriving with prisoners was a major source of complaint by prisoners. Reception and first night staff did not systematically trace missing property.
- S4 Reception was clean and spacious, but holding rooms contained little or no information. Some reception staff were insensitive to the needs of individual prisoners but Listeners and Insiders³ provided good support. We were not confident that prisoners could make a telephone call soon after arrival. First night cells were dirty and inadequately prepared. First night risk assessment procedures were good and prisoners had the opportunity to speak to staff and peer supporters in private. Induction was timely but took too long, and information was presented in a format that was not always user friendly.
- S5 In our survey, prisoners' perceptions of safety were generally comparable to the previous inspection, but significantly fewer reported victimisation, either by staff or other prisoners. The tension that we had noted previously had significantly reduced, as had the number of more serious incidents, including acts of concerted indiscipline. The overall number of violent incidents was now below that in comparable prisons. Vulnerable prisoners reported reasonable levels of safety and support. The safer custody team appeared to be addressing effectively risks posed by perpetrators and the needs of victims, but investigations into violent incidents were not recorded. Multidisciplinary case management plans for prisoners with complex behaviour were proving effective in containing and addressing patterns of harmful behaviour.
- S6 The number of self-harm incidents had reduced by about a third since the previous inspection. There had been three self-inflicted deaths during 2014, but none so far in 2015.

² New drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life-threatening effects.

³ Listeners: prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners; Insiders: prisoners who introduce new arrivals to prison life.

Prisons and Probation Ombudsman recommendations were being addressed. ACCT⁴ procedures were carried out thoroughly and, despite some flaws, ACCT documents usually demonstrated a good standard of care and monitoring. Health care staff made a particularly strong contribution to the multidisciplinary care of those at risk. Staff were aware of emergency procedures and we saw evidence of ambulances being called without delay when required. The Listener scheme continued to function well, with excellent support from local Samaritans. Access to Listeners had improved in the important early stages of custody by their presence in reception and the first night centre.

- S7 There was an up-to-date safeguarding policy, and the governor sat on the Kent Safeguarding Adults Board. Good care was given to at-risk individuals in the in-patient unit. When specific concerns had been raised, care plans had been introduced for those transferring to the adult estate at age 18, but support for young people was not systematic.
- S8 Security measures were generally proportionate, although routine strip-searching in reception was excessive. Free-flow movement to activities was well supervised and access to activities was not restricted by security risk assessments. Intelligence gathering was comprehensive and security information was analysed well. Intelligence-led searching was carried out regularly. There had been proactive and reasonably successful work to address the availability of new psychoactive substances, useful local procedures had been developed, and there was good information sharing between departments. The random mandatory drug testing positive rate averaged 9.25%, close to the target of 9%.
- S9 Levels of use of force were similar to comparator prisons. However, the vast majority of incidents involved full use of control and restraint, which may have indicated inadequate de-escalation. Oversight and monitoring of use of force were poor. Serious incidents, including drawing and use of batons, had not been investigated. Some incidents had not been logged and recordings were not viewed to enable lessons to be learned. The quality of paperwork was poor and most was incomplete. Video recordings of planned incidents showed that some were poorly managed and excessive force had been used. Use of special accommodation was high and documentation was incomplete.
- S10 In our survey, only 17% of prisoners segregated over the previous 12 months said they had been treated well in the unit. However, prisoners currently in segregation spoke positively of their treatment. Use of segregation was higher than at comparator prisons and too many prisoners were awaiting adjudication there. The creation of a unit for prisoners who were vulnerable for reasons other than their offence was a good initiative and had reduced the number of prisoners segregated for their own protection. Few prisoners remained in the unit for long periods. Reviews, care and reintegration planning were good. The segregation environment had improved, although the exercise yards remained poor. Prisoners were able to do some work on the unit and attend off-unit activities following risk assessment.
- S11 The number of adjudications was high but charges were appropriate and showed consistent and appropriate challenge of poor behaviour. Records indicated full investigations and proportionate punishments. Monitoring, analysis and quality assurance of adjudications were good. The incentives and earned privileges scheme was not applied consistently and there were few management checks. Prisoners on the basic level of the scheme had a reasonable regime, but were not always reviewed regularly.
- S12 A substance misuse strategy committee was now meeting regularly, drug and alcohol dependent prisoners could access clinical treatment promptly, and treatment was flexible. There was a good range of substance misuse support programmes, but staff shortages still led to the cancellation of many sessions.

⁴ Assessment, care in custody and teamwork case management for prisoners at risk of suicide or self-harm.

Respect

*S13 Despite some improvements, too many cells were in poor condition and cleanliness was poor in many areas. Access to basic facilities had improved. Staff-prisoner relationships were generally good. Prisoners with protected characteristics reported mixed outcomes, diversity work was under-developed and some significant needs remained unmet. Faith provision was good. The food was adequate and the shop provided a reasonable service. The quality and timeliness of responses to complaints were improving. Health services were reasonably good, but there were some problems of access. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S14 At the last inspection in 2014, we found that outcomes for prisoners in Elmley were not sufficiently good against this healthy prison test. We made 23 recommendations in the area of respect.⁵ At this follow-up inspection we found that eight of the recommendations had been achieved, four had been partially achieved and 11 had not been achieved.

S15 Efforts had been made to improve communal areas and cells, but many were dirty, with graffiti, and were in poor repair. Despite attempts to eradicate bed bugs, they remained a serious problem. The offensive displays policy was not adhered to and was not enforced by staff. Overcrowding remained a problem. Not all prisoners had privacy keys or lockable cupboards. There was much improved access to basic facilities such as showers and clean bedding, but there were continuing problems with outgoing and incoming mail. Efforts had been made to refurbish some shower units but many lacked sufficient screening or ventilation. Laundry arrangements were good. Prisoners reported more positively on applications than at the last inspection, but there were also consistent reports that they were not dealt with.

S16 Most prisoners said that staff treated them with respect and we saw a number of staff interacting positively with prisoners. However, officers had little time to develop authoritative and positive relationships with prisoners and there was no functioning personal officer scheme. Consultation arrangements with prisoners were reasonably good.

S17 The strategic management of diversity and equality remained weak. There was little targeted provision for protected groups, no regular consultation with them or adequate monitoring of outcomes. The diversity team were not aware of all prisoners with protected characteristics. Some prisoners with disabilities had been identified and referred to social services for care assessments, but others had significant unmet needs. During our night inspection some staff were unaware of prisoners requiring emergency evacuation assistance. In our survey, many prisoners with protected characteristics said that most staff treated them with respect, but other results were mixed. Too many immigration detainees were held beyond their sentence and there was no strategy for managing younger prisoners.

S18 Facilities for worship were good and prisoners were positive about access to services. Different religions were catered for and prisoners spoke positively of an impressive chaplaincy.

S19 In our survey, more prisoners than at the last inspection said complaints were dealt with fairly and promptly. While some responses in our sample of complaints were polite, some

⁵ This included recommendations about the incentives and earned privileges scheme which, in our updated Expectations (Version 4, 2012), now appear under the healthy prison area of safety.

were dismissive and others were severely delayed. Trend analysis of complaints had only just started.

- S20 There was little support for prisoners with legal problems and nobody to help them make bail applications. The library stocked a reasonable range of legal text books and Prison Service instructions, but prisoners still reported problems accessing them. Good use was made of video-link facilities for legal interviews.
- S21 In our survey, prisoners responded more negatively than the comparator on access to and quality of health services. We found some problems with the application system and non-attendance rates remained too high, but care and treatment outcomes were generally good. Governance was reasonable. Primary care services were busy and usually met needs. Medicines management had improved but better officer supervision was required to reduce the supply of tradeable drugs. The inpatient unit provided a calm and well-run environment. Mental health services were very good and met demand; the team contributed positively to the wider work of the prison. Not enough custody staff were first aid trained. Wing staff were unsure how to access automated external defibrillators, which were missing from the locations identified in the policy.
- S22 Only 11% of prisoners in our survey were content with the food, no improvement since the last inspection. However, prisoners in our group meetings were more positive and the quality of food that we tasted was reasonably good. Provision for religious and special diets was good. The weekly shop ordering system was effective, but there was no flexibility to provide interim orders for new arrivals.

Purposeful activity

S23 *Time out of cell was more predictable but still inadequate. Management of learning and skills was reasonable and had led to some positive changes. Too many activities were cancelled and attendance was low. The standard of teaching and assessment was reasonably good. There was little vocational training and achievement of basic English qualifications remained low. Access to the library had improved but was still inadequate, and participation in PE was still low. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

S24 *At the last inspection in 2014, we found that outcomes for prisoners in Elmley were poor against this healthy prison test. We made 13 recommendations in the area of purposeful activity. At this follow-up inspection we found that four of the recommendations had been achieved, seven had been partially achieved and two had not been achieved.*

- S25 Time out of cell was still poor, particularly at weekends and in the evenings, but had improved since the previous inspection and the regime was more predictable. During our roll checks, about a quarter of prisoners were locked in their cells, substantially fewer than at our last inspection.
- S26 Learning and skills managers had addressed our recommendations through new initiatives such as more flexible education provision in the workplace, although most of these were at an early stage of development. Data were used more effectively to monitor provision. Novus had made considerable efforts to improve teaching quality, with some success. Workshop and classroom sessions were still cancelled too frequently as a result of staff shortages and attendance was often poor when classes were run.

- S27 There was enough part-time activity for most prisoners, but too many jobs were wing based and cleaners were under-occupied and under-managed. There was not enough work for vulnerable prisoners. There were about 240 unemployed prisoners, about two-thirds of whom were retired, sick, or refusing to engage. Allocation to activity places was efficient. The range of vocational training provision was narrow.
- S28 The majority of teaching, learning and assessment was good. Education sessions in workshops were reasonably effective but employability skills were not developed well enough. A number of ESOL (English for speakers of other languages) teachers were not qualified to teach this specialist area and results were poor. Prisoners were appropriately employed as workshop mentors and classroom assistants and their work was often good, but not all had received training. The induction process was comprehensive and effective. There was good partnership working between the offenders' learning and skills service provider and the National Careers Service.
- S29 Most prisoners who completed their courses achieved high pass rates. However, early withdrawal rates were very high and over half those enrolled on functional skills qualifications left before completion. Success rates for functional skills in English and ESOL were low. There was good development of practical skills and high standards of work in brickwork, gardens, graphics, the laundry and industrial cleaning. The vast majority of prisoners behaved well in learning, and attitudes to learning were positive in the workplace-based sessions.
- S30 New library arrangements had resulted in more prisoners using the library. However, numbers were still low and prisoners in some workshops and house blocks had particularly poor access. Library opening hours were often curtailed. The library was well staffed, with a good range of resources, including for foreign nationals. High levels of stock loss remained a problem.
- S31 The number of gym staff had increased and cross-deployment had reduced, leading to fewer cancellations of sessions. However, overall participation rates were still low. There was a good range of fitness facilities, but too much equipment was old and poorly maintained. A few courses for prisoners and staff had led to some qualifications, although at a relatively low level.

Resettlement

- S32 *Strategic management of resettlement had improved but some weaknesses remained. Too few prisoners were undertaking appropriate offending behaviour work. The offender management unit was more effective but there were still many vacancies and contact with prisoners was very limited. The OASys⁶ backlog had substantially reduced but the quality of the assessments varied. Some elements of public protection work were weak. The community rehabilitation company (CRC) had made a good start and resettlement support was generally good. Visits provision and children and families work were good. **Outcomes for prisoners were not sufficiently good against this healthy prison test.***

⁶ Offender assessment system for both prisons and probation, providing a framework for assessing the likelihood of reoffending and the risk of harm to others.

S33 At the last inspection in 2014, we found that outcomes for prisoners in Elmley were not sufficiently good against this healthy prison test. We made 19 recommendations in the area of resettlement. At this follow-up inspection we found that six of the recommendations had been achieved, six had been partially achieved and seven had not been achieved.

- S34 The strategic management of resettlement was improving and the CRC had made a good start, although it had only been in place for a short time. The prison had an unusually complex population, including large numbers of category C prisoners and sex offenders, and some of their needs had not been adequately met. The reducing re-offending policy accurately reflected the position and purpose of the prison within the transforming rehabilitation framework, but did not reflect the specific population or the importance of offender management. The category C unit did not support progression and release on temporary licence was not used to support resettlement, causing considerable frustration among prisoners.
- S35 The offender management unit was a cohesive team but there were many vacancies and caseloads were too high. There was little meaningful contact between offender supervisors and prisoners, but prisoners reported more help to achieve sentence plan targets than at the last inspection. The OASys backlog was much reduced, but the standard of OASys assessments was inconsistent. Risk of serious harm assessments and plans lacked detail and some plans were not relevant to current circumstances. Assessments for release on home detention curfew had only recently been restarted.
- S36 Initial public protection screening and monitoring processes were reasonable. A significant number of prisoners subject to MAPPAs (multi-agency public protection arrangements) were due for release in the next six months, some imminently, but had not had their MAPPAs levels set. This was potentially dangerous. Interdepartmental risk management team meetings did not always take place.
- S37 There were 50 category D prisoners. Transfer times were usually reasonable, but some prisoners were delayed because there was no up-to-date OASys. Transfers to resettlement prisons in the prisoners' local area were problematic. Spaces at the designated category C establishments were limited and sex offenders could wait several months to secure a place on a sex offender treatment programme. Services for lifers were developing well.
- S38 All prisoners had their immediate needs identified on arrival and their resettlement needs were assessed before release by the CRC. The CRC provided useful support and signposting under the pathways and some partner organisations attended the prison to help with more complex needs. Despite this, there was not enough awareness among prisoners of most pathway-related support.
- S39 Resettlement staff were building good links with a range of accommodation providers, and we saw some good work to secure housing for prisoners. Citizens' Advice and Medway Swale Advocacy provided debt advice and general advocacy to prisoners. Vulnerable prisoners had more limited access to some services than other prisoners.
- S40 A multi-agency pre-release course provided support for employment, training and education in particular, but very few prisoners were able to access it. The National Careers Service interviewed all prisoners and action plans were comprehensive. Pre-release services were

developing and partnership working was effective. The virtual campus⁷ was not used for job search.

- S41 Health care pre-discharge arrangements were effective and mental health services had direct links with local community providers. Through-care substance use provision was good. RAPt (Rehabilitation of Addicted Prisoners Trust) had introduced a pre-release workshop, the RAPt transitional support service was available, and there were strong links with local community providers.
- S42 Prisoners and visitors were positive about the visits experience and the visits hall provided a relaxed environment. Interventions to support prisoners and their families were reasonably good and had improved since the last inspection. Family visits had been reintroduced and were taking place regularly.
- S43 Little motivational work was undertaken with sex offenders denying responsibility for their offences, and some were released without addressing their offending behaviour needs. Very few offending behaviour programmes were available and there was little victim awareness work.

Main concerns and recommendations

- S44 **Concern:** The vast number of use of force incidents involved full use of control and restraint, which may have indicated inadequate de-escalation. Recording of use of force and special accommodation was poor and oversight was inadequate. Serious incidents, including drawing of batons, had not been investigated, giving little assurance that actions were justified or proportionate.

Recommendation: All use of force, including special accommodation, should be fully recorded. Managerial oversight should ensure that force is analysed, patterns and trends are identified and acted on, and that force is justified and proportionate.

- S45 **Concern:** Too much of the prison was dirty and in poor repair. Many cells were overcrowded and inadequately furnished, with graffiti and offensive displays. Bed bugs remained a serious problem. Some shower units and toilets lacked sufficient screening, and toilets did not have seats or covers.

Recommendation: Prisoners should be held in clean, well maintained and uncrowded conditions. Cells should be free of infestations, graffiti and offensive materials, and toilets should have seats and covers.

- S46 **Concern:** Activities were often cancelled and there were not enough places for the population. Attendance at work, education, the gym and library was low. Prisoners who refused to engage in activities were not challenged sufficiently or encouraged to attend.

Recommendation: All prisoners should be purposefully occupied in work or education during the working day, and should also attend the gym and library regularly. Officers should actively encourage prisoners to attend and challenge those who refuse.

⁷ Internet access for prisoners to community education, training and employment opportunities.

S47 **Concern:** The reducing re-offending policy did not reflect the specific population or the importance of offender management. The prison had large numbers of category C prisoners and sex offenders, and their needs were not adequately met. Offender supervisors had little meaningful contact with prisoners.

Recommendation: The reducing re-offending strategy should relate to the specific population at Elmley and ensure that the needs of all prisoners, including category C prisoners and sex offenders, are addressed strategically. Offender supervisors should have time to motivate and support prisoners through their sentence, and this should be underpinned by robust management and quality assurance.

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 travelled in decent conditions and said they were treated with respect by escort staff. Some prisoners waited too long outside reception in escort vehicles. There was no system in place to trace lost or missing property.*

I.2 In our survey, most prisoners said they were treated well by escort staff and felt safe during the journey. Vehicles were clean and carried adequate supplies of refreshments and first aid kits. Prisoners waited too long outside reception in escort vehicles. They could not disembark until reception staff received their warrants by email, and these were regularly delayed.

I.3 In our survey, fewer prisoners than the comparator said that their property arrived at the same time as they did and more prisoners said they had problems with loss of property. Limited space on escort vehicles was an ongoing problem and there was no system for staff to trace property that had been left behind or was missing following prisoner transfer.

Recommendations

I.4 **Prisoners should not wait for long periods in escort vehicles outside reception.**

I.5 **Property should accompany prisoners to court and during transfer, and should be systematically traced if it does not.**

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 *In our survey, prisoners were negative about a number of aspects of their early days in custody. Routine strip-searching of all prisoners in reception was inappropriate. Listeners⁸ and Insiders supported prisoners well. Prisoners had difficulties in making telephone calls on arrival. The first night unit was reasonably calm and first night risk management processes were thorough and had improved, but first night cells were not prepared adequately. Induction was timely, but did not sufficiently engage all prisoners.*

⁸ Prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners.

- 1.7** About 50 new prisoners arrived each week. The reception area was clean and spacious, but the holding rooms had little or no information in them. Listeners and Insiders worked in reception each day and provided good support and advice to new arrivals. Prisoners moved through reception reasonably quickly. Some reception staff were welcoming and interacted well with new arrivals, but we observed others behaving insensitively. All prisoners, including transfers from other prisons, were also strip-searched in reception, which was excessive (see section on security and recommendation 1.43). In our survey, only 50% said they were treated well against the comparator of 63% and 57% at the last inspection.
- 1.8** While all prisoners received £2 emergency pin credit on arrival, we saw only a few making a telephone call and were not confident that all prisoners who needed to were able to make a telephone call in reception or on the first night unit. In our survey, only 23% of prisoners against the comparator of 56% said they were offered a free telephone call.
- 1.9** Fewer than the comparator (57% against 72%) said they felt safe on their first night. First night cells on A and C spurs on house block 1 were dirty and not adequately prepared. There was a shortage of kettles and pillows on the first night spurs, in-cell toilets were filthy and some first night cells contained offensive graffiti and posters.
- 1.10** First night procedures had improved since the last inspection and were efficient. All prisoners were taken by a reception officer to the first night unit on house block 1 for the first few days. Detailed verbal handovers between reception and first night staff identified any prisoners at risk. Trained first night officers carried out a cell-sharing risk assessment in private. Insiders, who lived on the first night unit, carried out a second private interview during which they described prison rules and regulations. All new arrivals were seen by a nurse (see health care section 2.58) and a Listener was available on the first night unit. Prisoners had a number of opportunities to talk to staff and other prisoners in private to disclose any concerns or vulnerability.
- 1.11** Induction took place on the day after arrival but the presentation was too long and did not sufficiently engage prisoners who could not read or speak English or had poor levels of literacy. There was no written induction booklet to reinforce what prisoners had been told.

Recommendation

- 1.12** **Managers should improve the experience of newly arrived prisoners by ensuring routine provision of telephone calls, adequately prepared first night cells and a more accessible and engaging induction presentation.**

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** *The number of violent incidents, the seriousness of violence and the level of tension in the establishment had all reduced markedly since the previous inspection. More resources and attention by a multidisciplinary management team had been devoted to violence reduction.*

- I.14** In our survey, fewer prisoners than at the last inspection said that they had been victimised by other prisoners or by staff. They still felt relatively unsafe in comparison to other local prisons, and these general perceptions of safety were not significantly different from the previous inspection. However, the actual number of violent incidents had reduced by 44% to a level below the average for local prisons and this reduction was consistent across all main areas of the prison.
- I.15** At the last inspection, a pattern of incidents of concerted indiscipline averaging one a month had almost all been associated with unrest over curtailment of the regime. There had been only one such incident in 2015 to date; the regime was still restricted, but in a planned and predictable way.
- I.16** A new safer custody and equality team had been established, with a custodial manager and four staff. The team addressed evidence of intimidation and violence and carried out thorough monitoring, analysis and planning based on local information and statistical information provided by the NOMS 'violence diagnostics' tool. The number of prisoners formally monitored following evidence of bullying had doubled in the first nine months of the year compared with 2014. Records of investigations, findings and consequent actions were not adequate to provide effective feedback and learning.
- I.17** A cycle of multidisciplinary safer custody work had been established, with weekly meetings to consider incidents and individuals involving risk or harm. Detailed multidisciplinary case management plans had been introduced for prisoners with complex behaviour patterns and needs, and there was evidence that these were proving effective. There had been a strong emphasis on managing behaviour through control and restrictions (see sections on discipline, incentives and earned privileges and use of force), rather than reinforcement of constructive behaviour. This had been largely effective and there was now scope for widening the strategic approach to reinforcement of positive behaviour.
- I.18** At the previous inspection, the prisoner violence reduction representatives had not been supervised adequately. They now worked to detailed compacts, supervised by named liaison officers on all wings.
- I.19** Provision for vulnerable prisoners had improved, and our survey indicated reasonably positive perceptions by sex offenders of their safety and the support provided. A spur had been set aside for prisoners who were vulnerable for reasons other than the nature of their offending history. This was working well and a regular staff group had developed skills in working with this population. We were told of progressive reintegration of some, especially younger, vulnerable prisoners into a mainstream location, although we could not find evidence of this.

Recommendation

- I.20** **The approach to behaviour management should incorporate positive affirmation and recognition of good behaviour, as well as sanctions against non-compliance.**

Housekeeping point

- I.21** Findings and recommendations following investigations of violence or intimidation should be recorded to ensure follow up and the learning of lessons.

Good practice

- I.22** *A regular cycle of multidisciplinary safer custody work had been established, with weekly meetings to consider incidents and individuals where risk or harm were involved. Detailed multidisciplinary case management plans had been introduced for prisoners with complex behaviour patterns and needs.*

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.23** *The number of incidents of self-harm had reduced. After a series of self-inflicted deaths, there had been none to date in 2015. The recommendations from investigations into these deaths were being followed up. Staff carried out reasonably well the monitoring and support of prisoners at risk of self-harm and health care staff made a strong contribution. The Listener scheme worked exceptionally well.*

- I.24** Self-harm incidents had reduced by a third over the previous six months compared with the last inspection. The number of prisoners who had self-harmed had dropped similarly by 30%. There had been three self-inflicted deaths since the previous inspection, but none in 2015.
- I.25** A series of recommendations following investigations by the Prisons and Probation Ombudsman into deaths over the last five years had been integrated into an action plan, which the safer custody team continually checked and reinforced. Key operational faults identified in these investigations, particularly delay in calling the ambulance and checking the occupants' welfare when unlocking a cell, were the subject of continuing briefing, and staff were aware of correct procedures.
- I.26** The support and monitoring process for prisoners at risk of self-harm (ACCT)⁹ was reasonably effective. Entries were regular and indicated appropriate interactions. The identification of trigger events which could increase risk and the setting of objectives in care plans were of variable quality. We were told that regular management checks took place, but there was limited evidence of feedback by managers. Health care staff attended case reviews frequently and made significant contributions to the care of prisoners at risk.
- I.27** A committed group of Listeners were given excellent support by the local Samaritans. Listeners were now present in reception and the first night centre, improving the level and continuity of care. There were now four Listener suites which consisted of bare cells, reasonably clean but with rudimentary furniture, an unscreened toilet in the cell, and nothing to soften the environment.

⁹ Assessment, care in custody and teamwork case management reviews.

Housekeeping points

- I.28 Managers should check ACCT documents, feed back to staff and record the feedback to reinforce learning.
- I.29 The Listener suites should be furnished and equipped to a reasonable standard.

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.¹⁰

I.30 *Safeguarding procedures were now embedded in a new policy document, meeting the requirements of the Care Act 2014, and there were good links with the local safeguarding adults board. It was an advantage to have a social worker on site, but there was no systematic approach to the care and protection of those moving from the under-18 estate.*

- I.31 There were now good links with the local safeguarding adults board; the governor was a member and attended meetings. A new safeguarding policy had been issued to ensure compliance with Care Act 2014 requirements. At-risk prisoners needing short-term care for their own safety were well cared for in the inpatient department, although the cells were too stark and one prisoner in crisis had nothing in the cell to occupy him.
- I.32 A forensic social worker was now based in the prison and also worked in nearby establishments. She delivered care to prisoners, especially younger people, and training to staff. Young people transferring to the adult estate at age 18 were not routinely treated differently from over-21s, but care plans were opened for any with specific vulnerability.

Recommendation

- I.33 **There should be a multidisciplinary care plan for every young person transferred from the young people's estate.**

Housekeeping point

- I.34 Prisoners in the inpatient department for their own safety, or isolated in other locations, should be in a humane environment with appropriate means to occupy themselves.

¹⁰ We define an adult at risk as a vulnerable person aged 18 years or over, 'who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation'. 'No secrets' definition (Department of Health 2000).

Security

Expected outcomes:

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

- I.35** *Security measures were generally proportionate, although some strip-searching was excessive. Free-flow movement to activities was orderly. Prisoners' access to activities was not unduly restricted. Intelligence gathering and analysis were excellent and intelligence-led searching was carried out regularly. Links between the security department and other departments were good. Closed visits were used appropriately and were well managed.*
- I.36** Physical security measures were generally proportionate, although there was too much routine strip-searching in reception and the segregation unit. Prisoners' free movement to activities was well supervised and orderly and prisoners were escorted to activities or appointments outside these times. Access to activities was not restricted by security risk assessments and every effort was made to ensure that a prisoner's individual needs were met. Appropriate measures were taken to keep prisoners in conflict apart in living accommodation and activity areas.
- I.37** Staff-prisoner relationships were reasonable and this was reflected in the large quantity and high quality of security information submitted. Staff received individual feedback on their submissions, which encouraged an inclusive approach to security. Analysis of intelligence was excellent. The prison had a clear understanding of the threats they faced and regular searching resulted in retrieval of illicit items. Arrangements were in place to address the threat of radicalisation if required, and to protect prisoners from any potential misconduct by staff.
- I.38** Key departments were represented at the monthly security meeting and relevant longer-term objectives were set to reflect prevailing threats of drugs and mobile phones and threats to staff and prisoners. Relationships with other departments had improved, particularly with safer custody, and there was a good exchange of information. The prison received good support from the police.
- I.39** At the time of the inspection, 11 prisoners were subject to closed visits restrictions and 13 visitors were banned. All had been placed under restrictions for illicit activity related to visits. Procedures for managing these restrictions were thorough; appeal processes were well explained and the outcomes of monthly reviews communicated to prisoners and their visitors. Four prisoners were subject to escape list procedures which were proportionate to the risks they posed.
- I.40** In our survey, 39% of prisoners said it was easy to get illegal drugs and 19% alcohol against respective comparators of 35% and 16%. Spice¹¹ had been a significant problem, which was being rigorously addressed. A comprehensive new psychoactive substance policy had been developed locally with a range of measures to disrupt supply, and there was evidence that availability had reduced.

¹¹ This is a synthetic drug that mimics the effects of cannabis but is much stronger. It has no discernible odour and cannot be detected by drug tests.

- I.41** Supply reduction initiatives were discussed at security and drug strategy meetings, information was shared between departments and service providers, and we saw a good level of partnership working to address the problem.
- I.42** The random mandatory drug testing (MDT) positive rate averaged 9.25% over the previous six months, although the accuracy of the figure was unclear. MDT was frequently cancelled and, while the prison now met weekend testing targets, suspicion testing no longer took place. The MDT suite still lacked sufficient privacy, and an additional three holding cells reached through a storage area were not fit for purpose.

Recommendations

- I.43** Prisoners should only be strip-searched following a risk assessment.
- I.44** The MDT programme should be sufficiently resourced to undertake suspicion testing, and the MDT suite should provide a respectful environment and sufficient privacy for prisoners.

Incentives and earned privileges¹²

Expected outcomes:

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

I.45 *The incentives and earned privileges (IEP) scheme was not consistently applied and review processes were not always followed. Prisoners were rarely set targets to help them improve their behaviour and there were few recorded management checks of IEP procedures.*

- I.46** The incentives and earned privileges scheme was used by staff to deal with less serious infringements of prison rules. Staff had a reasonable knowledge of the scheme. In our survey, prisoners responded more negatively than the comparator to questions about the fairness of the IEP scheme and whether the different levels would encourage them to change their behaviour.
- I.47** Prisoners could apply after three months for enhanced status under the scheme and applications were dealt with in a timely manner. Warnings were appropriate. Reviews of status should have taken place when a prisoner had received two warnings or there had been one instance of serious bad behaviour. However, we found significant inconsistencies in the application of the scheme; some prisoners received seven or eight warnings with no review and others were downgraded to basic level after only one warning. P-Nomis electronic case notes did not give details of reviews and it was unclear if prisoners were present. There were few management checks of IEP procedures.

¹² In the previous report, incentives and earned privileges were covered under the healthy prison area of respect. In our updated *Expectations* (Version 4, 2012) they now appear under the healthy prison area of safety.

- I.48** Prisoners on basic regime had reasonable access to time out of cell for telephone calls, showers and meals and were not restricted from attending work or other purposeful activity. Few targets were set at reviews to meet individual circumstances.

Recommendation

- I.49** **The IEP scheme should be an effective means of encouraging prisoners to improve their behaviour. It should be properly managed and consistently implemented.** (Repeated recommendation I.60)

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.50** *The number of adjudications had increased since our last inspection but adjudications were generally appropriate. Records showed that full investigations were carried out and punishments were proportionate. Oversight and monitoring of use of force were poor and gave little assurance of proportionality. Special accommodation had been used eight times and relevant documentation was incomplete. The environment in the segregation unit had improved, although the exercise yards remained poor. Segregation was used too often for prisoners awaiting adjudication. Reviews, care and reintegration planning were good. The regime had improved and staff had good knowledge of prisoners in their care.*

Disciplinary procedures

- I.51** Adjudications were monitored at the quarterly adjudications standardisation meetings and the deputy governor quality assured individual adjudication records. The number of adjudications was nearly double that in comparator prisons and had increased since our last inspection. The evidence suggested that this reflected appropriate challenge by staff.
- I.52** Adjudications were held in the segregation unit and the independent adjudicator attended regularly to hear the more serious charges. Documentation that we reviewed showed that prisoners were given every opportunity to give their account of events. Records gave a detailed account of the proceedings. Punishments were proportionate and reflected the published tariff.

The use of force

- I.53** During the previous six months, there had been 192 incidents of use of force, similar to our last inspection and to comparator prisons. Records showed that 95% of incidents involved full use of restraint. This was high and needed investigation (see main recommendation S44).
- I.54** Oversight of use of force was very poor and there was a lack of accountability and assurance. Use of force meetings did not take place often enough. Individual incident reports were not checked by a manager and video recordings of incidents were not reviewed to ensure that force had been used appropriately. Too many individual officers' reports were missing, making it difficult to determine if force had been used appropriately or was justified.

We found two video recordings of incidents that had not been logged and had no supporting documentation. Planned incidents were video recorded and the recordings showed that incidents involving very challenging prisoners were sometimes poorly managed. Some involved excessive use of force while others demonstrated good management and use of de-escalation. Some incidents where batons had been drawn or used had not been investigated and we were not confident that all prisoners' complaints about assaults by staff during use of force were investigated adequately (see main recommendation S44).

- I.55** Special accommodation had been used on eight occasions during the previous six months. The special cell was dark and had a low plinth. We were told that prisoners held there were not given a mattress and records showed that all but one prisoner had had his clothes removed and a strip blanket given without adequate assessment of his circumstances. Segregation unit staff told us that they always used a strip blanket for prisoners in this cell. Documentation relating to use of the cell was not always completed adequately (see main recommendation S44).

Segregation

- I.56** The segregation environment had improved. Cells were clean and mostly free of graffiti. The exercise yards were particularly grim, but efforts were made to keep them clean. Use of segregation was similar to comparator prisons and to our last inspection. During the previous six months, 371 prisoners had been segregated, but 38% were awaiting adjudication. This was too many and required further investigation. Few prisoners remained on the unit for long periods and most returned to residential units in the prison. Twelve prisoners were on the unit at the start of our inspection, two of whom had been there for over two months. They had been involved in a serious incident at another prison and were awaiting transfer to a more suitable location. Six were there for reasons of good order or discipline, five for punishment and one awaiting adjudication. The creation of a spur for prisoners vulnerable for reasons other than their offence was a good initiative that appeared to have reduced the number of prisoners in the segregation unit for their own protection (see sections on bullying and violence reduction).
- I.57** Reviews took place at prescribed intervals with a multidisciplinary team. Care and reintegration planning were good and often involved input from the mental health team. Staff had received training in mental health awareness. A member of the mental health in-reach team visited all prisoners daily, as did a Listener. The regime on the unit had improved and included access to off-unit activities such as the gym. Prisoners were given time in the open air and could have showers and use telephones daily. The small library was updated regularly.
- I.58** Staff on the unit knew the prisoners well and showed obvious concern for them, although daily written observations focused mainly on access to the regime. All the prisoners we spoke to were positive about the staff and knew what was planned for them, but survey results relating to treatment in the segregation unit were poor and required further investigation over a longer period.

Recommendation

- I.59** **Managers should investigate and take remedial action in relation to the high use of segregation for prisoners awaiting adjudication and the poor perceptions of treatment by segregation unit staff reported in our survey.**

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.60 *A substance misuse strategy committee now met regularly, and there was good joint working. Drug and alcohol services had been re-commissioned and clinical treatment was more recovery focused. Prisoners could access a wide range of support, but regime problems resulted in disruption to programmes and cancellation of support groups.*

I.61 The substance misuse strategy was up to date and contained an annual action plan which was informed by a needs analysis. Designated monthly drug strategy meetings had been introduced, and there was good partnership working between departments, and good links with community providers.

I.62 RAPt (Rehabilitation of Addicted Prisoners Trust) was now the provider of clinical and psychosocial treatment, and services were fully integrated. The RAPt team consulted service users regularly. Prisoners' feedback was generally positive and, in our survey, 78% said they had found the support helpful compared to only 53% in 2014. All prisoners were given harm reduction information on new psychoactive substances (NPS) at induction and an NPS workshop was to start imminently. At the time of the inspection, 410 prisoners received structured support, and care plans were of good quality.

I.63 Interventions ranging from low intensity group work modules to accredited, abstinence-based drug and alcohol treatment programmes were run on house block 3, the drug support unit. Despite efforts to improve officer cover on the unit, staff shortages continued to have an impact; during the previous month 135 prisoners had been unable to attend programme sessions, and Alcoholics Anonymous and Narcotics Anonymous meetings had been cancelled. Provision for vulnerable prisoners was limited to one-to-one work.

I.64 Drug and/or alcohol dependent prisoners were treated promptly, admitted to the drug support unit and monitored appropriately. Clinical protocols had been reviewed and the focus was now on recovery rather than maintenance; 45% of the 127 prisoners on opiate substitute treatment were reducing their dosage. Treatment reviews took place regularly, prescribing regimes were based on individual need and substance misuse and mental health teams collaborated to provide a high level of care to dual diagnosis patients. RAPt was piloting a rapid detox programme and provided maximum support to prisoners who chose this option.

I.65 Controlled drug administration had improved but, while steps had been taken to reduce opportunities for diversion, too many prisoners on house block 3 received medication at the same time. The three medication queues coincided with general movement, resulting in a noisy, chaotic environment which was hard to supervise.

Recommendations

I.66 **The drug support unit should have sufficient discipline staff to allow prisoners consistent access to drug and alcohol programmes and support groups.**

I.67 **The prison should ensure that the environment for controlled drug administration is safe and suitable.**

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** *Despite efforts, many communal areas and cells were in a poor condition. Bed bugs had infested parts of the prison. The prison held more prisoners than it was designed to hold. Access to basic services had improved. Prisoners did not receive mail promptly. Response times to cell bells and the applications system had improved. Prisoners could not access their stored property easily.*
- 2.2** The prison had made efforts to improve the conditions of communal areas, but many looked shabby and had ingrained dirt in corners, under railings and on stairs. Prisoners worked in parties to clean and refresh paintwork, but they lacked the necessary supervision, training, tools and paint. Many shower units had been painted and retiled but some lacked adequate screening and ventilation and were dirty. A bed bug infestation on house block 6 had not been resolved despite significant efforts. Exercise yards and outside areas had significant amounts of litter (see main recommendation S45). Staff could not open an emergency fire house cabinet and a table was blocking a fire extinguisher during our night inspection.
- 2.3** Some cells were in poor condition with broken furniture, graffiti and graphic pornography displayed in contravention of prison policy. Not all prisoners had privacy keys or lockable cupboards. Some cells had fully screened toilets but some prisoners had to use the toilet a few feet away from their cell mate, separated only by a shower curtain. Many single cells had no toilet screen and prisoners ate beside their toilets. Toilets on house block 6 did not have seats or lids, and some prisoners used washing-up bowls to cover them (see main recommendation S45). We saw a prisoner being placed in a littered cell with blood stains on the wall.
- 2.4** At the end of October 2015, 236 prisoners were held two to a cell designed for one and 144 prisoners were held three to a cell designed for two. Prisoners were being consulted over plans to remove the triple cells and double up more single cells.
- 2.5** In our survey, prisoners reported better access than at our last inspection to a range of basic facilities such as clean bedding and showers. Laundry arrangements were good and prisoners could access cleaning products. However, they still had problems sending and receiving mail. Correspondence staff confirmed that there were delays, sometimes of up to two days, before prisoners received their mail after it arrived in the prison. There were enough telephones for prisoners.
- 2.6** Staff answered cell bells more promptly than at our last inspection. Our analysis of prison data showed that 90% were answered within five minutes, although the longest response took 18 minutes. The application system had improved, but many complaints should have been dealt with as an application or were complaints about unresolved applications (see section on complaints).

- 2.7** Prisoners had problems retrieving their stored property. In our survey, only 11% said that they could normally get their stored property if they needed to against the comparator of 21%. Property was a common cause for complaint (see section on complaints).

Recommendations

- 2.8** Residential managers should ensure that persistent problems such as late delivery of prisoners' mail, inconsistent management of applications and poor access to stored property are resolved.
- 2.9** All staff should be aware of fire safety procedures and answer all emergency cell bells promptly.

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.

2.10 *Many staff engaged positively with prisoners but they had little time to develop supportive relationships. Prisoner consultation was reasonably good.*

- 2.11** We saw many officers interact positively and courteously with prisoners. In our survey, 73% of prisoners said that most staff treated them with respect against 67% at the previous inspection. Two-thirds of respondents said there was a member of staff they could turn to if they had a problem.
- 2.12** Officers were often busy with paperwork and other duties, and many had been drafted in from other prisons for short periods. Officers had few opportunities to develop positive and authoritative relationships with prisoners. As a prisoner aptly put it in our survey: 'The staff in this prison are very good, could just do with some more of them'.
- 2.13** Officers should have been responsible for a designated number of prisoners under the personal officer scheme. In practice, this did not work and in our survey only 13% of prisoners said they had a personal officer against the comparator of 36%. Few case note entries on P-Nomis described prisoners' progress or positive behaviour, and none of those we saw showed that staff engaged with prisoners to help achieve objectives for resettlement or reducing reoffending.
- 2.14** Consultation arrangements with prisoners were reasonably good. Prisoner consultative meetings were held monthly. Prisoner representatives met a few days before the meetings to agree three key issues for discussion. Minutes showed that the meetings resulted in some changes for prisoners.

Recommendation

- 2.15** Prisoners should have a nominated individual officer they can turn to for support and staff around the prison should help them achieve objectives for resettlement and reducing reoffending.

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 characteristic¹³ 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.

2.16 *Strategic work to ensure equal outcomes and to promote diversity was weak. Identification of protected groups was not robust enough. Equality monitoring was underdeveloped. Investigations into discrimination incidents were poor. Prisoners could study for a qualification in equality and diversity. There were no consultation forums and few targeted services for protected groups. Black and minority ethnic prisoners' perceptions of their treatment were mixed. Gypsies and Travellers responded positively on many aspects of their treatment. Too many immigration detainees were held. More adjustments were needed for prisoners with disabilities. There were no targeted services for gay, bisexual or older prisoners.*

Strategic management

- 2.17** The diversity and equality action team was led by the governor but it did not meet regularly. The comprehensive strategy document was not supported by an action plan. One team was responsible for equality and diversity work and safer custody and focused most of their attention on the latter.
- 2.18** The prison was unaware of many prisoners' protected characteristics. Monitoring of the treatment of protected groups was rudimentary. The data used did not cover all protected groups nor compare outcomes with non-protected groups. The NOMS equality monitoring tool was not used.
- 2.19** Prisoners could report discrimination incidents on forms available throughout the prison, but the forms were only collected twice a week and investigations into discrimination incidents were poor. Eighteen discrimination incidents had been reported in the previous six months, compared with six over a similar period before the last inspection. In one case, a prisoner alleged that he had been racially abused and beaten by staff. Managers told us that the incident had been fully investigated but could not produce written evidence to support this. In a separate incident, a nurse had been racially abused but the perpetrator was only spoken to and not charged through the formal adjudication procedure.
- 2.20** Five of the eight prisoner diversity representatives were located on one wing. Diversity representatives and other prisoners could study for a City and Guilds qualification in equality and diversity, which was commendable. There was no consultation with protected groups to identify their needs and little targeted provision for them (see section on protected characteristics).

¹³ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

Recommendation

- 2.21** There should be robust management and promotion of equality and diversity, and provision targeted to the specific needs of those with protected characteristics. This should be underpinned by efficient identification, systematic consultation and equality monitoring, and rigorous action in response to reported discrimination incidents.

Good practice

- 2.22** *Prisoners and diversity representatives were able to study for a City and Guilds award in equality and diversity.*

Protected characteristics

- 2.23** Twenty-two per cent of the population were from a black and minority ethnic background. Black and minority ethnic prisoners whom we spoke to did not mention direct discrimination. In our survey, their perceptions of their treatment varied. For example, only 3% said that staff normally spoke to them during association, compared with 13% of white prisoners, while more black and minority ethnic than white prisoners spoke positively about safety. Black History Month was celebrated.
- 2.24** In our survey, 11% of prisoners, equivalent to about 125 individuals, identified themselves as Gypsy or Traveller, while the prison had only identified 22. Gypsies' and Travellers' responses to many questions in our survey were comparable or better than prisoners from the settled community. One diversity representative was from the Traveller community. Plans were under way to hold a Traveller day. An evangelical Traveller church regularly attended the prison.
- 2.25** There were 175 foreign nationals, about 15% of the population, many of whom were located in one house block. The third sector organisation, Migrant Help, attended the prison once a week to assist them and Home Office immigration enforcement staff ran surgeries twice a week. Twenty-three immigration detainees were held following completion of their sentence. Their regime was the same as that of convicted prisoners and officers on the foreign national unit were sometimes unaware of whether men were immigration detainees or serving prisoners. We were not confident that telephone interpretation was used when necessary.
- 2.26** There was no evidence that prisoners of different religious groups were treated inequitably.
- 2.27** In our survey, 30% of prisoners, equivalent to nearly 350 prisoners, said they had a disability while the prison had only identified 154. The prison had a good relationship with Kent social services. Prisoners with social care needs who had arrived after April 2015 were referred to social services, who assessed their needs and made reasonable adjustments. These arrangements had not been applied retrospectively and some men had significant needs which had not been met (see health care section). Prisoners requiring assistance in an emergency had personal evacuation plans but some night staff were not aware of these.
- 2.28** Four percent of prisoners in our survey, equivalent to 46 individuals, said they were gay or bisexual. The prison had identified only 12, but they did not have data on the sexual orientation of 500 prisoners. Gay prisoners whom we spoke to felt safe and some had disclosed their sexual orientation. No services were targeted at this group. Two transgender prisoners were held at the time of the inspection, and they were less positive about their needs being recognised and met.

- 2.29** Ninety young adults held were integrated throughout the population. Apart from the Inside Stories programme for fathers under 25, there were no services to meet the needs of this group (see section on children, families and contact with the outside world).
- 2.30** Fifteen per cent of the population were over 50 and the oldest prisoner was 87 years old. In our survey, older prisoners were more positive across a range of questions than prisoners under the age of 50. Retired prisoners and prisoners with disabilities were unlocked during the core day but locked up if there were staff shortages.

Recommendations

- 2.31** **Immigration detainees should not be held in prison solely under immigration powers other than in very exceptional circumstances following risk assessment. Detainees should be given written reasons for detention in a prison instead of an immigration removal centre.**
- 2.32** **Prison and health care staff should review the population to identify any prisoners in need of an assessment of their social care needs.**

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.

2.33 *The provision of faith services was good. An active and effective chaplaincy met the faith needs of the population and provided a wide range of support for prisoners.*

- 2.34** Prisoners spoke very positively of the chaplaincy. They could generally attend religious services easily and facilities in the multi-faith centre were good. They included a large chapel used for a range of religious services and Friday prayers. Ablution facilities for Muslim prisoners were adequate, clean and well maintained. Study rooms were available for religious classes and one-to-one sessions between prisoners and chaplains.
- 2.35** The chaplaincy comprised four full-time chaplains and 13 sessional chaplains who visited regularly and when required. The team worked closely with other departments and was integrated into prison life. The lead chaplain was a trained ACCT assessor and regularly attended ACCT reviews. Members of the chaplaincy visited the first night unit four days a week to meet all new arrivals individually. The lead chaplain was also a designated family liaison officer and provided support to prisoners and families who had experienced bereavement or loss.

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.

2.36 *The quality and timeliness of responses to complaints had improved since the last inspection, although some responses were late, dismissive and not focused on the issues raised.*

2.37 A reasonable number of complaints had been submitted and in our survey most prisoners said that it was easy to make a complaint. However, fewer prisoners than the comparator said that complaints were dealt with fairly or quickly, and we saw examples of significant delays. Complaint forms and independent monitoring board forms were not readily available on every house block.

2.38 While some responses to complaints in our sample were polite, others were dismissive and did not address the issues raised. A new monitoring system to identify and analyse trends and patterns in complaints had been introduced three months previously. It was too early to measure its impact.

Recommendation

2.39 Responses to prisoners' complaints should be clear and helpful and deal with the issue raised, and they should be subject to effective quality assurance.

Housekeeping point

2.40 Complaint and independent monitoring board forms should be readily available on all house blocks.

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.

2.41 *There were few targeted legal services. The library stocked legal books and policies. Too many prisoners had their legal mail inadvertently opened. Arrangements for legal visits were reasonably good.*

2.42 Prisoners could not direct their legal queries to a single source and there was no assistance with bail applications. Migrant Help provided basic advice to foreign national prisoners and signposted some to solicitors. The library stocked a reasonable range of legal books and Prison Service Instructions, but prisoners said they had difficulty accessing them. Good use was made of video link facilities and prisoners could consult their legal representatives using

the service. The holding room in the visits area used by vulnerable prisoners was cramped and bleak. The prison had one 'access to justice'¹⁴ laptop and there were plans to acquire two more.

Recommendation

- 2.43 Prisoners should have ready access to legal advice, both written and in person.**
(Repeated recommendation 2.58)

Housekeeping point

- 2.44** Vulnerable prisoners who are waiting for their legal visit to start should be held in a well-lit room with adequate seats for the number held.

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.

- 2.45** *Health care had improved since our last inspection and was reasonably good. Services were effectively governed and partnerships between providers and the prison worked well. There remained some problems with the application system and did-not-attend (DNA) rates which, while much reduced, remained too high. Care and treatment outcomes were generally good. There was a good range of services except podiatry, where men waited too long for treatment. Dentistry provided timely access to a full range of treatments. The recovery (inpatient) unit provided good care. Pharmacy services were good but supervision of medicine administration was not strong enough. Mental health services were very good.*
- 2.46** *The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)¹⁵ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies.*

Governance arrangements

- 2.47** The CQC found there were no breaches of the relevant regulations. Health services were provided by Integrated Care 24, with medical input from Minster Medical Group and mental health services delivered by Oxleas NHS Foundation Trust. An appropriate range of services were available which were informed by a recent health and social care needs assessment.

¹⁴ An 'access to justice' laptop is one that has been specially modified to have strict security features. Prisoners may apply to use such a laptop in order to work on their legal case. For example, in a fraud case a prisoner may need to look at large amounts of financial data to adequately prepare their defence or appeal. These laptops allow prisoners to read documents but not to create documents.

¹⁵ 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>.

Effective governance arrangements were in place with strong relationships between all stakeholders. A partnership board had been established for all the Sheppey group prisons and Elmley health care staff contributed to a number of relevant prison meetings.

- 2.48** Clinical governance arrangements were complex because of the number of providers but there was a good interface among providers and accountability arrangements were clear. We found evidence of learning from serious untoward incidents and staff we spoke to gave examples of this approach. The quality of responses to complaints that we looked at was variable and quality assurance was weak (see recommendation 2.39). Some replies did not address the points raised and there were limited opportunities for prisoners to resolve issues face to face. A dedicated patient forum addressed issues raised by the prisoner health care representatives.
- 2.49** Vacancies in the primary care staff team were largely met by regular agency staff. Overall, we found a team of experienced and skilled health care practitioners who were well led and provided effective 24-hour care. Systems were in place to ensure regular checks of professionals' credentials, and training and supervision arrangements were good. Staff had a good approach towards prisoners but too few wore identification and it was difficult to gauge the role and responsibility of staff.
- 2.50** We saw evidence of a robust approach to the management of communicable diseases and a range of appropriate policies and procedures were in place. Treatment rooms were fit for purpose, but cleaning schedules were not regularly applied or monitored.
- 2.51** Resuscitation equipment managed by the health care team was appropriately maintained and arrangements to summon external emergency support were good. However, there was no system to ensure that enough first aid trained custody staff were on duty. Automated external defibrillators (AEDs) were missing from locations identified in the policy and custody staff were unsure how to access AEDs.
- 2.52** There was an identified lead for older prisoners and the health care support offered to these men was consistent and of good quality. Social care arrangements were good, but had concentrated solely on men arriving in the prison after April 2015 (see equality and diversity section).
- 2.53** Disease prevention arrangements were good and opportunities to support men were promoted on reception. There was a good approach to health promotion across providers with an annual programme of planned activities which reflected national priorities and areas identified in the patient forum.
- 2.54** The CQC found there were no breaches of the relevant regulations.

Recommendation

- 2.55** **There should be sufficient prison staff on duty who are first aid trained, can access AEDs and know how to use them.**

Housekeeping points

- 2.56** Cleaning schedules should be rigorously applied and subject to regular monitoring.
- 2.57** Health care staff should display professional identification at all times while on duty.

Delivery of care (physical health)

- 2.58** Reception health screening was very thorough and undertaken by registered mental health nurses with follow up from a doctor if required on the day of arrival. Secondary comprehensive assessment enabled early access to a specialist nurse or GP if clinically indicated.
- 2.59** In our survey, 28% of prisoners thought the quality of health services was good or very good against the comparator of 36%. Primary care services were very busy with a rapidly changing population and there were significant numbers of daily written applications for appointments. Services had improved since our last inspection, but non-attendance rates were still too high. All men who made an application were put on a waiting list and given an allocation for triage and initial assessment. There were too many stages in processing applications and, although triage and GP availability were good, prisoners were not systematically advised of appointment slots by officers until the day of the appointment. We observed clinically effective and positive engagement with prisoners. An appropriate range of clinics met need. Treatment outcomes were generally good, but men waited too long to access podiatry services.
- 2.60** The health care team adopted a pragmatic but effective approach to chronic disease management. Complex cases were led by a GP or specialist nurse with multidisciplinary oversight.
- 2.61** Health care staff routinely visited prisoners in the segregation unit and the mental health team was present each day, which was appreciated by staff and prisoners.
- 2.62** The recovery (inpatient) unit provided a calm, well-run environment with a flexible level of therapeutic support. However, individual rooms were sparse with little stimulation or access to personal belongings.
- 2.63** Access to routine external hospital appointments was occasionally curtailed because of prison demands or health emergencies. This could have an adverse effect on health outcomes for prisoners. For example, one recently admitted man with an existing condition who needed remedial care had had two hospital appointments cancelled.

Recommendations

- 2.64** **The applications system should ensure that prisoners have timely access to health services and failure to attend rates for all clinics should be investigated and reduced.**
- 2.65** **Waiting times for the podiatrist should be equivalent to those in the community.**
- 2.66** **External appointments should take place within clinically appropriate time frames.**
- 2.67** **Prisoners should be able to personalise individual rooms in the recovery unit subject to risk assessment. Stimulation such as reading materials should be provided.**

Pharmacy

- 2.68** Medicines were supplied promptly from HMP Rochester with appropriate patient information. About 60% of patients received in-possession medicines, and supervised medicines were obtained in pre-labelled bags, which had significantly reduced administration errors. Medicines were stored appropriately, and refrigerator temperatures were well monitored. The treatment room on house block 3 had reached 33 degrees Celsius, which was excessive.
- 2.69** Medicines were administered four times a day and administration records were good. Prisoners could ask to see a pharmacist and there were plans to introduce patient clinics. The pharmacist and technician visited weekly and undertook a monthly medicines management audit. Prisoners could receive over-the-counter medicine and appropriate records were made but there was very limited use of patient group directions.¹⁶
- 2.70** Medicines could be re-ordered and this was overseen by nursing staff. We found some examples of men waiting for non-urgent in-possession treatments. Some medicines had gone missing when prisoners moved house blocks.
- 2.71** Substance misuse services were provided by RAPt, and controlled drug storage was appropriate. A Methasoft machine was used for liquid methadone, and this was cleaned and calibrated regularly.
- 2.72** Risk assessments were based on the risk of the prisoner and the medicine, but these were not always regularly reviewed and only the assessment of the patient's risk was noted on the records. We found one prisoner who had started taking co-codamol in possession in June 2015, but had not received a risk assessment since December 2012. Prescribing of medicines liable to abuse such as gabapentin and co-codamol was relatively high, and several prisoners received the medicines weekly in possession, which represented a potential risk. Pregabalin was only given as supervised administrations and there were plans to move all prisoners to the liquid formulation to minimise potential diversion.
- 2.73** Medicine administration on all house blocks had improved since our last inspection. However, treatment rooms were located next to busy communal areas and supervision by officers was intermittent, which increased the likelihood of medicines being diverted.
- 2.74** Prescription ordering forms were available if medicines were required out of hours and there was an emergency stock cupboard in the main dispensary.

Recommendations

- 2.75 Robust audit trails should be put in place to account for the location and movement of medicines.**
- 2.76 Patient group directions should be developed to enable nurses to give a wider range of medicines and support effective prioritisation of GP time.** (Repeated recommendation 2.92)

¹⁶ These authorise appropriate health care professionals to supply and administer prescription-only medicine.

- 2.77** The criteria for in-possession medicines should ensure both the type and quantity of medicine are suitable for a secure environment. (Repeated recommendation 2.91)
- 2.78** Risk assessments of in-possession medication should be contemporary and records should be routinely audited to monitor compliance.

Housekeeping point

- 2.79** Medicines in treatment rooms should be stored at appropriate temperatures.

Dentistry

- 2.80** Dental services were provided by NHS Community Dental Service. There were no clinics during our inspection. The dental suite was spacious and clean and subject to regular audit. Dental equipment was appropriately maintained and there were adequate arrangements to dispose of waste materials.
- 2.81** Routine assessments and a full range of standard NHS treatments were offered. The service was busy with 173 men on the waiting list, but demand was managed well and men waited about three weeks to be seen. Urgent appointments were provided on a needs-led basis for each clinic.

Delivery of care (mental health)

- 2.82** Oxleas NHS Foundation Trust provided a very good integrated mental health service using a stepped care model to meet the needs of prisoners. This approach ranged from delivering self-help, social support and psychological therapy, through to complex care management. The team had a rich skill mix. Demand was high and, in a busy and changing environment, the team received about 280 referrals each month. The caseload at the time of the inspection was 103 prisoners, including 29 men experiencing enduring and severe mental health problems managed under the care programme approach.
- 2.83** Prisoners engaged in individual sessions in the health blocks and facilities for group work were available in house block 4, but not in the health care centre. We observed the work of the clinical and in-patient teams who met weekly to discuss ongoing care and new referrals. The care arrangements and associated clinical records that we examined were good and the range of interventions was comprehensive. Training opportunities, professional development and supervision arrangements were robust.
- 2.84** Working relationships with other areas of the prison were positive. Staff made a strong contribution to the work of the segregation unit and were fully engaged in all relevant ACCT case reviews.
- 2.85** Too few custody staff had received mental health awareness training, but Oxleas provided an innovative and targeted approach which supported some prison staff in addressing self-harm and safeguarding concerns.

Housekeeping point

- 2.86** The mental health in-reach team should be able to hold clinics in the health care centre.

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.

2.87 *The quality and quantity of the food was adequate. The catering department was responsive to the views of prisoners.*

2.88 Only 11% of respondents to our survey said that the food was good or very good against the comparator of 21%. However, the food that we sampled was acceptable in quality and quantity, and the balance and variety in menus had improved. This was reflected in a more positive assessment of the food by prisoners whom we talked to in groups. Special diets and religious requirements were met well and provision for Ramadan had been satisfactory.

2.89 Lunch was a cold meal, but with an option of soup and baked potatoes in the winter months. Meals were served by 11.30am and around 4.40pm. Consultation with prisoners had been improved further, with monthly dedicated food consultation meetings. The catering manager visited wing serveries every day.

2.90 Several prisoners told us that inconsistent supervision of serveries, with no regular officer in charge, led to some abuse of power by prisoners working on the serveries. Breakfast was still issued the day before it was eaten, but was given to prisoners in a more hygienic and courteous manner.

Housekeeping point

2.91 Serveries should be carefully supervised by staff.

Purchases

Expected outcomes:

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

2.92 *There was an efficient system of weekly orders and deliveries, but it was too inflexible. The range of items was generally appropriate.*

2.93 In common with the previous inspection, a higher proportion than the comparator in our survey said that the shop sold a reasonable range of goods. There was an effective system for receiving and meeting requests for changes to the list of items at quarterly reviews, and to meet pressing needs at other times. A good selection of items were suited to most groups and cultures, and our survey showed that black and minority ethnic prisoners were more positive than others about the range.

- 2.94** Order forms could still only be submitted on Tuesday afternoons, and a new arrival might have to wait 11 days or more for their first full order, having received a small reception pack on arrival. This was dictated by contractual arrangements outside the establishment's control. Prisoners could order from a limited range of catalogues, but the largest company regularly took eight to 10 weeks to deliver.

Recommendation

- 2.95** Prisoners should be able to access a full canteen order within 72 hours of arrival.
(Repeated recommendation 2.116)

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.¹⁷

3.1 *Time out of cell had improved and was more predictable, supporting a calmer environment in the prison. A regime management plan ensured that most prisoners had more time than previously out of their cells during the day. Access to evening association was poor but predictable. During our roll checks, about 20% of prisoners were locked in their cells, less than half the number at our last inspection.*

3.2 The core day allowed fully employed prisoners seven and a half hours out of cell on a weekday, an improvement on our last inspection. Prisoners told us that time out of cell was generally predictable. However, those who were in part-time work or unemployed could have as little as four hours a day. At weekends, the regime was considerably more restricted and prisoners were unlocked for either the morning or the afternoon. On weekdays, cells remained open each evening until 7.15pm for 10% of the population to provide additional unlock time. This was managed on a rota to ensure predictability and was rarely cancelled. In our survey, only 5% of prisoners said that they spent 10 or more hours out of their cell on a weekday and 23% that they had association more than five times a week, both lower than the comparator but an improvement since our last inspection.

3.3 During our morning and afternoon roll checks, we found about a fifth of prisoners locked in their cells during the working day (see main recommendation S46). Some of those locked up were disabled or older and not required to work. Exercise periods took place in the mornings and were for half an hour only. We observed some staff interacting well with prisoners during association.

Recommendation

3.4 All prisoners should have the opportunity to have frequent association and exercise.

¹⁷ Time out of cell, in addition to formal 'purposeful activity', includes any time prisoners are out of their cells to associate or use communal facilities to take showers or make telephone calls.

Learning and skills and work activities

Expected outcomes:

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

3.5 *Learning and skills provision required improvement. Managers had addressed most of the weaknesses identified at the last inspection, and some progress had been made. Education was delivered more flexibly, increasing participation rates. New courses had been introduced to improve provision at induction and before release. Quality assurance was much improved, particularly the use of data to monitor performance. The quality of teaching had improved, but too many activities were still cancelled and attendance rates were too low. Pass rates for those completing their courses were high, but too many dropped out before completing, particularly in functional skills courses. The range of vocational skills training remained too narrow. The library was a good facility, but access was inadequate.*

3.6 *Ofsted¹⁸ made the following assessments about the learning and skills and work provision:*

Overall effectiveness of learning and skills and work: Requires improvement

Achievements of prisoners engaged in learning and skills and work: Requires improvement

Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment: Requires improvement

Personal development and behaviour: Requires improvement

Leadership and management of learning and skills and work: Requires improvement

Management of learning and skills and work

3.7 Leadership and management of learning and skills had improved significantly since the previous inspection, but needed further improvement. The education and vocational training provision by Novus also required improvement.

3.8 Managers had improved quality monitoring and communication with partners, especially Novus. Careful analysis and presentation of data were used effectively to monitor achievements and fulfilment of the contract. Regular meetings with Novus and partner organisations such as the National Careers Service enabled robust dialogue, focused on quality and performance improvement. The self-assessment report was accurate and identified the key areas for improvement and appropriate actions.

3.9 Novus had made considerable and largely successful efforts to improve the quality of teaching. Teaching observation procedures had been revised to make them more objective and rigorous, and to provide better target-setting and support for teachers. Novus managers

¹⁸ 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>.

carried out regular 'learning walks' through teaching areas to monitor the effectiveness of teaching, and had organised a programme of staff development for teachers and sharing of good practice. These measures had improved the quality of most teaching. The views of prisoners were gathered through focus groups, but there was little evidence that these had had any impact on the provision.

- 3.10** Continuing staff shortages meant there were not always enough staff to escort prisoners to scheduled education activities, or to supervise them while they were there. In response, prison managers had worked with Novus to devise and implement new approaches to the delivery of the curriculum. Education classroom places had been reduced, and much of the English, mathematics and employability skills provision was now delivered to small groups in the workshop areas. This enabled more prisoners to participate, albeit for only a few hours a week. Implementation of this workplace provision was still developing, but initial results showed a small improvement in success rates.
- 3.11** Despite these changes, overall attendance at learning and skills remained poor. Both workshop and classroom sessions were often cancelled for lack of prison officer cover, or because of Novus staff shortages. When sessions were delivered, attendance was often poor. Not enough was done in the wider prison to challenge non-attendance by prisoners and encourage them to participate (see main recommendation S46).

Recommendation

- 3.12** **Novus should continue to monitor the quality of teaching and provide support to ensure that all teaching is good. Feedback from prisoners should be used to evaluate provision and plan improvements.**

Provision of activities

- 3.13** There were not enough activity places for the population. There were 769 full-time equivalent activity places for approximately 1,200 prisoners. Many places were part time and some activity could be offered to 88% of prisoners. Apart from prisoners who were retired, sick or refusing to engage, about 7% of prisoners were fully unemployed.
- 3.14** About 40% of jobs were in contract workshops, where the work was generally mundane and no vocational training was available apart from the newly established education outreach courses. About 200 men were employed in cleaning, servery and orderly jobs based in house blocks. These jobs did not occupy prisoners fully and did not provide them with vocational qualifications to help with employment on release.
- 3.15** The range of vocational training provision was too narrow. A level 2 qualification in laundry work had been introduced, with 15 achievements in the last year. Training leading to qualifications in industrial cleaning and construction had not increased since the previous inspection. Very few level 2 qualifications were offered.
- 3.16** The provision of English for speakers of other languages (ESOL) qualifications had increased and broadly met needs. Access to education for vulnerable prisoners remained poor, although there were well advanced plans to provide classes in the vulnerable prisoner house block.
- 3.17** The prison and partners had worked together to develop the induction process, improving initial assessment of prisoners and their allocation to activities. Similarly, a multi-agency pre-release course called 'Steps to the Gate' had been implemented recently to help offenders

with a range of resettlement issues. These courses facilitated useful development of personal skills and self-awareness and supported preparation for resettlement. However, too few prisoners benefited from this programme.

- 3.18** Prisoners were encouraged to improve their English and mathematics skills by requiring them to have English level 1 and mathematics entry level 3 qualifications to be eligible for a prison job. Initial assessment results indicated that about 30% of prisoners needed help to reach these targets. Managers had increased the number of English and mathematics classes, and introduced workplace learning to improve access further. However, there was still not enough capacity to meet the needs of all prisoners.
- 3.19** Allocation to activities was well managed through partnership between the prison, Novus, and the National Careers Service, but there was little engagement of offender supervisors in this process and the link between allocation and sentence planning remained poor. A new prospectus had recently been produced to improve prisoners' awareness of the courses and work activities available.

Recommendations

- 3.20** **The range of accredited vocational training provision should be substantially increased, including more courses delivered at level 2.**
- 3.21** **There should be sufficient English and mathematics provision for all prisoners who have functional skills needs.**
- 3.22** **Learning and skills managers should work with the offender management unit to enable key learning targets to be included in prisoners' sentence plans.**

Quality of provision

- 3.23** Most teaching, learning and assessment had improved since the previous inspection but a minority was still not good enough. Prisoners' English and mathematics skills were assessed at induction. Tutors carried out further diagnostic assessments when prisoners opted for education courses. These assessments enabled tutors to produce a detailed and useful profile of each prisoner, indicating their learning requirements.
- 3.24** In the better sessions, tutors planned learning effectively to meet individual needs. Interactive screens were often used well to support learning and make sessions more interesting and stimulating. Many prisoners relished the opportunity to use the technology and developed new skills quickly. Tutors planned lessons well and made effective use of peer mentors. Prisoners' individual learning plans were generally used effectively, but in a few cases the targets identified were not clear and precise enough. In practical subjects, such as construction, tutors tracked learning progress well. The standard of prisoners' portfolios was good, with sound assessment practice and constructive written feedback. All prisoners were given the same tasks to complete regardless of their ability. Some were bored and disengaged and made slow progress towards their learning goals.
- 3.25** ESOL provision had been increased but most ESOL tutors were not sufficiently qualified for this specialist area. In some classes, the more able individuals were not challenged enough and the pace of language skill development was slow. Novus had recognised the need to recruit appropriately qualified tutors and plans were well advanced to appoint new staff.

- 3.26** Most of the teaching and learning in the workplace was effective. Teaching groups were very small, typically one to four but, despite the sometimes noisy locations, prisoners were usually attentive and fully engaged in their learning. Tutors did not plan jointly with workshop supervisors, and opportunities were missed to use workplace activities to explain and reinforce learning points.

Recommendations

- 3.27 Teaching and learning should result in prisoners making good progress at a pace that reflects their abilities and aspirations. Tutors should be appropriately qualified to teach in specialist areas.**
- 3.28 There should be more joint working between teachers and workplace supervisors and prisoners should have their work skills recorded and recognised.**

Personal development and behaviour

- 3.29** Prisoners' behaviour during activities was generally good. However, while punctuality was good, attendance in classrooms and workshops was generally poor (see main recommendation S46). Almost 80 prisoners were employed as peer mentors, Listeners and orderlies, making a valuable contribution to prisoner activities. These responsible roles helped to improve their communication skills and self-confidence. Novus provided mentor training which emphasised equality and diversity issues, but not all mentors had received this training.
- 3.30** Prisoners had some limited opportunities in the workshops to develop and practise useful employability skills such as team working and achieving production targets. However, too much of the work was mundane, and there was too little recognition or recording of these skills.
- 3.31** The small number of prisoners following distance learning and Open University programmes were well supported by Novus staff. Prisoners were able to access the virtual campus¹⁹ to use Open University resource materials, and this improved their pace of learning (see paragraph 4.33).

Recommendation

- 3.32 Prisoners should be able to undertake more challenging work in prison workshops, and employability skills should be recognised and recorded.**

Education and vocational achievements

- 3.33** Success rates for 2014 to 2015 were low for functional skills in English, particularly at level 2, and for ESOL qualifications at entry level. There were signs of improvement during the current year. Success rates for functional skills in mathematics at all levels were high during the previous year, as were those for ICT qualifications and employability and personal development programmes.

¹⁹ Internet access for prisoners to community education, training and employment opportunities.

- 3.34** Pass rates for prisoners who completed their courses were high, but in most courses rates of withdrawal before completion were very high and too few prisoners who started a qualification achieved it. The drop-out rate from courses was about 25%, and less than half of those on functional skills courses completed the course. Retention was also very poor on ESOL courses.
- 3.35** The standard of most prisoners' work in education was good. In graphics, they demonstrated good computer skills and produced design work of very high quality. Standards of practical work were high in construction skills, and in industrial cleaning and horticulture.

Recommendation

- 3.36** **Completion and success rates should be increased significantly, particularly in functional skills in English and ESOL.**

Library

- 3.37** The library was run by Kent County Council. Prisoner access and loan rates had risen significantly since the last inspection, but required further improvement. Prisoners were now escorted to their library session by a prison movement officer, although officers in some house blocks still did not send prisoners to the library at their allotted times. Access for prisoners working full time in workshops was not as good as for those working part time or the unemployed. Our survey indicated that only 13% of prisoners against the comparator of 28% visited the library at least once a week, although this had increased from 6% at the previous inspection.
- 3.38** Although still underused, the library remained a well-run, well-staffed and well-stocked facility. Prisoners' access to legal texts and Prison Service instructions was good. The library offered a good range of fiction and non-fiction titles and the provision for foreign national prisoners was good. The facility was welcoming and the promotion of reading was good. The 'Turning Pages' programme offered by the Shannon Trust had 13 mentors and nine mentees. The rate of book loss remained too high at around 18% and efforts to reduce this had not been effective. Despite some good efforts, there were still regular library closures, totalling between 30 and 50 hours each month.

Recommendation

- 3.39** **Prisoners who work should be able to access the library and prisoners in all house blocks should be able to attend their allotted sessions.**

Housekeeping point

- 3.40** An effective book returns system should be implemented to reduce the loss of book stock.

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.

3.41 *The PE provision had improved since the last inspection. Facilities were good, but equipment was ageing and some was poorly maintained. A start had been made on reintroducing accredited courses for prisoners and staff. There were good partnerships with education and health care. Participation rates were too low.*

3.42 Since the last inspection, the number of PE instructors (PEIs) had increased, session cancellations were much reduced and PEIs were no longer routinely deployed to other areas of the prison.

3.43 Prisoners were able to attend the gym on a timetabled basis each week but in practice only about a third of the population did so, well below the prison's target of about 60%. It remained difficult to get prisoners released from the house blocks or workshops to attend their session, because they were not unlocked when scheduled to attend. In our survey, 19% of prisoners said they could get to the gym three or more times each week, against the comparator of 25% and 15% at the last inspection. The number of sessions available for vulnerable prisoners, and their participation rates, had increased, but was still below the target (see main recommendation S46).

3.44 The facilities included a large, well-used sports hall, a fitness suite and weights room. The all-weather sports pitch was used, but only rarely. Some fitness equipment was nearing the end of its life. Availability of functioning cardiovascular machines was limited because they were not maintained regularly.

3.45 In the past year PEIs had offered a few accredited courses for prisoners and other staff. Over 80 qualifications had been gained, and the pass rate was high. PE events had been organised, notably a number of successful family days. A Novus teacher was based in the gym to deliver employability qualifications, including English and mathematics, in partnership with the PE staff. A range of health promotion and targeted events were available for specific groups such as the over-40s. The PE department's links with health care remained good. Prisoners' induction to the gym was adequate.

Recommendation

3.46 **Appropriate accredited courses should be re-introduced to the gym for prisoners seeking employment in the fitness industry.**

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 strategic management of resettlement was improving and the community rehabilitation company had made a good start. The reducing re-offending strategy did not adequately reflect the complex population, some of whom did not have their needs met. The purpose of the Category C unit was still unclear. Release on temporary licence was not used to support resettlement.*

4.2 The strategic management of resettlement was improving; the Kent, Surrey and Sussex Community Rehabilitation Company (KSS CRC) had been in place since the beginning of June 2015 and had made a good start in delivering a universal service to all prisoners in the mandated pathways, accommodation, finance, benefit and debt, employment, education and training, and in signposting for victims of domestic abuse and sexual violence.

4.3 The reducing re-offending policy accurately reflected the purpose of the prison as a local prison with a resettlement function. However, it did not adequately reflect the importance of offender management in reducing re-offending or the unusually complex population, including category C prisoners requiring progression and a high number of sex offenders. The needs of some of these prisoners had not been adequately met (see main recommendation S47).

4.4 The purpose of the Category C unit was still unclear; staff referred to it as a resettlement unit and some prisoners told us they had transferred there as a progressive move. However, the regime there differed little to the rest of the prison and did not support progression (see main recommendation S47). This caused considerable frustration among prisoners. Release on temporary licence (ROTL) was not used to support resettlement.

Recommendation

4.5 **ROTL should be used to support resettlement with appropriate prisoners, subject to risk assessment.**

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.

4.6 *There were too few offender supervisors. Caseloads were too high and there was little meaningful contact between offender supervisors and prisoners, although prisoners reported more help to achieve sentence plan targets than at the last inspection. The OASys backlog was much reduced but the quality of assessments and risk management plans varied. Assessments for release on home detention curfew had only recently restarted. Initial public protection processes were reasonable but some weaknesses in the management of MAPPA (multi-agency public protection arrangements) cases were potentially dangerous. Transfers to other establishments were difficult for some prisoners. Services for lifers were developing well.*

4.7 We assessed 12 cases, six of which were in scope for offender management and six out of scope. One involved a prisoner with a life sentence. Three prisoners were on extended determinate sentences and eight were on standard determinate sentences. Three cases were MAPPA eligible.

4.8 The offender management unit (OMU) was a cohesive team whose staff were positive about their work and supported each other. However, only 7.5 of 12 offender supervisor posts were filled and caseloads were too high. There were five probation officer posts, but only one was filled. The probation officer did not manage cases and instead was responsible for mentoring and supporting other staff. Although in our survey prisoners reported more help to achieve sentence plan targets than at the last inspection, there was little meaningful contact between offender supervisors and prisoners (see main recommendation S47). The OMU did not record adequately contact with prisoners, and their progress in activities and programmes.

4.9 Cases were not allocated according to the skills and experience of offender supervisors or the complexity of cases and level of risk. The number of probation officer vacancies created a gap in expertise and provision.

4.10 The OASys backlog was much reduced at about 78, of which 49 were the responsibility of the prison and 29 the responsibility of a community probation offender manager. The standard of OASys assessments was inconsistent. In two cases in our sample, one involving complex issues of domestic abuse, there was no assessment for the current sentence. Many sentence plans contained relevant, high-level objectives but only one gave enough detail of when and how to achieve these. Too many were completed with no input from the prisoner. It was encouraging to note that the quality of assessments and plans completed by the prison offender supervisors was as good as those undertaken by probation services in the community.

4.11 Many assessments and plans to manage the risk of harm lacked analysis and detail and only half were timely and of adequate quality. In some cases, there was too little analysis of offending behaviour, for example domestic abuse or risk to children, and it was difficult to understand decisions about the level of risk the prisoner posed. Some risk management plans did not include public protection measures or how children or individual victims would be kept safe. In most cases, assessments and plans were not reviewed to consider progress or violent incidents and adjudications in custody.

- 4.12** Assessments for release on home detention curfew (HDC) had only recently restarted following staff shortages. Some decisions were not made until several weeks after the prisoners' HDC eligibility date because of delays in gathering information. Decisions were not explained to prisoners face to face and a letter was sent describing the outcome.

Recommendation

- 4.13 Prisoners approved for home detention curfew should be released on the earliest eligible date, and decisions should be conveyed in person.**

Housekeeping point

- 4.14** The OMU should keep electronic records of contact with prisoners which are accessible to other relevant departments.

Public protection

- 4.15** The OMU had a dedicated public protection team and initial public protection screening and monitoring processes were reasonable. There was regular access to ViSOR (violent and sexual offenders register) and restrictive order requirements were accurately recorded on P-Nomis. In most appropriate cases, correct measures were taken to protect victims or potential victims.
- 4.16** At the time of the inspection, 181 prisoners had been identified as a risk to children, 103 of whom were subject to harassment restrictions, and 171 prisoners were registered sex offenders. Some elements of public protection work were weak. We found 44 men due for release in the next six months who had not had their MAPPA levels set. As a result, there was no consideration of the requisite multi-agency release arrangements by the prison or discussion with these prisoners about the potentially stringent licence conditions. Some of these men were due for release within a few weeks, which was potentially dangerous. There was no management oversight to ensure that all cases involving high risk of harm, public protection or child safeguarding issues were being managed effectively. One case we saw involved a registered sex offender with learning difficulties who faced release having undertaken no offence focused work, unclear where he would be living, and with no MAPPA in place.
- 4.17** The monthly interdepartmental risk management team (IRMT) meetings were generally robust, but only cases with confirmed MAPPA levels were discussed and there was potential for some of the most dangerous offenders to be released without appropriate measures in place to protect the public. We made the OMU aware of these issues and immediate action was taken to rectify them. Two IRMT meetings had been cancelled in August and September 2015 because staff were not available, which compounded the potential risks.

Recommendation

- 4.18 Managers should ensure that high risk of harm and public protection cases and those involving child safeguarding issues are managed effectively. MAPPA levels should be confirmed in a timely way and appropriate measures should be in place before release. Interdepartmental risk management team meetings should always take place.**

Categorisation

- 4.19** Categorisation processes and reviews were reasonable and incorporated a range of information, although offender supervisors did not have enough input to re-categorisation decisions. All such decisions were signed off by a manager.
- 4.20** There were 50 category D prisoners, 32 of whom were indeterminate sentence prisoners awaiting a decision from the Parole Board. Some of these had been transferred back to the prison after failing in open conditions. The remaining 18 were determinate prisoners. Apart from prisoners held back for medical or other exceptional reasons, transfer times to open conditions were usually reasonable. However, three of the 18 cases were being delayed by the lack of an up-to-date OASys, which was unacceptable.
- 4.21** Progressive transfers to the designated category C prison for Elmley were more difficult as there were no spaces, and sex offenders often waited several months for a place on a sex offender treatment programme.

Recommendation

- 4.22** **Progressive transfers should take place quickly and the time taken for other transfers should be kept to a minimum.**

Indeterminate sentence prisoners

- 4.23** Services for the 90 indeterminate sentence prisoners were developing well. Forty-nine of them were serving an indeterminate sentence for public protection and 41 had a life sentence. A new lifer forum had met twice in the previous month. A lifer information booklet was being developed to provide general information about Elmley, services provided for lifers and how they could progress while there. There were plans to have one lifer prisoner representative on each wing. The first lifer family day for 25 prisoners was to take place in December 2015.

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.

4.24 *Prisoners' needs were assessed on arrival and before release. The CRC provided useful support and signposting to services. Physical and mental health needs were effectively supported. The substance misuse service was well integrated in the prison and worked closely with community service providers. Visits provision and children and families work were generally good. Very few offending behaviour programmes were available and there was little victim awareness work.*

- 4.25** All prisoners had their immediate needs identified on arrival through the basic custodial screening tool part 1 (completed by offender supervisors) and part 2 (completed by the CRC). Twelve weeks before release CRC staff, commonly referred to as resettlement staff, assessed the resettlement needs of prisoners. They provided useful support and signposting to pathway services to meet those needs, and used P-Nomis to record their contact with

prisoners. Some partner organisations attended the prison to help with more complex needs.

- 4.26** Despite this, there was not enough awareness among prisoners of most pathway related support; in our survey, 17% of respondents said they knew of anyone in the prison who could help with finance issues, 20% with accommodation and 20% with employment. These responses were all worse than the comparator.

Recommendation

- 4.27** Resettlement services should be better promoted throughout the prison.

Accommodation

- 4.28** Resettlement staff were building good links with a range of accommodation providers, including local authorities and social housing providers. These were predominantly in the local area, but for men being released out of area staff had started to compile information on housing providers following consultation with community offender managers and national support organisations.
- 4.29** We saw evidence in P-Nomis contact logs of some good work to secure housing for prisoners. Most men were released into accommodation, although there was some confusion as to the precise percentage. During the previous six months, 1,083 men had been released but the CRC had recorded a release figure of 670 men. Of those released, 96 men (either 9% or 14% depending on which figures were used) had been released with no fixed accommodation (accommodation which is secure for at least three months).

Housekeeping point

- 4.30** There should be accurate and reliable records of the number of men being released into fixed accommodation.

Education, training and employment

- 4.31** The quality of the National Careers Service provided by SEETEC through their agent CXK (a charity which helps young people and adults to develop their skills) required improvement. A multi-agency pre-release course called 'Steps to the Gate' had been introduced to provide support for the full range of resettlement pathways, but with an emphasis on education, training and employment. However, the capacity to deliver was inadequate for the population, and only one course a week for eight prisoners was scheduled.
- 4.32** The National Careers Service interviewed all prisoners on arrival. Interviews were well conducted in a suitable location and action plans were comprehensive.
- 4.33** There was good partnership working with Novus and the CRC and pre-release services were developing. Individual support for prisoners with additional needs was starting to be provided through the charity Prison Advice and Care Trust (PACT), but outcomes were not measured. The virtual campus was not used for job search.

- 4.34** The prison and its partners had not yet established links with employers to help prisoners find work after release. There was very little involvement by employers in prison training or resettlement activities.

Recommendations

- 4.35** All prisoners should receive education, training and employment guidance during the three months before their release and outcomes should be measured.
- 4.36** An employer engagement strategy should be in place to help prisoners to find work on release.

Housekeeping point

- 4.37** The virtual campus should be used effectively, including to support job search.

Health care

- 4.38** Integrated Care 24 supported prisoners effectively before they were released by informing them how to register with a GP and supplying take home medication when required. We observed palliative care pathways which were being used appropriately and sensitively.
- 4.39** Mental health services had direct links with local community providers and employed a discharge coordinator to support men with continuing mental health needs. Arrangements included through-the-gate support with specialist housing or social care needs. We found no delays in transferring men who needed treatment for their condition in hospital.

Drugs and alcohol

- 4.40** The substance misuse service worked closely with community service providers. Prison link workers from local drug and alcohol services visited regularly and sessions were recorded in prisoners' case files. A pre-release workshop had been introduced, and release plans were detailed and of good quality. Prisoners received harm reduction and overdose prevention information, which included advice about new psychoactive substances.²⁰ RAPt's transitional support service and mentoring scheme were available on release.

Finance, benefit and debt

- 4.41** Citizens' Advice attended the prison once a month to advise on complicated debt issues such as bankruptcy. The service was delivered on house block I and vulnerable prisoners were unable to use it. The Medway Swale Advocacy service attended the prison on an ad hoc basis to provide debt advice and general advocacy to prisoners on the wings. This was to become a twice-weekly service.
- 4.42** Resettlement staff were not able to help prisoners open bank accounts as they were awaiting relevant training. However, Jobcentre Plus assisted men to open a post office account for the receipt of benefits.

²⁰ New drugs that are developed or chosen to mimic the effects of illegal drugs such as cannabis, heroin or amphetamines and may have unpredictable and life-threatening effects.

Recommendation

4.43 Vulnerable prisoners should have access to the Citizens' Advice service.

Children, families and contact with the outside world

- 4.44** In our survey, 27% of prisoners said staff had supported and helped them to maintain contact with family or friends against the comparator of 31%, but this was better than the 20% figure at the last inspection.
- 4.45** Interventions to support prisoners and their families had improved since the last inspection, despite the family link officer no longer being in post. Storybook Dads²¹ had been replaced by a new programme called Inside Stories, which was delivered by the charity Create. It was only available to fathers under the age of 25. The three-week programme encouraged young men with children or younger siblings to work collaboratively to write a story, record it on a CD, illustrate it and present it in a published book to their families on a family visit. The prisoner and the child were both given a copy of the book. The three-year programme funded two courses a year offering 36 places. In addition, PACT had been commissioned through joint funding with Children in Need to deliver two family courses. A homework club two days a week would provide places for between eight and 10 prisoners a session. Plans had also been submitted to run baby groups for young fathers under 25 with new-born babies. Both programmes were awaiting staff security clearance before they could start.
- 4.46** Family days had been reintroduced since the previous inspection, with six themed days scheduled for the calendar year, including one lifer day. The days were to take place during school holidays and included craft activities. All prisoners without public protection restrictions were eligible to apply for family days and about 50 applications had been received for the 25 places on each visit.
- 4.47** Prisoners and visitors were positive about the visits experience. The visits hall provided a relaxed, bright and spacious environment with unobtrusive supervision. A snack bar served hot food and drinks. Some refurbishment was needed as the carpet was in poor condition and chairs were bolted to the floor. A well equipped play area was staffed by PACT play workers, but only on Tuesdays and Thursdays. When it was not staffed, prisoners told us that some children were not properly supervised. All prisoners were required to wear yellow bibs during their visit, which was inappropriate.
- 4.48** The waiting area for visitors was appropriate and had improved, but visits did not always start at the advertised time. We saw some visitors arriving in the visits hall 20 minutes after the scheduled start of their visit.
- 4.49** Consultation with visitors through a visitors' survey had been introduced since the last inspection and an action plan had been developed to address issues raised by visitors.

Recommendations

- 4.50 The visits experience should be improved by all visits starting at the advertised time, routine staffing of the play area and refurbishment of the hall.**

²¹ A registered charity, based at Dartmoor Prison, enabling prisoners to record bedtime stories for their children.

- 4.51 Fathers over the age of 25 should have support to help them improve their relationships with their children, similar to that provided by Inside Stories for younger fathers.**

Housekeeping points

- 4.52** Prisoners should not be required to wear bibs during visits.

Attitudes, thinking and behaviour

- 4.53** There was limited access to interventions to address the likelihood of reoffending and risk of harm. This was consistent with the function of a local establishment but did not meet the needs of Elmley's more diverse population. Many prisoners were identifying and addressing their own needs, which tended to focus on full-time employment.
- 4.54** There were 171 registered sex offenders at the prison and we were told that many of these men denied responsibility for their offences and were thus ineligible for the sex offender treatment programme. Despite this, little motivational work was being undertaken to help them accept responsibility, and some would be released without addressing their offending behaviour.
- 4.55** The thinking skills programme and RESOLVE offered only 40 and 20 places respectively each year. There was little victim awareness work despite the evident need in cases we looked at. In one case, a prisoner due for home detention curfew had requested a victim awareness pack of his own volition.

Recommendation

- 4.56 Prisoners should have timely access to offending behaviour programmes and other interventions, including motivational work and victim awareness, in line with their identified needs.**

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.

Main recommendations

To the governor

- 5.1 All use of force, including special accommodation, should be fully recorded. Managerial oversight should ensure that force is analysed, patterns and trends are identified and acted on, and that force is justified and proportionate. (S44)
- 5.2 Prisoners should be held in clean, well maintained and uncrowded conditions. Cells should be free of infestations, graffiti and offensive materials, and toilets should have seats and covers. (S45)
- 5.3 All prisoners should be purposefully occupied in work or education during the working day, and should also attend the gym and library regularly. Officers should actively encourage prisoners to attend and challenge those who refuse. (S46)
- 5.4 The reducing re-offending strategy should relate to the specific population at Elmley and ensure that the needs of all prisoners, including category C prisoners and sex offenders, are addressed strategically. Offender supervisors should have time to motivate and support prisoners through their sentence, and this should be underpinned by robust management and quality assurance. (S47)

Recommendation

To the Home Office

Equality and diversity

- 5.5 Immigration detainees should not be held in prison solely under immigration powers other than in very exceptional circumstances following risk assessment. Detainees should be given written reasons for detention in a prison instead of an immigration removal centre. (2.31)

Recommendations

To the governor

Courts, escort and transfers

- 5.6 Prisoners should not wait for long periods in escort vehicles outside reception. (1.4)
- 5.7 Property should accompany prisoners to court and during transfer, and should be systematically traced if it does not. (1.5)

Early days in custody

- 5.8** Managers should improve the experience of newly arrived prisoners by ensuring routine provision of telephone calls, adequately prepared first night cells and a more accessible and engaging induction presentation. (1.12)

Bullying and violence reduction

- 5.9** The approach to behaviour management should incorporate positive affirmation and recognition of good behaviour, as well as sanctions against non-compliance. (1.20)

Safeguarding

- 5.10** There should be a multidisciplinary care plan for every young person transferred from the young people's estate. (1.33)

Security

- 5.11** Prisoners should only be strip-searched following a risk assessment. (1.43)
- 5.12** The MDT programme should be sufficiently resourced to undertake suspicion testing, and the MDT suite should provide a respectful environment and sufficient privacy for prisoners. (1.44)

Incentives and earned privileges

- 5.13** The IEP scheme should be an effective means of encouraging prisoners to improve their behaviour. It should be properly managed and consistently implemented. (1.49)

Discipline

- 5.14** Managers should investigate and take remedial action in relation to the high use of segregation for prisoners awaiting adjudication and the poor perceptions of treatment by segregation unit staff reported in our survey. (1.59)

Substance misuse

- 5.15** The drug support unit should have sufficient discipline staff to allow prisoners consistent access to drug and alcohol programmes and support groups. (1.66)
- 5.16** The prison should ensure that the environment for controlled drug administration is safe and suitable. (1.67)

Residential units

- 5.17** Residential managers should ensure that persistent problems such as late delivery of prisoners' mail, inconsistent management of applications and poor access to stored property are resolved. (2.8)
- 5.18** All staff should be aware of fire safety procedures and answer all emergency cell bells promptly. (2.9)

Staff-prisoner relationships

- 5.19** Prisoners should have a nominated individual officer they can turn to for support and staff around the prison should help them achieve objectives for resettlement and reducing reoffending. (2.15)

Equality and diversity

- 5.20** There should be robust management and promotion of equality and diversity, and provision targeted to the specific needs of those with protected characteristics. This should be underpinned by efficient identification, systematic consultation and equality monitoring, and rigorous action in response to reported discrimination incidents. (2.21)
- 5.21** Prison and health care staff should review the population to identify any prisoners in need of an assessment of their social care needs. (2.32)

Complaints

- 5.22** Responses to prisoners' complaints should be clear and helpful and deal with the issue raised, and they should be subject to effective quality assurance. (2.39)

Legal rights

- 5.23** Prisoners should have ready access to legal advice, both written and in person. (2.43)

Health services

- 5.24** There should be sufficient prison staff on duty who are first aid trained, can access AEDs and know how to use them. (2.55)
- 5.25** The applications system should ensure that prisoners have timely access to health services and failure to attend rates for all clinics should be investigated and reduced. (2.64)
- 5.26** Waiting times for the podiatrist should be equivalent to those in the community. (2.65)
- 5.27** External appointments should take place within clinically appropriate time frames. (2.66)
- 5.28** Prisoners should be able to personalise individual rooms in the recovery unit subject to risk assessment. Stimulation such as reading materials should be provided. (2.67)
- 5.29** Robust audit trails should be put in place to account for the location and movement of medicines. (2.75)
- 5.30** Patient group directions should be developed to enable nurses to give a wider range of medicines and support effective prioritisation of GP time. (2.76)
- 5.31** The criteria for in-possession medicines should ensure both the type and quantity of medicine are suitable for a secure environment. (2.77)
- 5.32** Risk assessments of in-possession medication should be contemporary and records should be routinely audited to monitor compliance. (2.78)

Purchases

- 5.33** Prisoners should be able to access a full canteen order within 72 hours of arrival. (2.95)

Time out of cell

- 5.34** All prisoners should have the opportunity to have frequent association and exercise. (3.4)

Learning and skills and work activities

- 5.35** Novus should continue to monitor the quality of teaching and provide support to ensure that all teaching is good. Feedback from prisoners should be used to evaluate provision and plan improvements. (3.12)
- 5.36** The range of accredited vocational training provision should be substantially increased, including more courses delivered at level 2. (3.20)
- 5.37** There should be sufficient English and mathematics provision for all prisoners who have functional skills needs. (3.21)
- 5.38** Learning and skills managers should work with the offender management unit to enable key learning targets to be included in prisoners' sentence plans. (3.22)
- 5.39** Teaching and learning should result in prisoners making good progress at a pace that reflects their abilities and aspirations. Tutors should be appropriately qualified to teach in specialist areas. (3.27)
- 5.40** There should be more joint working between teachers and workplace supervisors and prisoners should have their work skills recorded and recognised. (3.28)
- 5.41** Prisoners should be able to undertake more challenging work in prison workshops, and employability skills should be recognised and recorded. (3.32)
- 5.42** Completion and success rates should be increased significantly, particularly in functional skills in English and ESOL. (3.36)
- 5.43** Prisoners who work should be able to access the library and prisoners in all house blocks should be able to attend their allotted sessions. (3.39)

Physical education and healthy living

- 5.44** Appropriate accredited courses should be re-introduced to the gym for prisoners seeking employment in the fitness industry. (3.46)

Strategic management of resettlement

- 5.45** ROTL should be used to support resettlement with appropriate prisoners, subject to risk assessment. (4.5)

Offender management and planning

- 5.46** Prisoners approved for home detention curfew should be released on the earliest eligible date, and decisions should be conveyed in person. (4.13)
- 5.47** Managers should ensure that high risk of harm and public protection cases and those involving child safeguarding issues are managed effectively. MAPPA levels should be confirmed in a timely way and appropriate measures should be in place before release. Interdepartmental risk management team meetings should always take place. (4.18)
- 5.48** Progressive transfers should take place quickly and the time taken for other transfers should be kept to a minimum. (4.22)
- 5.49** Resettlement services should be better promoted throughout the prison. (4.27)

Reintegration planning

- 5.50** All prisoners should receive education, training and employment guidance during the three months before their release and outcomes should be measured. (4.35)
- 5.51** An employer engagement strategy should be in place to help prisoners to find work on release. (4.36)
- 5.52** Vulnerable prisoners should have access to the Citizens' Advice service. (4.43)
- 5.53** The visits experience should be improved by all visits starting at the advertised time, routine staffing of the play area and refurbishment of the hall. (4.50)
- 5.54** Fathers over the age of 25 should have support to help them improve their relationships with their children, similar to that provided by Inside Stories for younger fathers. (4.51)
- 5.55** Prisoners should have timely access to offending behaviour programmes and other interventions, including motivational work and victim awareness, in line with their identified needs. (4.56)

Housekeeping points

Bullying and violence reduction

- 5.56** Findings and recommendations following investigations of violence or intimidation should be recorded to ensure follow-up and the learning of lessons. (1.21)

Self-harm and suicide prevention

- 5.57** Managers should check ACCT documents, feed back to staff and record the feedback to reinforce learning. (1.28)
- 5.58** The Listener suites should be furnished and equipped to a reasonable standard. (1.29)

Safeguarding

- 5.59** Prisoners in the inpatient department for their own safety, or isolated in other locations, should be in a humane environment with appropriate means to occupy themselves. (1.34)

Complaints

- 5.60** Complaint and independent monitoring board forms should be readily available on all house blocks. (2.40)

Legal rights

- 5.61** Vulnerable prisoners who are waiting for their legal visit to start should be held in a well-lit room with adequate seats for the number held. (2.44)

Health services

- 5.62** Cleaning schedules should be rigorously applied and subject to regular monitoring. (2.56)
- 5.63** Health care staff should display professional identification at all times while on duty. (2.57)
- 5.64** Medicines in treatment rooms should be stored at appropriate temperatures. (2.79)
- 5.65** The mental health in-reach team should be able to hold clinics in the health care centre. (2.86)

Catering

- 5.66** Serveries should be carefully supervised by staff. (2.91)

Learning and skills and work activities

- 5.67** An effective book returns system should be implemented to reduce the loss of book stock. (3.40)

Offender management and planning

- 5.68** The OMU should keep electronic records of contact with prisoners which are accessible to other relevant departments. (4.14)

Reintegration planning

- 5.69** There should be accurate and reliable records of the number of men being released into fixed accommodation. (4.30)
- 5.70** The virtual campus should be used effectively, including to support job search. (4.37)
- 5.71** Prisoners should not be required to wear bibs during visits. (4.52)

Examples of good practice

- 5.72** A regular cycle of multidisciplinary safer custody work had been established, with weekly meetings to consider incidents and individuals where risk or harm were involved. Detailed multidisciplinary case management plans had been introduced for prisoners with complex behaviour patterns and needs. (1.22)

- 5.73** Prisoners and diversity representatives were able to study for a City and Guilds award in equality and diversity. (2.22)

Section 6. Appendices

Appendix I: Inspection team

Nick Hardwick	Chief inspector
Hindpal Singh Bhui	Team leader
Bev Alden	Inspector
Colin Carroll	Inspector
Fionn Gordon	Inspector
Karen Dillon	Inspector
Martin Kettle	Inspector
Sophie Skinner	Researcher
Tim McSweeney	Researcher
Natalie Anne Hall	Researcher
Siggi Engelen	Substance misuse inspector
Stephen Eley	Health services inspector
Simon Denton	Pharmacist
Huw Jenkins	Care Quality Commission inspector
Steve Oliver-Watts	Ofsted inspector
Bob Cowdrey	Ofsted inspector
Nick Crombie	Ofsted inspector
Vivienne Clarke	Offender management inspector
Tessa Webb	Offender management inspector
Mike Ryan	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 2014, prisoners were generally positive about escorts. The reception process was reasonably quick. Many prisoners said they felt unsafe on their first night and the mix of prisoners in the first night unit was unstable. Overall levels of violence were similar to other prisons but there had been numerous acts of concerted indiscipline and violence reduction measures were poor. Self-harm had increased. The Trust Programme, a local intervention to support at-risk adults, was no longer running. Security information was processed efficiently but actions did not always take place promptly. Mandatory drug testing (MDT) positive rates were not high but there was some evidence that MDT was failing to detect a large quantity of drugs. Prisoners on the basic level of the incentives and earned privileges (IEP) scheme had an appropriate regime. Adjudications were conducted fairly. The use of force had increased and paperwork was poor. Prisoners spent less time in the segregation unit than at the previous inspection. Substance use services were good. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

A new behaviour management strategy should be implemented and its effectiveness monitored. The strategy should emphasise positive reinforcement and focus on investigating and addressing the underlying causes of the increase in violence. (S46)

Partially achieved

Recommendations

Person escort records should be completed thoroughly and clearly identify specific risks. (1.5)

Not achieved

Prisoners should not have long waits in court cells before transfer to Elmley. (1.6)

Not achieved

Property should accompany prisoners to court and during transfer. (1.7)

Not achieved

The first night unit should provide a clean, safe and adequately prepared environment for newly arrived prisoners and should not house prisoners who cannot be on a main wing for any reason. (1.13)

Partially achieved

All prisoners should be informed clearly on arrival about support if they feel depressed, and all identified as being at risk of self-harm should be properly assessed within 24 hours. (I.14)

Achieved

Insiders should be adequately supervised and supported. (I.15)

Achieved

Managers should ensure that the induction programme effectively meets prisoners' needs. (I.16)

Not achieved

The system of prisoner violence reduction representatives should be overhauled to ensure that these prisoners work in support of staff and not in place of them. (I.24)

Achieved

ACCT management checks should be used to ensure that care plans are consistently formulated and implemented, and as the basis for up-skilling individual staff and informing training. (I.31)

Partially achieved

All night staff should be trained in emergency procedures, and their competence regularly tested. (I.32)

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. (I.37)

Achieved

There should be a multidisciplinary care plan for every young person transferred from the children and young people's estate, and for any young adult who is vulnerable. (I.38)

Partially achieved

Reactions to security concerns should be prompt (I.50).

Achieved

The MDT programme should be sufficiently resourced to undertake all necessary suspicion tests and the required level of weekend random testing. (I.51)

Partially achieved

The MDT suite should provide sufficient privacy. (I.52)

Not achieved

The IEP scheme should be an effective means of encouraging prisoners to improve their behaviour. It should be properly managed and consistently implemented. (I.60)

Not achieved (Recommendation repeated, I.49)

Adjudications information should be better analysed to help identify and address trends and patterns. (I.65)

Achieved

The use of force and special accommodation should be rigorously monitored. Paperwork should be completed correctly and provide assurance that such measures are justified and proportionate. (I.71)

Not achieved

Segregation cells should be clean and free from graffiti. (I.80)

Achieved

The daily regime for prisoners in segregation should be improved and include some purposeful activity. (1.81)

Achieved

The reasons why prisoners do not feel safe enough to return to the wings should be investigated and addressed, and reintegration planning to help prisoners return to the normal prison location should be developed. (1.82)

Achieved

Suitably trained discipline staff should be available to staff the drug unit consistently. (1.90)

Partially achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection in 2014, many cells were overcrowded and in poor condition. The grounds outside were well maintained but general cleanliness was poor. Staff-prisoner relationships were mixed. The personal officer scheme was ineffective. Outcomes for some minority groups appeared good but diversity work was under-resourced and there was little structured support. Faith provision was generally good. Prisoners resorted to the complaints system for minor matters that wing staff should have managed. Prisoners generally had poor access to legal information. Health services were reasonable overall, but medicines management was very poor and too many appointments were missed. Prisoners were very negative about the food. New arrivals sometimes waited too long for their first shop order. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendations

Cells should not hold more prisoners than they were designed for and all areas of the prison should be in good repair and clean. Prisoners should be able to access sufficient cleaning materials. (S47)

Partially achieved

Medicines management should be reviewed as a matter of urgency. Action should be taken to ensure that medicines are not missed, dose intervals are safe, stock control is improved and the administration of controlled drugs is effectively supervised. (S48)

Achieved

Recommendations

In-cell emergency call bells should receive a response within five minutes. (2.12)

Achieved

The persistent late delivery of prisoners' mail should be addressed and resolved. (2.13)

Not achieved

Applications should be dealt with consistently and promptly. (2.14)

Not achieved

Staff should actively engage with prisoners to help them achieve objectives for resettlement and reducing reoffending. (2.22)

Not achieved

Prisoners should have a nominated individual officer they can turn to for support or to resolve problems in the prison. (2.23)

Not achieved

Equality treatment monitoring should be extended to include all minority groups. Swift action should be taken in all cases to investigate and address disparities. (2.30)

Not achieved

Prisoner diversity representatives should have appropriate training and supervision. (2.31)

Achieved

Minority groups should be systematically identified, supported and consulted, to ensure that needs are assessed, negative perceptions are understood and inequalities of treatment are addressed. (2.42)

Not achieved

Immigration detainees should only be held in prisons in exceptional circumstances and following an individual risk assessment. (2.43)

Not achieved

Managers should ensure that professional interpretation services are used to communicate with prisoners who do not understand English where confidentiality and accuracy are required. (2.44)

Partially achieved

There should be regular celebrations of significant cultural diversity events, such as LGBT History Month. (2.45)

Not achieved

Complaint trends should be analysed and discussed, and emerging issues addressed. (2.55)

Achieved

Prisoners should have ready access to legal advice, both written and in person. (2.58)

Not achieved (Recommendation repeated, 2.43)

An up-to-date health needs assessment should inform health provision, and all policies and protocols should be brought up to date. (2.70)

Achieved

Care plans should be used for all complex and ongoing care issues, including wound management. (2.71)

Achieved

Prisoners should access primary care and hospital appointments without delay. (2.80)

Partially achieved

Prisoners in the recovery unit should be able to access the gym and education. (2.81)

Achieved

The criteria for in-possession medicines should ensure both the type and quantity of medicine is suitable for a secure environment. (2.91)

Partially achieved (Recommendation repeated, 2.77)

Patient group directions should be developed to enable nurses to give a wider range of medicines and support effective prioritisation of GP time. (2.92)

Not achieved (Recommendation repeated, 2.76)

Consultation space for mental health appointments should be decent and respectful. (2.106)

Achieved

Prisoners should be able to access a full canteen order within 72 hours of arrival. (2.116)

Not achieved (Recommendation repeated, 2.95)

Purposeful activity

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

At the last inspection in 2014, time out of cell was unpredictable. Association, exercise and activities were routinely cancelled, causing much frustration among prisoners and instability in the prison. Management of learning and skills was improving but was weak in education, and teaching was generally poor. There was less accredited vocational training than at the previous inspection. Achievement of basic English and mathematics qualifications was poor. Access to the library was unacceptably poor. Prisoners appreciated the physical education (PE) provision but too few participated. Outcomes for prisoners were poor against this healthy prison test.

Main recommendation

The prison should prioritise the delivery of a stable and equitable regime in which all prisoners have consistent access to association with sufficient time to undertake domestic tasks. As stability is restored, prisoners' access to purposeful activity should be significantly increased on an equitable basis. (S49)

Partially achieved

Recommendations

Quality assurance arrangements should be improved and applied consistently across learning and skills and work. (3.12)

Achieved

Data should be used effectively to identify and address any concerning trends relating to participation or achievements among different groups of prisoners. (3.13)

Partially achieved

Prisoners should be able to engage in more accredited vocational training, including qualifications at level 2. (3.21)

Not achieved

TMC should provide more education places especially in English and mathematics and should introduce ESOL courses to meet the high demand. (3.22)

Partially achieved

Vulnerable prisoners should have access to a wider variety of learning activities, and work that meets their needs and resettlement goals. (3.23)

Partially achieved

All prisoners should receive an adequate initial assessment and further diagnostic assessments where appropriate to make sure they are enrolled onto appropriate qualifications. (3.32)

Achieved

All aspects of teaching should be improved to ensure that prisoners benefit from well taught and interesting learning sessions and are able to make progress. (3.33)

Partially achieved

Staff should promote equality and diversity through learning. (3.34)

Partially achieved

Workshops should be properly ventilated and provide appropriate working conditions. (3.35)

Achieved

Prisoners' success rates in English and mathematics qualifications should improve significantly. (3.40)

Partially achieved

An effective book returns system should be implemented to reduce the loss of book stock. (3.43)

Not achieved

The prison should ensure that PE is fully staffed so that the facilities can be used by all prisoners who wish to do so. (3.48)

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 2014, strategic management of resettlement was weak. The offender management unit (OMU) was overwhelmed with work and unable to deliver an effective service. There was a large offender assessment system (OASys) document backlog and little effective offender supervisor work. Public protection work was variable. Re-categorisation processes lacked rigour. Prisoners' resettlement needs were appropriately assessed on arrival. Good pre-release provision relating to accommodation, health, drugs and alcohol and finance was available. An employment, training and education induction programme helped prisoners prepare for release, but was undermined by the poor quality and number of activities. Provision for visits and children and families work had deteriorated. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

There should be a coordinated, whole-prison approach to resettlement. An up-to-date strategy should demonstrate meaningful integration between offender management and pathways work and be based on a current needs analysis. Offender supervisors should have time to manage prisoners' sentences appropriately. (S50)

Not achieved

Recommendations

The OMU should be sufficiently staffed to ensure the prison can deliver timely OASys documents, sentence planning and regular offender supervisor contact with prisoners. (4.13)

Not achieved

Offender supervisors should be given adequate training and robust quality assurance should ensure that good quality case work is maintained. (4.14)

Not achieved

Prisoners who require one should have a full RoSH analysis and a good quality risk management plan that identifies prison interventions to reduce risks. (4.15)

Not achieved

Prisoners approved for HDC should be released as close as possible to their HDC eligibility dates. (4.16)

Not achieved

All relevant staff should attend public protection meetings, which should take a robust, interdepartmental approach to public protection and risk management. (4.21)

Partially achieved

MAPPA levels should be confirmed at least six months in advance of a prisoner's release to promote communication between the prison and offender managers, and information-sharing on risk management. (4.22)

Not achieved

All relevant staff, including offender supervisors and external offender managers, should contribute to re-categorisation reports, and all decisions should be made and signed off by a manager irrespective of the outcome. (4.25)

Partially achieved

All category D prisoners should be transferred to open conditions as soon as possible, unless there is a specific reason not to, such as a medical hold. If they remain in the prison, appropriate, well managed use should be made of ROTL to aid resettlement. (4.26)

Partially achieved

Prisoners facing an indeterminate sentence should be identified on remand and supported as necessary. (4.30)

Achieved

The prison should consult ISPs to determine their specific needs and make reasonable provisions to meet them. (4.31)

Achieved

All prisoners should continue to have access to high quality services that provide assistance and support with accommodation issues. (4.35)

Achieved

The prison should ensure that all prisoners receive pre-release education, training and employment guidance in the three months prior to their release. (4.38)

Partially achieved

NCS interviews should take place in a suitably private location. (4.39)

Achieved

Regular and well promoted family and relationship interventions should be available for all prisoners, including longer sentence prisoners and lifers. (4.49)

Partially achieved

Sufficient family days should be provided to meet the needs of the population. (4.50)

Achieved

Visitors should be able to book visits quickly and easily, and all visits should start on time. (4.51)

Partially achieved

Monitoring data on visits and consultation with visitors should routinely inform the strategic development of family support work. (4.52)

Achieved

Prisoners should have timely access to offending behaviour programmes and other interventions in line with their identified needs. (4.56)

Not 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	35	606	55.3%
Recall	6	104	9.5%
Convicted unsentenced	12	75	7.5%
Remand	35	263	25.7%
Civil prisoners	0	0	0
Detainees	2	21	2.0%
Total	90	1070	100%

Sentence	18–20 yr olds	21 and over	%
Unsentenced	48	369	35.9%
Less than six months	5	56	5.3%
six months to less than 12 months	4	60	5.5%
12 months to less than 2 years	5	71	6.6%
2 years to less than 4 years	17	118	11.6%
4 years to less than 10 years	8	222	19.8%
10 years and over (not life)	3	84	7.5%
ISPP (indeterminate sentence for public protection)	0	49	4.2%
Life	0	41	4.2%
Total	90	1070	100%

Age	Number of prisoners	%
Please state minimum age here:	18	
Under 21 years	91	7.8%
21 years to 29 years	357	30.8%
30 years to 39 years	334	28.8%
40 years to 49 years	199	17.2%
50 years to 59 years	116	10.0%
60 years to 69 years	36	3.1%
70 plus years	27	2.3%
Please state maximum age here:	87	
Total	1160	100%

Nationality	18–20 yr olds	21 and over	%
British	73	897	83.6%
Foreign nationals	15	160	15.1%
Not stated	2	13	1.3%
Total	90	1070	100%

Security category	18–20 yr olds	21 and over	%
Uncategorised unsentenced	58	438	42.8%
Uncategorised sentenced	3	13	1.4%
Category A	0	0	0
Category B	0	139	12.0%
Category C	0	429	37.0%

Category D	0	50	4.3%
Other	29	1	2.6%
Total	90	1070	100%

Ethnicity	18–20 yr olds	21 and over	%
White			
British	47	735	67.4%
Irish	0	8	0.7%
Gypsy/Irish Traveller	0	21	1.8%
Other white	7	110	10.1%
Mixed			
White and black Caribbean	2	10	1.0%
White and black African	0	5	0.4%
White and Asian	1	1	0.2%
Other mixed	0	10	0.9%
Asian or Asian British			
Indian	1	13	1.2%
Pakistani	0	9	0.8%
Bangladeshi	1	7	0.7%
Chinese	0	1	0.1%
Other Asian	0	11	0.9%
Black or black British			
Caribbean	7	49	4.8%
African	12	37	4.2%
Other black	6	21	2.3%
Other ethnic group			
Arab	2	3	0.4%
Other ethnic group	1	4	0.4%
Not stated	3	15	1.6%
Total	90	1070	100%

Religion	18–20 yr olds	21 and over	%
Baptist	0	2	0.2%
Church of England	10	267	23.9%
Roman Catholic	7	169	15.2%
Other Christian denominations	16	141	13.5%
Muslim	23	108	11.3%
Sikh	0	3	0.3%
Hindu	0	6	0.5%
Buddhist	0	12	1.0%
Jewish	0	3	0.3%
Other	1	15	1.4%
No religion	33	344	32.5%
Total	90	1070	100%

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

Sentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	11	0.9%	97	8.4%
1 month to 3 months	10	0.9%	202	17.4%
3 months to six months	10	0.9%	143	12.3%
six months to 1 year	9	0.8%	134	11.6%
1 year to 2 years	2	0.2%	85	7.3%
2 years to 4 years	0	0	34	2.9%
4 years or more	0	0	6	0.5%
Total	42	3.6%	701	60.4%

Sentenced prisoners only

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

Unsentenced prisoners only

Length of stay	18–20 yr olds		21 and over	
	Number	%	Number	%
Less than 1 month	13	1.1%	128	10.9%
1 month to 3 months	17	1.5%	111	9.6%
3 months to six months	10	0.9%	89	7.7%
six months to 1 year	8	0.7%	33	2.8%
1 year to 2 years	0	0	8	0.7%
2 years to 4 years	0	0	0	0
4 years or more	0	0	0	0
Total	48	4.1%	368	31.7%

Main offence	18–20 yr olds	21 and over	%
Violence against the person			
Sexual offences			
Burglary			
Robbery			
Theft and handling			
Fraud and forgery			
Drugs offences			
Other offences			
Civil offences			
Offence not recorded /holding warrant			
Total			

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 establishment²². 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 19 October 2015 the prisoner population at HMP Elmley was 1,162. Using the method described above, questionnaires were distributed to a sample of 232 prisoners.

We received a total of 207 completed questionnaires, a response rate of 89%. This included six respondents who refused to complete a questionnaire, nine questionnaires were not returned and 10 were returned blank.

Wing/unit	Number of completed survey returns
House block 1	21
HB2	26
HB3	29
HB4	32

²² 95% confidence interval with a sampling error of 3%. The formula assumes an 80% response rate (70% in open establishments) and we routinely 'oversample' to ensure we achieve the minimum number of responses required.

HB5	36
HB6	58
HCC	3
Segregation unit	2

Presentation of survey results and analyses

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

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 differences²³ 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 Elmley in 2015 compared with responses from prisoners surveyed in all other local prisons. This comparator is based on all responses from prisoner surveys carried out in 33 local prisons since April 2012.
- The current survey responses from HMP Elmley in 2015 compared with the responses of prisoners surveyed at HMP Elmley in 2014
- 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 those who are British and those who are foreign nationals.
- 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 2011 survey between responses of prisoners who consider themselves to be Gypsy/Romany/Traveller and those who do not consider themselves to be Gypsy/Romany/Traveller
- A comparison within the 2015 survey between House block 6 and the rest of the establishment.
- A comparison within the 2015 survey between House block 5 and the rest of the establishment.

²³ 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

Q1.1 What wing or houseblock are you currently living on?

See shortened methodology.

Q1.2 How old are you?

Under 21	20 (10%)
21 - 29	69 (34%)
30 - 39	60 (29%)
40 - 49	25 (12%)
50 - 59	17 (8%)
60 - 69	9 (4%)
70 and over	5 (2%)

Q1.3 Are you sentenced?

Yes	117 (57%)
Yes - on recall	19 (9%)
No - awaiting trial	36 (18%)
No - awaiting sentence	31 (15%)
No - awaiting deportation	1 (0%)

Q1.4 How long is your sentence?

Not sentenced	68 (34%)
Less than 6 months	15 (7%)
6 months to less than 1 year	8 (4%)
1 year to less than 2 years	17 (8%)
2 years to less than 4 years	26 (13%)
4 years to less than 10 years	31 (15%)
10 years or more	19 (9%)
IPP (indeterminate sentence for public protection)	9 (4%)
Life	8 (4%)

Q1.5 Are you a foreign national (i.e. do not have UK citizenship)?

Yes	24 (12%)
No	179 (88%)

Q1.6 Do you understand spoken English?

Yes	198 (98%)
No	5 (2%)

Q1.7 Do you understand written English?

Yes	199 (97%)
No	6 (3%)

Q1.8 What is your ethnic origin?

White - British (English/ Welsh/ Scottish/ Northern Irish).....	135 (67%)	Asian or Asian British - Chinese	1 (0%)
White - Irish	7 (3%)	Asian or Asian British - other.....	3 (1%)
White - other.....	21 (10%)	Mixed race - white and black Caribbean	7 (3%)
Black or black British - Caribbean.	9 (4%)	Mixed race - white and black African	1 (0%)
Black or black British - African	12 (6%)	Mixed race - white and Asian	0 (0%)
Black or black British - other	1 (0%)	Mixed race - other.....	1 (0%)
Asian or Asian British - Indian	3 (1%)	Arab	0 (0%)
Asian or Asian British - Pakistani... ..	0 (0%)	Other ethnic group	2 (1%)
Asian or Asian British - Bangladeshi	0 (0%)		

Q1.9 Do you consider yourself to be Gypsy/Romany/Traveller?

Yes	23 (11%)
No.....	178 (89%)

Q1.10 What is your religion?

None.....	57 (28%)	Hindu.....	2 (1%)
Church of England	66 (33%)	Jewish.....	0 (0%)
Catholic.....	35 (18%)	Muslim.....	17 (9%)
Protestant.....	3 (2%)	Sikh.....	1 (1%)
Other Christian denomination.....	10 (5%)	Other	8 (4%)
Buddhist.....	1 (1%)		

Q1.11 How would you describe your sexual orientation?

Heterosexual/ Straight.....	190 (96%)
Homosexual/Gay	3 (2%)
Bisexual.....	5 (3%)

Q1.12 Do you consider yourself to have a disability (i.e do you need help with any long term physical, mental or learning needs)?

Yes	61 (30%)
No.....	143 (70%)

Q1.13 Are you a veteran (ex-armed services)?

Yes	12 (6%)
No.....	190 (94%)

Q1.14 Is this your first time in prison?

Yes	81 (40%)
No.....	123 (60%)

Q1.15 Do you have children under the age of 18?

Yes	94 (47%)
No.....	108 (53%)

Section 2: Courts, transfers and escorts

Q2.1 On your most recent journey here, how long did you spend in the van?

Less than 2 hours	129 (63%)
2 hours or longer	66 (32%)
Don't remember	10 (5%)

Q2.2 On your most recent journey here, were you offered anything to eat or drink?

My journey was less than two hours.....	129
	(64%)
Yes	45 (22%)
No	27 (13%)
Don't remember	2 (1%)

Q2.3 On your most recent journey here, were you offered a toilet break?

My journey was less than two hours.....	129
	(64%)
Yes	5 (2%)
No	65 (32%)
Don't remember	3 (1%)

Q2.4 On your most recent journey here, was the van clean?

Yes	128
	(63%)
No	61 (30%)
Don't remember	15 (7%)

Q2.5 On your most recent journey here, did you feel safe?

Yes	149
	(73%)
No	45 (22%)
Don't remember	10 (5%)

Q2.6 On your most recent journey here, how were you treated by the escort staff?

Very well	45 (22%)
Well.....	91 (45%)
Neither.....	50 (25%)
Badly	11 (5%)
Very badly	4 (2%)
Don't remember	3 (1%)

Q2.7 Before you arrived, were you given anything or told that you were coming here? (Please tick all that apply to you.)

Yes, someone told me	144
	(71%)
Yes, I received written information	5 (2%)
No, I was not told anything	45 (22%)
Don't remember	11 (5%)

Q2.8 When you first arrived here did your property arrive at the same time as you?

Yes	152
	(75%)
No	44 (22%)
Don't remember	7 (3%)

Section 3: Reception, first night and induction

Q3.1 How long were you in reception?

Less than 2 hours	103 (51%)
2 hours or longer	81 (40%)
Don't remember	18 (9%)

Q3.2 When you were searched, was this carried out in a respectful way?

Yes	144 (73%)
No	49 (25%)
Don't remember	5 (3%)

Q3.3 Overall, how were you treated in reception?

Very well	31 (16%)
Well.....	69 (35%)
Neither.....	59 (30%)
Badly	24 (12%)
Very badly.....	15 (8%)
Don't remember	2 (1%)

Q3.4 Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.)

Loss of property	43 (22%)	Physical health	34 (17%)
Housing problems	53 (27%)	Mental health.....	57 (28%)
Contacting employers.....	8 (4%)	Needing protection from other prisoners	28 (14%)
Contacting family.....	91 (46%)	Getting phone numbers	70 (35%)
Childcare.....	9 (5%)	Other	7 (4%)
Money worries	49 (25%)	Did not have any problems....	38 (19%)
Feeling depressed or suicidal.....	55 (28%)		

Q3.5 Did you receive any help/support from staff in dealing with these problems when you first arrived here?

Yes	41 (21%)
No.....	115 (59%)
Did not have any problems.....	38 (20%)

Q3.6 When you first arrived here, were you offered any of the following? (Please tick all that apply to you.)

Tobacco.....	163 (81%)
A shower	33 (16%)
A free telephone call.....	47 (23%)
Something to eat.....	151 (75%)
PIN phone credit.....	119 (59%)
Toiletries/ basic items	123 (61%)
Did not receive anything.....	11 (5%)

Q3.7 When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.)

Chaplain	91 (47%)
Someone from health services	133 (68%)
A Listener/Samaritans	94 (48%)
Prison shop/ canteen	37 (19%)
Did not have access to any of these	31 (16%)

**Q3.8 When you first arrived here, were you offered information on the following?
(Please tick all that apply to you.)**

What was going to happen to you.....	75 (38%)
What support was available for people feeling depressed or suicidal.....	77 (39%)
How to make routine requests (applications).....	75 (38%)
Your entitlement to visits.....	69 (35%)
Health services.....	92 (47%)
Chaplaincy.....	88 (45%)
Not offered any information.....	50 (25%)

Q3.9 Did you feel safe on your first night here?

Yes.....	112 (57%)
No.....	73 (37%)
Don't remember.....	12 (6%)

Q3.10 How soon after you arrived here did you go on an induction course?

Have not been on an induction course.....	46 (23%)
Within the first week.....	115 (57%)
More than a week.....	30 (15%)
Don't remember.....	9 (5%)

Q3.11 Did the induction course cover everything you needed to know about the prison?

Have not been on an induction course.....	46 (24%)
Yes.....	62 (32%)
No.....	67 (34%)
Don't remember.....	20 (10%)

Q3.12 How soon after you arrived here did you receive an education ('skills for life') assessment?

Did not receive an assessment.....	42 (21%)
Within the first week.....	84 (43%)
More than a week.....	51 (26%)
Don't remember.....	20 (10%)

Section 4: Legal rights and respectful custody

Q4.1 How easy is it to...

	Very easy	Easy	Neither	Difficult	Very difficult	N/A
Communicate with your solicitor or legal representative?	16 (8%)	39 (20%)	35 (18%)	43 (23%)	33 (17%)	25 (13%)
Attend legal visits?	16 (9%)	67 (37%)	36 (20%)	17 (9%)	14 (8%)	33 (18%)
Get bail information?	0 (0%)	14 (8%)	28 (16%)	27 (15%)	45 (25%)	63 (36%)

Q4.2 Have staff here ever opened letters from your solicitor or your legal representative when you were not with them?

Not had any letters.....	17 (9%)
Yes.....	87 (44%)
No.....	94 (47%)

Q4.3 Can you get legal books in the library?

Yes	46 (24%)
No.....	28 (15%)
Don't know	119 (62%)

Q4.4 Please answer the following questions about the wing/unit you are currently living on:

	Yes	No	Don't know
Do you normally have enough clean, suitable clothes for the week?	101 (52%)	89 (46%)	4 (2%)
Are you normally able to have a shower every day?	152 (77%)	42 (21%)	3 (2%)
Do you normally receive clean sheets every week?	122 (62%)	70 (36%)	5 (3%)
Do you normally get cell cleaning materials every week?	80 (41%)	113 (57%)	4 (2%)
Is your cell call bell normally answered within five minutes?	35 (18%)	150 (77%)	10 (5%)
Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	107 (54%)	89 (45%)	1 (1%)
If you need to, can you normally get your stored property?	21 (11%)	119 (61%)	56 (29%)

Q4.5 What is the food like here?

Very good	3 (1%)
Good	20 (10%)
Neither	38 (19%)
Bad.....	76 (38%)
Very bad	64 (32%)

Q4.6 Does the shop/canteen sell a wide enough range of goods to meet your needs?

Have not bought anything yet/ don't know	9 (5%)
Yes	102 (51%)
No.....	88 (44%)

Q4.7 Can you speak to a Listener at any time, if you want to?

Yes.....	95 (48%)
No	23 (12%)
Don't know.....	79 (40%)

Q4.8 Are your religious beliefs respected?

Yes.....	91 (46%)
No	29 (15%)
Don't know/ N/A	78 (39%)

Q4.9 Are you able to speak to a Chaplain of your faith in private if you want to?

Yes.....	91 (45%)
No	14 (7%)
Don't know/ N/A	96 (48%)

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

<i>I don't want to attend</i>	37 (18%)
Very easy	32 (16%)
Easy.....	63 (31%)
Neither.....	17 (8%)
Difficult	11 (5%)
Very difficult	12 (6%)
Don't know.....	29 (14%)

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

Yes	164 (82%)
No	25 (12%)
Don't know	12 (6%)

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

	Not made one	Yes	No
Are applications dealt with fairly?	11 (6%)	74 (39%)	107 (56%)
Are applications dealt with quickly (within seven days)?	11 (6%)	43 (24%)	124 (70%)

Q5.3 Is it easy to make a complaint?

Yes	101 (52%)
No	45 (23%)
Don't know	48 (25%)

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

	Not made one	Yes	No
Are complaints dealt with fairly?	86 (44%)	27 (14%)	84 (43%)
Are complaints dealt with quickly (within seven days)?	86 (44%)	26 (13%)	82 (42%)

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

Yes	51 (27%)
No.....	138 (73%)

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

<i>Don't know who they are</i>	86 (44%)
Very easy	4 (2%)
Easy.....	11 (6%)
Neither.....	36 (18%)
Difficult	34 (17%)
Very difficult	26 (13%)

Section 6: Incentive and earned privileges scheme

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

<i>Don't know what the IEP scheme is</i>	38 (19%)
Yes	52 (26%)
No	82 (41%)
<i>Don't know</i>	29 (14%)

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

<i>Don't know what the IEP scheme is</i>	38 (19%)
Yes.....	66 (34%)
No	69 (35%)
<i>Don't know</i>	22 (11%)

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

Yes	32 (16%)
No.....	165 (84%)

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

<i>I have not been to segregation in the last 6 months</i>	157 (80%)
Very well.....	1 (1%)
Well	6 (3%)
Neither	10 (5%)
Badly	14 (7%)
Very badly.....	9 (5%)

Section 7: Relationships with staff

Q7.1 Do most staff treat you with respect?

Yes.....	144 (73%)
No	53 (27%)

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

Yes.....	127 (66%)
No	65 (34%)

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

Yes	40 (20%)
No.....	156 (80%)

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

<i>Do not go on association</i>	14 (7%)
Never.....	71 (36%)
Rarely	55 (28%)
Some of the time	35 (18%)
Most of the time	15 (8%)
All of the time.....	8 (4%)

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

<i>I have not met him/her</i>	173 (87%)
<i>In the first week</i>	7 (4%)
<i>More than a week</i>	5 (3%)
<i>Don't remember</i>	14 (7%)

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

<i>Do not have a personal officer/ I have not met him/ her</i>	173 (91%)
<i>Very helpful</i>	4 (2%)
<i>Helpful</i>	5 (3%)
<i>Neither</i>	2 (1%)
<i>Not very helpful</i>	2 (1%)
<i>Not at all helpful</i>	4 (2%)

Section 8: Safety

Q8.1 Have you ever felt unsafe here?

<i>Yes</i>	115 (58%)
<i>No</i>	83 (42%)

Q8.2 Do you feel unsafe now?

<i>Yes</i>	51 (26%)
<i>No</i>	143 (74%)

Q8.3 In which areas have you felt unsafe? (Please tick all that apply to you.)

<i>Never felt unsafe</i>	83 (44%)	<i>At meal times</i>	24 (13%)
<i>Everywhere</i>	29 (15%)	<i>At health services</i>	27 (14%)
<i>Segregation unit</i>	19 (10%)	<i>Visits area</i>	18 (10%)
<i>Association areas</i>	40 (21%)	<i>In wing showers</i>	25 (13%)
<i>Reception area</i>	25 (13%)	<i>In gym showers</i>	11 (6%)
<i>At the gym</i>	19 (10%)	<i>In corridors/stairwells</i>	30 (16%)
<i>In an exercise yard</i>	29 (15%)	<i>On your landing/wing</i>	36 (19%)
<i>At work</i>	18 (10%)	<i>In your cell</i>	30 (16%)
<i>During movement</i>	42 (22%)	<i>At religious services</i>	10 (5%)
<i>At education</i>	8 (4%)		

Q8.4 Have you been victimised by other prisoners here?

<i>Yes</i>	73 (37%)
<i>No</i>	126 (63%)

Q8.5 If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)

<i>Insulting remarks (about you or your family or friends)</i>	33 (17%)
<i>Physical abuse (being hit, kicked or assaulted)</i>	25 (13%)
<i>Sexual abuse</i>	4 (2%)
<i>Feeling threatened or intimidated</i>	44 (22%)
<i>Having your canteen/property taken</i>	31 (16%)
<i>Medication</i>	13 (7%)
<i>Debt</i>	13 (7%)
<i>Drugs</i>	12 (6%)
<i>Your race or ethnic origin</i>	10 (5%)
<i>Your religion/religious beliefs</i>	7 (4%)
<i>Your nationality</i>	10 (5%)
<i>You are from a different part of the country than others</i>	12 (6%)

<i>You are from a traveller community</i>	7 (4%)
<i>Your sexual orientation</i>	8 (4%)
<i>Your age</i>	12 (6%)
<i>You have a disability</i>	12 (6%)
<i>You were new here</i>	18 (9%)
<i>Your offence/ crime</i>	24 (12%)
<i>Gang related issues</i>	14 (7%)

Q8.6 Have you been victimised by staff here?

Yes	71 (36%)
No.....	127 (64%)

Q8.7 If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)

<i>Insulting remarks (about you or your family or friends)</i>	24 (12%)
<i>Physical abuse (being hit, kicked or assaulted)</i>	19 (10%)
<i>Sexual abuse</i>	0 (0%)
<i>Feeling threatened or intimidated</i>	30 (15%)
<i>Medication</i>	5 (3%)
<i>Debt</i>	8 (4%)
<i>Drugs</i>	9 (5%)
<i>Your race or ethnic origin</i>	11 (6%)
<i>Your religion/religious beliefs</i>	9 (5%)
<i>Your nationality</i>	8 (4%)
<i>You are from a different part of the country than others</i>	8 (4%)
<i>You are from a traveller community</i>	3 (2%)
<i>Your sexual orientation</i>	5 (3%)
<i>Your age</i>	5 (3%)
<i>You have a disability</i>	5 (3%)
<i>You were new here</i>	13 (7%)
<i>Your offence/ crime</i>	14 (7%)
<i>Gang related issues</i>	6 (3%)

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

Not been victimised	95 (55%)
Yes.....	29 (17%)
No	50 (29%)

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

	Don't know	<i>Very easy</i>	<i>Easy</i>	<i>Neither</i>	<i>Difficult</i>	<i>Very difficult</i>
The doctor	29 (15%)	6 (3%)	20 (10%)	13 (7%)	68 (35%)	60 (31%)
The nurse	26 (13%)	13 (7%)	35 (18%)	22 (11%)	55 (28%)	44 (23%)
The dentist	27 (14%)	3 (2%)	10 (5%)	12 (6%)	42 (22%)	96 (51%)

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

	Not been	<i>Very good</i>	<i>Good</i>	<i>Neither</i>	<i>Bad</i>	<i>Very bad</i>
The doctor	40 (20%)	18 (9%)	38 (19%)	36 (18%)	30 (15%)	35 (18%)
The nurse	28 (14%)	24 (12%)	48 (25%)	41 (21%)	26 (13%)	27 (14%)
The dentist	68 (36%)	15 (8%)	20 (11%)	24 (13%)	26 (14%)	34 (18%)

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

Not been	15 (8%)
<i>Very good</i>	18 (9%)
<i>Good</i>	32 (17%)
<i>Neither</i>	40 (21%)
<i>Bad</i>	49 (26%)
<i>Very bad</i>	37 (19%)

Q9.4 Are you currently taking medication?

Yes.....	112 (58%)
No.....	82 (42%)

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

Not taking medication	82 (42%)
<i>Yes, all my meds</i>	56 (29%)
<i>Yes, some of my meds</i>	21 (11%)
No	37 (19%)

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

Yes	86 (44%)
No.....	109 (56%)

Q9.7 Are you being helped/ supported by anyone in this prison (e.g. a psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff)?

Do not have any emotional or mental health problems	109 (56%)
Yes	30 (16%)
No.....	54 (28%)

Section 10: Drugs and alcohol

Q10.1 Did you have a problem with drugs when you came into this prison?

Yes	66 (33%)
No.....	133 (67%)

Q10.2 Did you have a problem with alcohol when you came into this prison?

Yes	36 (18%)
No.....	161 (82%)

Q10.3 Is it easy or difficult to get illegal drugs in this prison?

<i>Very easy</i>	49 (25%)
<i>Easy</i>	26 (13%)
<i>Neither</i>	11 (6%)
<i>Difficult</i>	6 (3%)
<i>Very difficult</i>	8 (4%)
<i>Don't know</i>	95 (49%)

Q10.4 Is it easy or difficult to get alcohol in this prison?

Very easy.....	14 (7%)
Easy.....	24 (12%)
Neither.....	13 (7%)
Difficult.....	11 (6%)
Very difficult.....	22 (11%)
Don't know.....	112 (57%)

Q10.5 Have you developed a problem with illegal drugs since you have been in this prison?

Yes.....	18 (9%)
No.....	177 (91%)

Q10.6 Have you developed a problem with diverted medication since you have been in this prison?

Yes.....	12 (6%)
No.....	181 (94%)

Q10.7 Have you received any support or help (for example substance misuse teams) for your drug problem, while in this prison?

<i>Did not / do not have a drug problem</i>	126 (66%)
Yes.....	39 (20%)
No.....	27 (14%)

Q10.8 Have you received any support or help (for example substance misuse teams) for your alcohol problem, whilst in this prison?

<i>Did not / do not have an alcohol problem</i>	161 (82%)
Yes.....	17 (9%)
No.....	19 (10%)

Q10.9 Was the support or help you received, whilst in this prison, helpful?

<i>Did not have a problem/ did not receive help</i>	146 (76%)
Yes.....	35 (18%)
No.....	10 (5%)

Section II: Activities**Q11.1 How easy or difficult is it to get into the following activities, in this prison?**

	Don't know	Very Easy	Easy	Neither	Difficult	Very difficult
Prison job	22 (11%)	9 (5%)	59 (30%)	40 (20%)	41 (21%)	27 (14%)
Vocational or skills training	51 (27%)	2 (1%)	37 (20%)	38 (20%)	30 (16%)	31 (16%)
Education (including basic skills)	35 (19%)	8 (4%)	54 (29%)	36 (19%)	32 (17%)	22 (12%)
Offending behaviour programmes	64 (34%)	4 (2%)	21 (11%)	26 (14%)	31 (16%)	42 (22%)

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

<i>Not involved in any of these</i>	56 (29%)
Prison job.....	120 (62%)
Vocational or skills training.....	14 (7%)
Education (including basic skills).....	39 (20%)
Offending behaviour programmes.....	15 (8%)

Q11.3 If you have been involved in any of the following, while in this prison, do you think they will help you on release?

	Not been involved	Yes	No	Don't know
Prison job	34 (18%)	47 (25%)	84 (45%)	21 (11%)
Vocational or skills training	71 (44%)	35 (22%)	31 (19%)	24 (15%)
Education (including basic skills)	57 (33%)	52 (30%)	38 (22%)	24 (14%)
Offending behaviour programmes	76 (47%)	30 (18%)	33 (20%)	24 (15%)

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

Don't want to go	29 (15%)
Never.....	72 (37%)
Less than once a week.....	70 (36%)
About once a week.....	22 (11%)
More than once a week.....	3 (2%)

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

Don't use it	69 (36%)
Yes.....	62 (32%)
No.....	60 (31%)

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

Don't want to go	43 (22%)
0.....	57 (29%)
1 to 2.....	60 (30%)
3 to 5.....	31 (16%)
More than 5.....	6 (3%)

Q11.7 How many times do you usually go outside for exercise each week?

Don't want to go	18 (9%)
0.....	47 (24%)
1 to 2.....	67 (34%)
3 to 5.....	43 (22%)
More than 5.....	20 (10%)

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

Don't want to go	5 (3%)
0.....	29 (16%)
1 to 2.....	72 (39%)
3 to 5.....	38 (20%)
More than 5.....	43 (23%)

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

Less than 2 hours	46 (24%)
2 to less than 4 hours	48 (25%)
4 to less than 6 hours	44 (23%)
6 to less than 8 hours	24 (13%)
8 to less than 10 hours	5 (3%)
10 hours or more	10 (5%)
Don't know	14 (7%)

Section 12: Contact with family and friends**Q12.1 Have staff supported you and helped you to maintain contact with your family/friends while in this prison?**

Yes	51 (27%)
No	141 (73%)

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

Yes	108 (55%)
No	90 (45%)

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

Yes	58 (30%)
No	137 (70%)

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

I don't get visits	36 (18%)
Very easy	7 (4%)
Easy	28 (14%)
Neither	15 (8%)
Difficult	47 (24%)
Very difficult	57 (29%)
Don't know	6 (3%)

Section 13: Preparation for release**Q13.1 Do you have a named offender manager (home probation officer) in the probation service?**

Not sentenced	68 (34%)
Yes	70 (35%)
No	60 (30%)

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

Not sentenced/ NA	128 (65%)
No contact	31 (16%)
Letter	22 (11%)
Phone	11 (6%)
Visit	17 (9%)

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

Yes	35 (18%)
No	156 (82%)

Q13.4 Do you have a sentence plan?

Not sentenced	68 (34%)
Yes	44 (22%)
No	86 (43%)

Q13.5 How involved were you in the development of your sentence plan?

Do not have a sentence plan/ not sentenced	154 (79%)
Very involved	7 (4%)
Involved	19 (10%)
Neither	6 (3%)
Not very involved	4 (2%)
Not at all involved	6 (3%)

Q13.6 Who is working with you to achieve your sentence plan targets? (Please tick all that apply to you.)

Do not have a sentence plan/ not sentenced	154 (79%)
Nobody	19 (10%)
Offender supervisor	10 (5%)
Offender manager	7 (4%)
Named/ personal officer	3 (2%)
Staff from other departments	7 (4%)

Q13.7 Can you achieve any of your sentence plan targets in this prison?

Do not have a sentence plan/ not sentenced	154 (79%)
Yes	15 (8%)
No	15 (8%)
Don't know	11 (6%)

Q13.8 Are there plans for you to achieve any of your sentence plan targets in another prison?

Do not have a sentence plan/ not sentenced	154 (79%)
Yes	14 (7%)
No	17 (9%)
Don't know	11 (6%)

Q13.9 Are there plans for you to achieve any of your sentence plan targets in the community?

Do not have a sentence plan/ not sentenced	154 (79%)
Yes	11 (6%)
No	16 (8%)
Don't know	14 (7%)

Q13.10 Do you have a needs based custody plan?

Yes 12 (6%)
 No 84 (44%)
 Don't know..... 94 (49%)

Q13.11 Do you feel that any member of staff has helped you to prepare for your release?

Yes 20 (11%)
 No..... 167 (89%)

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

	<i>Do not need help</i>	Yes	No
Employment	41 (23%)	27 (15%)	110 (62%)
Accommodation	35 (20%)	28 (16%)	113 (64%)
Benefits	37 (21%)	36 (21%)	100 (58%)
Finances	39 (23%)	22 (13%)	111 (65%)
Education	42 (24%)	32 (18%)	102 (58%)
Drugs and alcohol	51 (30%)	44 (26%)	77 (45%)

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

Not sentenced 68 (36%)
 Yes 53 (28%)
 No 68 (36%)

Main comparator and comparator to last time



Prisoner survey responses HMP Elmley 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 Elmley 2015	Local prisons comparator	HMP Elmley 2015	HMP Elmley 2014
Any percentage highlighted in green is significantly better				
Any percentage highlighted in blue is significantly worse				
Any percentage highlighted in orange shows a significant difference in prisoners' background details				
Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned	207	6,029	207	187
SECTION 1: General information				
1.2 Are you under 21 years of age?	10%	6%	10%	6%
1.3 Are you sentenced?	67%	67%	67%	69%
1.3 Are you on recall?	9%	9%	9%	6%
1.4 Is your sentence less than 12 months?	11%	20%	11%	15%
1.4 Are you here under an indeterminate sentence for public protection (IPP prisoner)?	4%	3%	4%	6%
1.5 Are you a foreign national?	12%	13%	12%	15%
1.6 Do you understand spoken English?	98%	98%	98%	96%
1.7 Do you understand written English?	97%	96%	97%	94%
1.8 Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	20%	25%	20%	19%
1.9 Do you consider yourself to be Gypsy/ Romany/ Traveller?	11%	5%	11%	8%
1.1 Are you Muslim?	9%	13%	9%	8%
1.11 Are you homosexual/gay or bisexual?	4%	3%	4%	3%
1.12 Do you consider yourself to have a disability?	30%	23%	30%	30%
1.13 Are you a veteran (ex-armed services)?	6%	5%	6%	6%
1.14 Is this your first time in prison?	40%	33%	40%	43%
1.15 Do you have any children under the age of 18?	47%	54%	47%	48%
SECTION 2: Transfers and escorts				
On your most recent journey here:				
2.1 Did you spend more than 2 hours in the van?	32%	22%	32%	32%
For those who spent two or more hours in the escort van:				
2.2 Were you offered anything to eat or drink?	61%	36%	61%	50%
2.3 Were you offered a toilet break?	7%	8%	7%	3%
2.4 Was the van clean?	63%	58%	63%	62%
2.5 Did you feel safe?	73%	75%	73%	68%
2.6 Were you treated well/very well by the escort staff?	67%	66%	67%	70%
2.7 Before you arrived here were you told that you were coming here?	71%	64%	71%	65%
2.7 Before you arrived here did you receive any written information about coming here?	2%	4%	2%	4%
2.8 When you first arrived here did your property arrive at the same time as you?	75%	79%	75%	73%
SECTION 3: Reception, first night and induction				
3.1 Were you in reception for less than 2 hours?	51%	40%	51%	54%
3.2 When you were searched in reception, was this carried out in a respectful way?	73%	78%	73%	74%
3.3 Were you treated well/very well in reception?	50%	63%	50%	57%
When you first arrived:				
3.4 Did you have any problems?	81%	75%	81%	83%
3.4 Did you have any problems with loss of property?	22%	16%	22%	22%
3.4 Did you have any housing problems?	27%	22%	27%	19%

Main comparator and comparator to last time

Key to tables

	HMP Elmley 2015	Local prisons comparator	HMP Elmley 2015	HMP Elmley 2014
Any percentage highlighted in green is significantly better				
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Percentages which are not highlighted show there is no significant difference				
3.4 Did you have any problems contacting employers?	4%	5%	4%	7%
3.4 Did you have any problems contacting family?	46%	32%	46%	41%
3.4 Did you have any problems ensuring dependants were being looked after?	5%	3%	5%	4%
3.4 Did you have any money worries?	25%	23%	25%	24%
3.4 Did you have any problems with feeling depressed or suicidal?	28%	23%	28%	22%
3.4 Did you have any physical health problems?	17%	18%	17%	16%
3.4 Did you have any mental health problems?	29%	22%	29%	26%
3.4 Did you have any problems with needing protection from other prisoners?	14%	7%	14%	11%
3.4 Did you have problems accessing phone numbers?	35%	31%	35%	38%
For those with problems:				
3.5 Did you receive any help/ support from staff in dealing with these problems?	26%	32%	26%	23%
When you first arrived here, were you offered any of the following:				
3.6 Tobacco?	81%	79%	81%	76%
3.6 A shower?	16%	30%	16%	17%
3.6 A free telephone call?	23%	56%	23%	24%
3.6 Something to eat?	75%	71%	75%	75%
3.6 PIN phone credit?	59%	53%	59%	53%
3.6 Toiletries/ basic items?	61%	58%	61%	64%
SECTION 3: Reception, first night and induction continued				
When you first arrived here did you have access to the following people:				
3.7 The chaplain or a religious leader?	47%	46%	47%	42%
3.7 Someone from health services?	68%	67%	68%	72%
3.7 A Listener/Samaritans?	48%	31%	48%	40%
3.7 Prison shop/ canteen?	19%	22%	19%	14%
When you first arrived here were you offered information about any of the following:				
3.8 What was going to happen to you?	38%	41%	38%	36%
3.8 Support was available for people feeling depressed or suicidal?	39%	37%	39%	36%
3.8 How to make routine requests?	38%	35%	38%	35%
3.8 Your entitlement to visits?	35%	34%	35%	31%
3.8 Health services?	47%	44%	47%	46%
3.8 The chaplaincy?	45%	40%	45%	39%
3.9 Did you feel safe on your first night here?	57%	72%	57%	65%
3.10 Have you been on an induction course?	77%	73%	77%	73%
For those who have been on an induction course:				
3.11 Did the course cover everything you needed to know about the prison?	42%	51%	42%	40%
3.12 Did you receive an education (skills for life) assessment?	79%	72%	79%	73%
SECTION 4: Legal rights and respectful custody				
In terms of your legal rights, is it easy/very easy to:				
4.1 Communicate with your solicitor or legal representative?	29%	38%	29%	24%
4.1 Attend legal visits?	45%	52%	45%	41%
4.1 Get bail information?	8%	18%	8%	8%
4.2 Have staff ever opened letters from your solicitor or legal representative when you were not with them?	44%	41%	44%	44%
4.3 Can you get legal books in the library?	24%	35%	24%	20%

Main comparator and comparator to last time

Key to tables

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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				
For the wing/unit you are currently on:				
4.4 Are you normally offered enough clean, suitable clothes for the week?	52%	50%	52%	42%
4.4 Are you normally able to have a shower every day?	77%	73%	77%	46%
4.4 Do you normally receive clean sheets every week?	62%	71%	62%	32%
4.4 Do you normally get cell cleaning materials every week?	41%	54%	41%	30%
4.4 Is your cell call bell normally answered within five minutes?	18%	27%	18%	8%
4.4 Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	54%	58%	54%	49%
4.4 Can you normally get your stored property, if you need to?	11%	21%	11%	10%
4.5 Is the food in this prison good/very good?	11%	21%	11%	11%
4.6 Does the shop/canteen sell a wide enough range of goods to meet your needs?	51%	47%	51%	52%
4.7 Are you able to speak to a Listener at any time, if you want to?	48%	52%	48%	51%
4.8 Are your religious beliefs are respected?	46%	49%	46%	43%
4.9 Are you able to speak to a religious leader of your faith in private if you want to?	45%	50%	45%	39%
4.10 Is it easy/very easy to attend religious services?	47%	44%	47%	33%
SECTION 5: Applications and complaints				
5.1 Is it easy to make an application?	82%	72%	82%	70%
For those who have made an application:				
5.2 Do you feel applications are dealt with fairly?	41%	50%	41%	37%
5.2 Do you feel applications are dealt with quickly (within seven days)?	26%	35%	26%	22%
5.3 Is it easy to make a complaint?	52%	49%	52%	56%
For those who have made a complaint:				
5.4 Do you feel complaints are dealt with fairly?	24%	29%	24%	17%
5.4 Do you feel complaints are dealt with quickly (within seven days)?	24%	26%	24%	13%
5.5 Have you ever been prevented from making a complaint when you wanted to?	27%	20%	27%	24%
5.6 Is it easy/very easy to see the Independent Monitoring Board?	8%	18%	8%	11%
SECTION 6: Incentives and earned privileges scheme				
6.1 Do you feel you have been treated fairly in your experience of the IEP scheme?	26%	41%	26%	28%
6.2 Do the different levels of the IEP scheme encourage you to change your behaviour?	34%	40%	34%	33%
6.3 In the last six months have any members of staff physically restrained you (C&R)?	16%	9%	16%	11%
6.4 In the last six months, if you have spent a night in the segregation/ care and separation unit, were you treated very well/ well by staff?	17%	36%	17%	23%
SECTION 7: Relationships with staff				
7.1 Do most staff, in this prison, treat you with respect?	73%	73%	73%	67%
7.2 Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	66%	68%	66%	65%
7.3 Has a member of staff checked on you personally in the last week to see how you were getting on?	20%	27%	20%	15%
7.4 Do staff normally speak to you most of the time/all of the time during association?	12%	17%	12%	12%
7.5 Do you have a personal officer?	13%	36%	13%	13%
For those with a personal officer:				
7.6 Do you think your personal officer is helpful/very helpful?	53%	67%	53%	43%
SECTION 8: Safety				
8.1 Have you ever felt unsafe here?	58%	43%	58%	56%
8.2 Do you feel unsafe now?	26%	20%	26%	25%
8.4 Have you been victimised by other prisoners here?	37%	30%	37%	44%

Main comparator and comparator to last time

Key to tables

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Any percentage highlighted in blue is significantly worse				
Any percentage highlighted in orange shows a significant difference in prisoners' background details				
Percentages which are not highlighted show there is no significant difference				
Since you have been here, have other prisoners:				
8.5 Made insulting remarks about you, your family or friends?	17%	13%	17%	15%
8.5 Hit, kicked or assaulted you?	13%	8%	13%	13%
8.5 Sexually abused you?	2%	2%	2%	2%
8.5 Threatened or intimidated you?	22%	16%	22%	23%
8.5 Taken your canteen/property?	16%	7%	16%	13%
8.5 Victimised you because of medication?	7%	5%	7%	7%
8.5 Victimised you because of debt?	7%	4%	7%	3%
8.5 Victimised you because of drugs?	6%	4%	6%	5%
8.5 Victimised you because of your race or ethnic origin?	5%	4%	5%	6%
8.5 Victimised you because of your religion/religious beliefs?	4%	3%	4%	5%
8.5 Victimised you because of your nationality?	5%	3%	5%	4%
8.5 Victimised you because you were from a different part of the country?	6%	4%	6%	6%
8.5 Victimised you because you are from a Traveller community?	4%	2%	4%	3%
8.5 Victimised you because of your sexual orientation?	4%	1%	4%	2%
8.5 Victimised you because of your age?	6%	3%	6%	2%
8.5 Victimised you because you have a disability?	6%	3%	6%	6%
8.5 Victimised you because you were new here?	9%	6%	9%	9%
8.5 Victimised you because of your offence/crime?	12%	5%	12%	10%
8.5 Victimised you because of gang related issues?	7%	5%	7%	8%
SECTION 8: Safety continued				
8.6 Have you been victimised by staff here?	36%	32%	36%	41%
Since you have been here, have staff:				
8.7 Made insulting remarks about you, your family or friends?	12%	12%	12%	15%
8.7 Hit, kicked or assaulted you?	10%	5%	10%	10%
8.7 Sexually abused you?	0%	1%	0%	3%
8.7 Threatened or intimidated you?	15%	12%	15%	18%
8.7 Victimised you because of medication?	3%	5%	3%	8%
8.7 Victimised you because of debt?	4%	2%	4%	3%
8.7 Victimised you because of drugs?	5%	3%	5%	3%
8.7 Victimised you because of your race or ethnic origin?	6%	4%	6%	4%
8.7 Victimised you because of your religion/religious beliefs?	5%	4%	5%	5%
8.7 Victimised you because of your nationality?	4%	3%	4%	6%
8.7 Victimised you because you were from a different part of the country?	4%	3%	4%	6%
8.7 Victimised you because you are from a Traveller community?	2%	2%	2%	4%
8.7 Victimised you because of your sexual orientation?	3%	1%	3%	3%
8.7 Victimised you because of your age?	3%	2%	3%	4%
8.7 Victimised you because you have a disability?	3%	3%	3%	6%
8.7 Victimised you because you were new here?	7%	5%	7%	8%
8.7 Victimised you because of your offence/crime?	7%	4%	7%	10%
8.7 Victimised you because of gang related issues?	3%	3%	3%	2%
For those who have been victimised by staff or other prisoners:				
8.8 Did you report any victimisation that you have experienced?	37%	33%	37%	36%

Main comparator and comparator to last time

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	Percentages which are not highlighted show there is no significant difference				
		HMP Eimley 2015	Local prisons comparator	HMP Eimley 2015	HMP Eimley 2014
SECTION 9: Health services					
9.1	Is it easy/very easy to see the doctor?	13%	22%	13%	16%
9.1	Is it easy/very easy to see the nurse?	25%	44%	25%	26%
9.1	Is it easy/very easy to see the dentist?	7%	9%	7%	3%
	For those who have been to the following services, do you think the quality of the health service from the following is good/very good:				
9.2	The doctor?	36%	40%	36%	33%
9.2	The nurse?	43%	52%	43%	43%
9.2	The dentist?	29%	30%	29%	25%
9.3	The overall quality of health services?	28%	36%	28%	25%
9.4	Are you currently taking medication?	58%	50%	58%	55%
	For those currently taking medication:				
9.5	Are you allowed to keep possession of some or all of your medication in your own cell?	68%	58%	68%	73%
9.6	Do you have any emotional well being or mental health problems?	44%	38%	44%	41%
	For those who have problems:				
9.7	Are you being helped or supported by anyone in this prison?	36%	43%	36%	37%
SECTION 10: Drugs and alcohol					
10.1	Did you have a problem with drugs when you came into this prison?	33%	32%	33%	25%
10.2	Did you have a problem with alcohol when you came into this prison?	18%	21%	18%	16%
10.3	Is it easy/very easy to get illegal drugs in this prison?	39%	35%	39%	40%
10.4	Is it easy/very easy to get alcohol in this prison?	19%	16%	19%	25%
10.5	Have you developed a problem with drugs since you have been in this prison?	9%	9%	9%	10%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	6%	8%	6%	9%
	For those with drug or alcohol problems:				
10.7	Have you received any support or help with your drug problem while in this prison?	59%	58%	59%	65%
10.8	Have you received any support or help with your alcohol problem while in this prison?	47%	56%	47%	62%
	For those who have received help or support with their drug or alcohol problem:				
10.9	Was the support helpful?	78%	78%	78%	53%
SECTION 11: Activities					
	Is it very easy/ easy to get into the following activities:				
11.1	A prison job?	34%	31%	34%	33%
11.1	Vocational or skills training?	21%	29%	21%	21%
11.1	Education (including basic skills)?	33%	45%	33%	34%
11.1	Offending behaviour programmes?	13%	17%	13%	11%
	Are you currently involved in any of the following activities:				
11.2	A prison job?	62%	42%	62%	58%
11.2	Vocational or skills training?	7%	9%	7%	11%
11.2	Education (including basic skills)?	20%	24%	20%	30%
11.2	Offending behaviour programmes?	8%	6%	8%	3%
11.3	Have you had a job while in this prison?	82%	67%	82%	78%
	For those who have had a prison job while in this prison:				
11.3	Do you feel the job will help you on release?	31%	39%	31%	26%

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Percentages which are not highlighted show there is no significant difference				
11.3 Have you been involved in vocational or skills training while in this prison?	56%	55%	56%	59%
For those who have had vocational or skills training while in this prison:				
11.3 Do you feel the vocational or skills training will help you on release?	39%	45%	39%	37%
11.3 Have you been involved in education while in this prison?	67%	66%	67%	65%
For those who have been involved in education while in this prison:				
11.3 Do you feel the education will help you on release?	46%	51%	46%	48%
11.3 Have you been involved in offending behaviour programmes while in this prison?	53%	52%	53%	51%
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?	34%	40%	34%	36%
11.4 Do you go to the library at least once a week?	13%	28%	13%	6%
11.5 Does the library have a wide enough range of materials to meet your needs?	33%	32%	33%	24%
11.6 Do you go to the gym three or more times a week?	19%	25%	19%	15%
11.7 Do you go outside for exercise three or more times a week?	32%	40%	32%	16%
11.8 Do you go on association more than five times each week?	23%	43%	23%	9%
11.9 Do you spend ten or more hours out of your cell on a weekday?	5%	9%	5%	3%
SECTION 12: Friends and family				
12.1 Have staff supported you and helped you to maintain contact with family/friends while in this prison?	27%	31%	27%	20%
12.2 Have you had any problems with sending or receiving mail?	55%	48%	55%	64%
12.3 Have you had any problems getting access to the telephones?	30%	34%	30%	61%
12.4 Is it easy/ very easy for your friends and family to get here?	18%	37%	18%	19%
SECTION 13: Preparation for release				
For those who are sentenced:				
13.1 Do you have a named offender manager (home probation officer) in the probation service?	54%	60%	54%	55%
For those who are sentenced what type of contact have you had with your offender manager:				
13.2 No contact?	45%	42%	45%	42%
13.2 Contact by letter?	32%	29%	32%	33%
13.2 Contact by phone?	16%	13%	16%	13%
13.2 Contact by visit?	25%	37%	25%	39%
13.3 Do you have a named offender supervisor in this prison?	18%	30%	18%	20%
For those who are sentenced:				
13.4 Do you have a sentence plan?	34%	34%	34%	30%
For those with a sentence plan:				
13.5 Were you involved/very involved in the development of your plan?	62%	56%	62%	45%
Who is working with you to achieve your sentence plan targets:				
13.6 Nobody?	48%	46%	48%	68%
13.6 Offender supervisor?	25%	32%	25%	5%
13.6 Offender manager?	15%	26%	15%	14%
13.6 Named/ personal officer?	8%	11%	8%	5%
13.6 Staff from other departments?	17%	17%	17%	16%
For those with a sentence plan:				
13.7 Can you achieve any of your sentence plan targets in this prison?	37%	53%	37%	50%
13.8 Are there plans for you to achieve any of your targets in another prison?	34%	27%	34%	38%
13.9 Are there plans for you to achieve any of your targets in the community?	27%	32%	27%	24%
13.10 Do you have a needs based custody plan?	6%	7%	6%	5%
13.11 Do you feel that any member of staff has helped you to prepare for release?	11%	11%	11%	7%

Diversity analysis



Key question responses (ethnicity and foreign national) HMP Elmley 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	Foreign national prisoners	British prisoners
	Any percentage highlighted in green is significantly better				
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	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		40	163	24	179
1.3	Are you sentenced?	55%	69%	67%	67%
1.5	Are you a foreign national?	22%	9%		
1.6	Do you understand spoken English?	95%	98%	87%	99%
1.7	Do you understand written English?	92%	98%	84%	99%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)			39%	18%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	3%	13%	9%	11%
1.1	Are you Muslim?	38%	1%	17%	8%
1.12	Do you consider yourself to have a disability?	15%	33%	17%	32%
1.13	Are you a veteran (ex-armed services)?	0%	7%	5%	6%
1.14	Is this your first time in prison?	42%	39%	83%	34%
2.6	Were you treated well/very well by the escort staff?	64%	67%	84%	65%
2.7	Before you arrived here were you told that you were coming here?	74%	70%	75%	70%
3.2	When you were searched in reception, was this carried out in a respectful way?	69%	75%	63%	74%
3.3	Were you treated well/very well in reception?	46%	51%	54%	50%
3.4	Did you have any problems when you first arrived?	79%	82%	79%	82%
3.7	Did you have access to someone from health care when you first arrived here?	71%	67%	75%	67%
3.9	Did you feel safe on your first night here?	61%	56%	42%	59%
3.10	Have you been on an induction course?	87%	75%	84%	76%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	25%	30%	23%	30%
4.4	Are you normally offered enough clean, suitable clothes for the week?	43%	54%	61%	50%
4.4	Are you normally able to have a shower every day?	79%	77%	87%	77%
4.4	Is your cell call bell normally answered within five minutes?	19%	17%	30%	17%
4.5	Is the food in this prison good/very good?	8%	11%	13%	11%

Diversity analysis

Key to tables

		Black and minority ethnic prisoners	White prisoners	Foreign national prisoners	British 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				
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	58%	49%	59%	50%
4.7	Are you able to speak to a Listener at any time, if you want to?	41%	51%	39%	49%
4.8	Do you feel your religious beliefs are respected?	61%	43%	54%	45%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	45%	46%	35%	46%
5.1	Is it easy to make an application?	79%	82%	87%	80%
5.3	Is it easy to make a complaint?	43%	55%	54%	52%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	18%	27%	21%	26%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	30%	35%	32%	35%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	10%	18%	22%	16%
7.1	Do most staff, in this prison, treat you with respect?	68%	74%	67%	74%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	59%	68%	76%	65%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	3%	13%	5%	13%
7.4	Do you have a personal officer?	18%	11%	21%	12%
8.1	Have you ever felt unsafe here?	50%	60%	59%	58%
8.2	Do you feel unsafe now?	22%	27%	33%	26%
8.3	Have you been victimised by other prisoners?	29%	38%	21%	39%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	18%	23%	16%	23%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	10%	4%	8%	5%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	5%	3%	13%	2%
8.5	Have you been victimised because of your nationality? (By prisoners)	3%	5%	13%	4%
8.5	Have you been victimised because you have a disability? (By prisoners)	8%	6%	8%	6%
8.6	Have you been victimised by a member of staff?	37%	36%	29%	37%
8.7	Have you ever felt threatened or intimidated by staff here?	21%	14%	13%	16%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	13%	3%	8%	5%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	10%	3%	4%	5%
8.7	Have you been victimised because of your nationality? (By staff)	3%	4%	8%	4%

Diversity analysis

Key to tables

		Black and minority ethnic prisoners	White prisoners	Foreign national prisoners	British 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				
8.7	Have you been victimised because you have a disability? (By staff)	0%	3%	0%	3%
9.1	Is it easy/very easy to see the doctor?	5%	14%	25%	12%
9.1	Is it easy/ very easy to see the nurse?	21%	25%	37%	23%
9.4	Are you currently taking medication?	37%	63%	46%	60%
9.6	Do you feel you have any emotional well being/mental health issues?	34%	47%	17%	48%
10.3	Is it easy/very easy to get illegal drugs in this prison?	26%	42%	21%	41%
11.2	Are you currently working in the prison?	53%	65%	63%	61%
11.2	Are you currently undertaking vocational or skills training?	8%	7%	8%	7%
11.2	Are you currently in education (including basic skills)?	21%	20%	29%	19%
11.2	Are you currently taking part in an offending behaviour programme?	8%	8%	4%	8%
11.4	Do you go to the library at least once a week?	13%	12%	13%	13%
11.6	Do you go to the gym three or more times a week?	24%	17%	25%	18%
11.7	Do you go outside for exercise three or more times a week?	37%	31%	54%	28%
11.8	On average, do you go on association more than five times each week?	11%	26%	39%	22%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	8%	5%	0%	6%
12.2	Have you had any problems sending or receiving mail?	53%	54%	37%	56%
12.3	Have you had any problems getting access to the telephones?	26%	31%	29%	30%

Diversity Analysis



Key question responses (disability and age over 50) HMP Elmley 2015

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

Key to tables

		Consider themselves to have a disability		Do not consider themselves to have a disability	
				Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in green is significantly better				
	Any percentage highlighted in blue is significantly worse				
	Any percentage highlighted in orange shows a significant difference in prisoners' background details				
	Percentages which are not highlighted show there is no significant difference				
Number of completed questionnaires returned		61	143	31	174
1.3	Are you sentenced?	63%	68%	78%	65%
1.5	Are you a foreign national?	7%	14%	3%	13%
1.6	Do you understand spoken English?	98%	97%	94%	98%
1.7	Do you understand written English?	95%	98%	94%	98%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	10%	24%	3%	23%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	12%	11%	6%	13%
1.1	Are you Muslim?	2%	11%	0%	10%
1.12	Do you consider yourself to have a disability?			55%	26%
1.13	Are you a veteran (ex-armed services)?	12%	4%	23%	3%
1.14	Is this your first time in prison?	35%	42%	42%	40%
2.6	Were you treated well/very well by the escort staff?	71%	65%	81%	64%
2.7	Before you arrived here were you told that you were coming here?	67%	72%	58%	73%
3.2	When you were searched in reception, was this carried out in a respectful way?	78%	71%	84%	70%
3.3	Were you treated well/very well in reception?	54%	48%	68%	47%
3.4	Did you have any problems when you first arrived?	92%	77%	87%	80%
3.7	Did you have access to someone from health care when you first arrived here?	63%	70%	73%	67%
3.9	Did you feel safe on your first night here?	47%	61%	62%	56%
3.10	Have you been on an induction course?	73%	79%	55%	81%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	28%	30%	33%	28%
4.4	Are you normally offered enough clean, suitable clothes for the week?	54%	51%	71%	48%
4.4	Are you normally able to have a shower every day?	77%	78%	80%	78%
4.4	Is your cell call bell normally answered within five minutes?	17%	19%	45%	13%
4.5	Is the food in this prison good/very good?	17%	9%	29%	8%

Diversity Analysis

Key to tables

		Consider themselves to have a disability		Do not consider themselves to have a disability		Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in green is significantly better						
	Any percentage highlighted in blue is significantly worse						
	Any percentage highlighted in orange shows a significant difference in prisoners' background details						
	Percentages which are not highlighted show there is no significant difference						
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	53%	50%			55%	51%
4.7	Are you able to speak to a Listener at any time, if you want to?	51%	47%			55%	46%
4.8	Do you feel your religious beliefs are respected?	55%	42%			60%	44%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	51%	43%			64%	41%
5.1	Is it easy to make an application?	82%	81%			87%	80%
5.3	Is it easy to make a complaint?	62%	49%			69%	49%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	31%	23%			26%	26%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	40%	31%			36%	34%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	22%	14%			3%	19%
7.1	Do most staff, in this prison, treat you with respect?	80%	70%			96%	69%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	74%	63%			69%	66%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	18%	8%			29%	9%
7.4	Do you have a personal officer?	14%	12%			20%	12%
8.1	Have you ever felt unsafe here?	70%	53%			52%	59%
8.2	Do you feel unsafe now?	32%	23%			17%	28%
8.3	Have you been victimised by other prisoners?	57%	27%			45%	36%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	33%	17%			26%	22%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	5%	5%			3%	5%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	5%	2%			0%	4%
8.5	Have you been victimised because of your nationality? (By prisoners)	3%	5%			6%	5%
8.5	Have you been victimised because of your age? (By prisoners)	10%	4%			13%	5%
8.5	Have you been victimised because you have a disability? (By prisoners)	13%	3%			13%	5%
8.6	Have you been victimised by a member of staff?	49%	30%			20%	39%
8.7	Have you ever felt threatened or intimidated by staff here?	17%	15%			6%	17%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	2%	7%			0%	7%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	2%	5%			0%	5%
8.7	Have you been victimised because of your nationality? (By staff)	3%	4%			0%	5%

Diversity Analysis

Key to tables

		Consider themselves to have a disability		Do not consider themselves to have a disability		Prisoners aged 50 and over	Prisoners under the age of 50
	Any percentage highlighted in green is significantly better						
	Any percentage highlighted in blue is significantly worse						
	Any percentage highlighted in orange shows a significant difference in prisoners' background details						
	Percentages which are not highlighted show there is no significant difference						
8.7	Have you been victimised because of your age? (By staff)	7%	1%	6%	2%	6%	2%
8.7	Have you been victimised because you have a disability? (By staff)	7%	1%	6%	2%	6%	2%
9.1	Is it easy/very easy to see the doctor?	18%	11%	20%	12%	28%	24%
9.1	Is it easy/ very easy to see the nurse?	32%	21%	27%	41%	47%	44%
9.4	Are you currently taking medication?	77%	50%	75%	55%	61%	62%
9.6	Do you feel you have any emotional well being/mental health issues?	70%	33%	47%	44%	7%	7%
10.3	Is it easy/very easy to get illegal drugs in this prison?	44%	36%	18%	21%	18%	21%
11.2	Are you currently working in the prison?	49%	67%	7%	7%	7%	7%
11.2	Are you currently undertaking vocational or skills training?	3%	8%	18%	21%	18%	21%
11.2	Are you currently in education (including basic skills)?	18%	21%	7%	8%	13%	13%
11.2	Are you currently taking part in an offending behaviour programme?	9%	7%	4%	22%	34%	31%
11.4	Do you go to the library at least once a week?	14%	13%	10%	22%	37%	21%
11.6	Do you go to the gym three or more times a week?	10%	22%	25%	36%	10%	4%
11.7	Do you go outside for exercise three or more times a week?	25%	36%	32%	19%	44%	56%
11.8	On average, do you go on association more than five times each week?	32%	19%	30%	30%	30%	30%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	4%	6%	44%	56%	30%	30%
12.2	Have you had any problems sending or receiving mail?	53%	55%	30%	30%	30%	30%
12.3	Have you had any problems getting access to the telephones?	28%	30%	30%	30%	30%	30%

Diversity analysis



Key question responses (Gypsy/ Romany/ Travellers) HMP Elmley 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 be a Gypsy/ Romany/ Traveller	
		Do not consider themselves to be a Gypsy/ Romany/ Traveller	
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		23	178
1.3	Are you sentenced?	61%	67%
1.5	Are you a foreign national?	9%	12%
1.6	Do you understand spoken English?	95%	98%
1.7	Do you understand written English?	95%	98%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	5%	21%
1.1	Are you Muslim?	0%	9%
1.12	Do you consider yourself to have a disability?	30%	29%
1.13	Are you a veteran (ex-armed services)?	0%	7%
1.14	Is this your first time in prison?	52%	38%
2.6	Were you treated well/very well by the escort staff?	61%	69%
2.7	Before you arrived here were you told that you were coming here?	78%	69%
3.2	When you were searched in reception, was this carried out in a respectful way?	68%	74%
3.3	Were you treated well/very well in reception?	46%	51%
3.4	Did you have any problems when you first arrived?	86%	81%
3.7	Did you have access to someone from health care when you first arrived here?	71%	68%
3.9	Did you feel safe on your first night here?	43%	59%
3.10	Have you been on an induction course?	86%	76%
4.1	Is it easy/very easy to communicate with your solicitor or legal representative?	57%	26%
4.4	Are you normally offered enough clean, suitable clothes for the week?	73%	49%
4.4	Are you normally able to have a shower every day?	77%	77%
4.4	Is your cell call bell normally answered within five minutes?	23%	17%
4.5	Is the food in this prison good/very good?	18%	10%
4.6	Does the shop /canteen sell a wide enough range of goods to meet your needs?	59%	50%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to be a Gypsy/ Romany/ Traveller	Do not consider themselves to be a Gypsy/ Romany/ Traveller
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
4.7	Are you able to speak to a Listener at any time, if you want to?	46%	48%
4.8	Do you feel your religious beliefs are respected?	53%	44%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	41%	46%
5.1	Is it easy to make an application?	77%	82%
5.3	Is it easy to make a complaint?	55%	52%
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	43%	23%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	38%	33%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	21%	16%
7.1	Do most staff, in this prison, treat you with respect?	82%	72%
7.2	Is there a member of staff you can turn to for help if you have a problem in this prison?	62%	66%
7.3	Do staff normally speak to you at least most of the time during association time? (most/all of the time)	32%	9%
7.4	Do you have a personal officer?	9%	13%
8.1	Have you ever felt unsafe here?	53%	58%
8.2	Do you feel unsafe now?	33%	24%
8.3	Have you been victimised by other prisoners?	43%	35%
8.5	Have you ever felt threatened or intimidated by other prisoners here?	24%	21%
8.5	Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners)	0%	5%
8.5	Have you been victimised because of your religion/religious beliefs? (By prisoners)	5%	2%
8.5	Have you been victimised because of your nationality? (By prisoners)	5%	4%
8.5	Have you been victimised you are from a different part of the country than others? (By prisoners)	5%	6%
8.5	Have you been victimised because you are from a traveller community? (By prisoners)	19%	1%
8.5	Have you been victimised because of your age? (By prisoners)	9%	5%
8.5	Have you been victimised because you have a disability? (By prisoners)	0%	6%
8.6	Have you been victimised by a member of staff?	32%	36%
8.7	Have you ever felt threatened or intimidated by staff here?	9%	16%
8.7	Have you been victimised because of your race or ethnic origin since you have been here? (By staff)	0%	5%
8.7	Have you been victimised because of your religion/religious beliefs? (By staff)	5%	4%

Diversity analysis

Key to tables

	Any percentage highlighted in green is significantly better	Consider themselves to be a Gypsy/ Romany/ Traveller	Do not consider themselves to be a Gypsy/ Romany/ Traveller
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
8.7	Have you been victimised because of your nationality? (By staff)	5%	3%
8.7	Have you been victimised you are from a different part of the country than others? (By staff)	0%	4%
8.7	Have you been victimised because you are from a traveller community? (By staff)	9%	0%
8.7	Have you been victimised because of your age? (By staff)	0%	2%
8.7	Have you been victimised because you have a disability? (By staff)	5%	2%
9.1	Is it easy/very easy to see the doctor?	18%	12%
9.1	Is it easy/ very easy to see the nurse?	32%	24%
9.4	Are you currently taking medication?	50%	59%
9.6	Do you feel you have any emotional well being/mental health issues?	38%	44%
10.3	Is it easy/very easy to get illegal drugs in this prison?	48%	37%
11.2	Are you currently working in the prison?	55%	63%
11.2	Are you currently undertaking vocational or skills training?	5%	7%
11.2	Are you currently in education (including basic skills)?	23%	20%
11.2	Are you currently taking part in an offending behaviour programme?	18%	7%
11.4	Do you go to the library at least once a week?	14%	12%
11.6	Do you go to the gym three or more times a week?	41%	15%
11.7	Do you go outside for exercise three or more times a week?	43%	31%
11.8	On average, do you go on association more than five times each week?	30%	22%
11.9	Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc)	14%	4%
12.2	Have you had any problems sending or receiving mail?	68%	52%
12.3	Have you had any problems getting access to the telephones?	30%	30%



Prisoner survey responses HMP Elmley 2015 Houseblock 5 Comparator

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

Key to tables

		Houseblock 5	Houseblocks 1, 2, 3, 4 and 6
	Any percentage highlighted in green is significantly better		
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		36	166
SECTION 1: General information			
1.2	Are you under 21 years of age?	3%	12%
1.3	Are you sentenced?	100%	60%
1.3	Are you on recall?	23%	7%
1.4	Is your sentence less than 12 months?	11%	12%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	11%	2%
1.5	Are you a foreign national?	6%	14%
1.6	Do you understand spoken English?	97%	98%
1.7	Do you understand written English?	100%	96%
1.8	Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.)	23%	18%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	18%	11%
1.1	Are you Muslim?	15%	6%
1.11	Are you homosexual/gay or bisexual?	6%	4%
1.12	Do you consider yourself to have a disability?	11%	34%
1.13	Are you a veteran (ex-armed services)?	6%	6%
1.14	Is this your first time in prison?	34%	40%
1.15	Do you have any children under the age of 18?	60%	43%
SECTION 2: Transfers and escorts			
On your most recent journey here:			
2.1	Did you spend more than 2 hours in the van?	45%	30%
2.5	Did you feel safe?	89%	70%
2.6	Were you treated well/very well by the escort staff?	58%	69%
2.7	Before you arrived here were you told that you were coming here?	86%	68%
2.8	When you first arrived here did your property arrive at the same time as you?	89%	72%
SECTION 3: Reception, first night and induction			
3.1	Were you in reception for less than 2 hours?	53%	50%
3.2	When you were searched in reception, was this carried out in a respectful way?	75%	73%
3.3	Were you treated well/very well in reception?	47%	50%
When you first arrived:			
3.4	Did you have any problems?	71%	83%
3.4	Did you have any problems with loss of property?	11%	23%
3.4	Did you have any housing problems?	29%	26%
3.4	Did you have any problems contacting employers?	6%	4%
3.4	Did you have any problems contacting family?	34%	48%
3.4	Did you have any problems ensuring dependants were being looked after?	6%	4%
3.4	Did you have any money worries?	20%	26%

Key to tables

	Any percentage highlighted in green is significantly better	Houseblock 5	Houseblocks 1, 2, 3, 4 and 6
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
3.4	Did you have any problems with feeling depressed or suicidal?	34%	27%
3.4	Did you have any physical health problems?	9%	18%
3.4	Did you have any mental health problems?	17%	31%
3.4	Did you have any problems with needing protection from other prisoners?	3%	17%
3.4	Did you have problems accessing phone numbers?	32%	36%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	92%	80%
3.6	A shower?	14%	16%
3.6	A free telephone call?	25%	22%
3.6	Something to eat?	86%	73%
3.6	PIN phone credit?	78%	55%
3.6	Toiletries/ basic items?	72%	58%
	SECTION 3: Reception, first night and induction continued		
	When you first arrived here did you have access to the following people:		
3.7	The chaplain or a religious leader?	59%	44%
3.7	Someone from health services?	80%	65%
3.7	A Listener/Samaritans?	59%	46%
3.7	Prison shop/ canteen?	21%	19%
	When you first arrived here were you offered information about any of the following:		
3.8	What was going to happen to you?	45%	36%
3.8	Support was available for people feeling depressed or suicidal?	45%	36%
3.8	How to make routine requests?	43%	36%
3.8	Your entitlement to visits?	34%	34%
3.8	Health services?	49%	45%
3.8	The chaplaincy?	58%	41%
3.9	Did you feel safe on your first night here?	69%	54%
3.10	Have you been on an induction course?	91%	74%
3.12	Did you receive an education (skills for life) assessment?	77%	79%
	SECTION 4: Legal rights and respectful custody		
	In terms of your legal rights, is it easy/very easy to:		
4.1	Communicate with your solicitor or legal representative?	25%	29%
4.1	Attend legal visits?	43%	46%
4.1	Get bail information?	4%	8%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	47%	43%
4.3	Can you get legal books in the library?	30%	23%
	For the wing/unit you are currently on:		
4.4	Are you normally offered enough clean, suitable clothes for the week?	65%	50%
4.4	Are you normally able to have a shower every day?	89%	76%
4.4	Do you normally receive clean sheets every week?	69%	61%
4.4	Do you normally get cell cleaning materials every week?	60%	36%

Key to tables

	Any percentage highlighted in green is significantly better	Houseblock 5	Houseblocks 1, 2, 3, 4 and 6
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
4.4	Is your cell call bell normally answered within five minutes?	15%	18%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	71%	51%
4.4	Can you normally get your stored property, if you need to?	9%	11%
4.5	Is the food in this prison good/very good?	9%	11%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	39%	54%
4.7	Are you able to speak to a Listener at any time, if you want to?	57%	45%
4.8	Are your religious beliefs are respected?	37%	48%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	47%	44%
4.10	Is it easy/very easy to attend religious services?	55%	45%
SECTION 5: Applications and complaints			
5.1	Is it easy to make an application?	86%	80%
5.3	Is it easy to make a complaint?	45%	53%
5.5	Have you ever been prevented from making a complaint when you wanted to?	10%	30%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	14%	4%
SECTION 6: Incentive and earned privileges scheme			
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	33%	25%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	29%	36%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	12%	17%
SECTION 7: Relationships with staff			
7.1	Do most staff, in this prison, treat you with respect?	69%	75%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	65%	66%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	14%	21%
7.4	Do staff normally speak to you most of the time/all of the time during association?	14%	10%
7.5	Do you have a personal officer?	14%	13%
SECTION 8: Safety			
8.1	Have you ever felt unsafe here?	45%	61%
8.2	Do you feel unsafe now?	23%	27%
8.4	Have you been victimised by other prisoners here?	25%	40%
	Since you have been here, have other prisoners:		
8.5	Made insulting remarks about you, your family or friends?	8%	19%
8.5	Hit, kicked or assaulted you?	5%	15%
8.5	Sexually abused you?	0%	3%
8.5	Threatened or intimidated you?	17%	24%
8.5	Taken your canteen/property?	8%	18%
8.5	Victimised you because of medication?	0%	8%
8.5	Victimised you because of debt?	3%	8%
8.5	Victimised you because of drugs?	3%	7%
8.5	Victimised you because of your race or ethnic origin?	8%	4%

Key to tables

	Any percentage highlighted in green is significantly better	Houseblock 5	Houseblocks 1, 2, 3, 4 and 6
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
8.5	Victimised you because of your religion/religious beliefs?	3%	4%
8.5	Victimised you because of your nationality?	3%	6%
8.5	Victimised you because you were from a different part of the country?	8%	6%
8.5	Victimised you because you are from a traveller community?	0%	4%
8.5	Victimised you because of your sexual orientation?	5%	4%
8.5	Victimised you because of your age?	5%	6%
8.5	Victimised you because you have a disability?	8%	5%
8.5	Victimised you because you were new here?	5%	10%
8.5	Victimised you because of your offence/crime?	0%	15%
8.5	Victimised you because of gang related issues?	5%	8%
SECTION 8: Safety continued			
8.6	Have you been victimised by staff here?	36%	35%
	Since you have been here, have staff:		
8.7	Made insulting remarks about you, your family or friends?	5%	13%
8.7	Hit, kicked or assaulted you?	11%	8%
8.7	Sexually abused you?	0%	0%
8.7	Threatened or intimidated you?	19%	13%
8.7	Victimised you because of medication?	0%	3%
8.7	Victimised you because of debt?	3%	4%
8.7	Victimised you because of drugs?	3%	5%
8.7	Victimised you because of your race or ethnic origin?	8%	4%
8.7	Victimised you because of your religion/religious beliefs?	5%	3%
8.7	Victimised you because of your nationality?	5%	4%
8.7	Victimised you because you were from a different part of the country?	8%	3%
8.7	Victimised you because you are from a traveller community?	0%	2%
8.7	Victimised you because of your sexual orientation?	5%	2%
8.7	Victimised you because of your age?	0%	3%
8.7	Victimised you because you have a disability?	8%	1%
8.7	Victimised you because you were new here?	8%	6%
8.7	Victimised you because of your offence/crime?	0%	9%
8.7	Victimised you because of gang related issues?	5%	3%
SECTION 9: Health services			
9.1	Is it easy/very easy to see the doctor?	3%	14%
9.1	Is it easy/very easy to see the nurse?	20%	25%
9.1	Is it easy/very easy to see the dentist?	0%	7%
9.4	Are you currently taking medication?	46%	60%
9.6	Do you have any emotional well being or mental health problems?	40%	45%

Key to tables

	Any percentage highlighted in green is significantly better	Houseblock 5	Houseblocks 1, 2, 3, 4 and 6
	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 10: Drugs and alcohol			
10.1	Did you have a problem with drugs when you came into this prison?	25%	35%
10.2	Did you have a problem with alcohol when you came into this prison?	22%	18%
10.3	Is it easy/very easy to get illegal drugs in this prison?	49%	37%
10.4	Is it easy/very easy to get alcohol in this prison?	37%	16%
10.5	Have you developed a problem with drugs since you have been in this prison?	8%	10%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	8%	6%
SECTION 11: Activities			
	Is it very easy/ easy to get into the following activities:		
11.1	A prison job?	33%	35%
11.1	Vocational or skills training?	19%	21%
11.1	Education (including basic skills)?	31%	33%
11.1	Offending Behaviour Programmes?	15%	13%
	Are you currently involved in any of the following activities:		
11.2	A prison job?	75%	60%
11.2	Vocational or skills training?	11%	7%
11.2	Education (including basic skills)?	28%	19%
11.2	Offending Behaviour Programmes?	19%	5%
11.4	Do you go to the library at least once a week?	17%	12%
11.5	Does the library have a wide enough range of materials to meet your needs?	37%	32%
11.6	Do you go to the gym three or more times a week?	34%	16%
11.7	Do you go outside for exercise three or more times a week?	57%	26%
11.8	Do you go on association more than five times each week?	17%	25%
11.9	Do you spend ten or more hours out of your cell on a weekday?	9%	5%
SECTION 12: Friends and family			
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	29%	26%
12.2	Have you had any problems with sending or receiving mail?	61%	53%
12.3	Have you had any problems getting access to the telephones?	21%	31%
12.4	Is it easy/ very easy for your friends and family to get here?	11%	19%
SECTION 13: Preparation for release			
13.3	Do you have a named offender supervisor in this prison?	38%	14%
13.10	Do you have a needs based custody plan?	6%	5%
13.11	Do you feel that any member of staff has helped you to prepare for release?	9%	10%



Prisoner survey responses HMP Elmley 2015 Houseblock 6 Comparator

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

Key to tables

		Houseblock 6	Houseblocks 1, 2, 3, 4 and 5
	Any percentage highlighted in green is significantly better		
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	Percentages which are not highlighted show there is no significant difference		
Number of completed questionnaires returned		58	144
SECTION 1: General information			
1.2	Are you under 21 years of age?	9%	11%
1.3	Are you sentenced?	70%	66%
1.3	Are you on recall?	2%	13%
1.4	Is your sentence less than 12 months?	7%	13%
1.4	Are you here under an indeterminate sentence for public protection (IPP prisoner)?	0%	6%
1.5	Are you a foreign national?	36%	3%
1.6	Do you understand spoken English?	93%	99%
1.7	Do you understand written English?	89%	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.)	18%	19%
1.9	Do you consider yourself to be Gypsy/ Romany/ Traveller?	4%	15%
1.1	Are you Muslim?	11%	6%
1.11	Are you homosexual/gay or bisexual?	11%	1%
1.12	Do you consider yourself to have a disability?	32%	29%
1.13	Are you a veteran (ex-armed services)?	12%	4%
1.14	Is this your first time in prison?	65%	29%
1.15	Do you have any children under the age of 18?	30%	53%
SECTION 2: Transfers and escorts			
On your most recent journey here:			
2.1	Did you spend more than 2 hours in the van?	35%	32%
2.5	Did you feel safe?	69%	75%
2.6	Were you treated well/very well by the escort staff?	76%	64%
2.7	Before you arrived here were you told that you were coming here?	54%	77%
2.8	When you first arrived here did your property arrive at the same time as you?	74%	76%
SECTION 3: Reception, first night and induction			
3.1	Were you in reception for less than 2 hours?	52%	50%
3.2	When you were searched in reception, was this carried out in a respectful way?	74%	73%
3.3	Were you treated well/very well in reception?	52%	49%
When you first arrived:			
3.4	Did you have any problems?	86%	78%
3.4	Did you have any problems with loss of property?	28%	18%
3.4	Did you have any housing problems?	21%	29%
3.4	Did you have any problems contacting employers?	7%	3%
3.4	Did you have any problems contacting family?	52%	43%
3.4	Did you have any problems ensuring dependants were being looked after?	3%	5%
3.4	Did you have any money worries?	28%	23%

Key to tables

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3.4	Did you have any problems with feeling depressed or suicidal?	38%	24%
3.4	Did you have any physical health problems?	15%	16%
3.4	Did you have any mental health problems?	29%	28%
3.4	Did you have any problems with needing protection from other prisoners?	26%	10%
3.4	Did you have problems accessing phone numbers?	41%	32%
	When you first arrived here, were you offered any of the following:		
3.6	Tobacco?	67%	88%
3.6	A shower?	19%	14%
3.6	A free telephone call?	14%	27%
3.6	Something to eat?	69%	78%
3.6	PIN phone credit?	26%	73%
3.6	Toiletries/ basic items?	54%	63%
SECTION 3: Reception, first night and induction continued			
	When you first arrived here did you have access to the following people:		
3.7	The chaplain or a religious leader?	40%	49%
3.7	Someone from health services?	63%	70%
3.7	A Listener/Samaritans?	47%	49%
3.7	Prison shop/ canteen?	21%	18%
	When you first arrived here were you offered information about any of the following:		
3.8	What was going to happen to you?	28%	42%
3.8	Support was available for people feeling depressed or suicidal?	33%	40%
3.8	How to make routine requests?	29%	40%
3.8	Your entitlement to visits?	33%	34%
3.8	Health services?	40%	49%
3.8	The chaplaincy?	38%	46%
3.9	Did you feel safe on your first night here?	41%	63%
3.10	Have you been on an induction course?	62%	83%
3.12	Did you receive an education (skills for life) assessment?	77%	79%
SECTION 4: Legal rights and respectful custody			
	In terms of your legal rights, is it easy/very easy to:		
4.1	Communicate with your solicitor or legal representative?	21%	32%
4.1	Attend legal visits?	30%	51%
4.1	Get bail information?	6%	8%
4.2	Have staff ever opened letters from your solicitor or legal representative when you were not with them?	40%	45%
4.3	Can you get legal books in the library?	26%	23%

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	For the wing/unit you are currently on:		
4.4	Are you normally offered enough clean, suitable clothes for the week?	67%	46%
4.4	Are you normally able to have a shower every day?	85%	75%
4.4	Do you normally receive clean sheets every week?	90%	50%
4.4	Do you normally get cell cleaning materials every week?	28%	46%
4.4	Is your cell call bell normally answered within five minutes?	25%	14%
4.4	Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?	45%	59%
4.4	Can you normally get your stored property, if you need to?	17%	8%
4.5	Is the food in this prison good/very good?	16%	9%
4.6	Does the shop/canteen sell a wide enough range of goods to meet your needs?	56%	50%
4.7	Are you able to speak to a Listener at any time, if you want to?	41%	50%
4.8	Are your religious beliefs are respected?	40%	49%
4.9	Are you able to speak to a religious leader of your faith in private if you want to?	37%	48%
4.10	Is it easy/very easy to attend religious services?	40%	50%
SECTION 5: Applications and complaints			
5.1	Is it easy to make an application?	81%	81%
5.3	Is it easy to make a complaint?	51%	52%
5.5	Have you ever been prevented from making a complaint when you wanted to?	18%	30%
5.6	Is it easy/very easy to see the Independent Monitoring Board?	2%	8%
SECTION 6: Incentive and earned privileges scheme			
6.1	Do you feel you have been treated fairly in your experience of the IEP scheme?	17%	31%
6.2	Do the different levels of the IEP scheme encourage you to change your behaviour?	29%	36%
6.3	In the last six months have any members of staff physically restrained you (C&R)?	12%	17%
SECTION 7: Relationships with staff			
7.1	Do most staff, in this prison, treat you with respect?	74%	73%
7.2	Is there a member of staff, in this prison, that you can turn to for help if you have a problem?	65%	66%
7.3	Has a member of staff checked on you personally in the last week to see how you were getting on?	19%	20%
7.4	Do staff normally speak to you most of the time/all of the time during association?	7%	12%
7.5	Do you have a personal officer?	11%	14%
SECTION 8: Safety			
8.1	Have you ever felt unsafe here?	71%	53%
8.2	Do you feel unsafe now?	24%	27%
8.4	Have you been victimised by other prisoners here?	39%	36%
	Since you have been here, have other prisoners:		
8.5	Made insulting remarks about you, your family or friends?	18%	17%
8.5	Hit, kicked or assaulted you?	9%	15%
8.5	Sexually abused you?	4%	1%

Key to tables

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8.5	Threatened or intimidated you?	25%	22%
8.5	Taken your canteen/property?	11%	18%
8.5	Victimised you because of medication?	11%	5%
8.5	Victimised you because of debt?	2%	9%
8.5	Victimised you because of drugs?	4%	7%
8.5	Victimised you because of your race or ethnic origin?	5%	5%
8.5	Victimised you because of your religion/religious beliefs?	5%	3%
8.5	Victimised you because of your nationality?	9%	4%
8.5	Victimised you because you were from a different part of the country?	4%	7%
8.5	Victimised you because you are from a traveller community?	4%	4%
8.5	Victimised you because of your sexual orientation?	7%	3%
8.5	Victimised you because of your age?	4%	7%
8.5	Victimised you because you have a disability?	5%	6%
8.5	Victimised you because you were new here?	7%	10%
8.5	Victimised you because of your offence/crime?	25%	7%
8.5	Victimised you because of gang related issues?	4%	9%
SECTION 8: Safety continued			
8.6	Have you been victimised by staff here?	26%	39%
	Since you have been here, have staff:		
8.7	Made insulting remarks about you, your family or friends?	9%	13%
8.7	Hit, kicked or assaulted you?	3%	11%
8.7	Sexually abused you?	0%	0%
8.7	Threatened or intimidated you?	14%	14%
8.7	Victimised you because of medication?	2%	3%
8.7	Victimised you because of debt?	2%	5%
8.7	Victimised you because of drugs?	0%	7%
8.7	Victimised you because of your race or ethnic origin?	5%	5%
8.7	Victimised you because of your religion/religious beliefs?	3%	4%
8.7	Victimised you because of your nationality?	3%	5%
8.7	Victimised you because you were from a different part of the country?	0%	6%
8.7	Victimised you because you are from a traveller community?	0%	2%
8.7	Victimised you because of your sexual orientation?	0%	4%
8.7	Victimised you because of your age?	2%	2%
8.7	Victimised you because you have a disability?	2%	3%
8.7	Victimised you because you were new here?	2%	8%
8.7	Victimised you because of your offence/crime?	11%	6%
8.7	Victimised you because of gang related issues?	0%	5%

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	Any percentage highlighted in blue is significantly worse		
	Any percentage highlighted in orange shows a significant difference in prisoners' background details		
	Percentages which are not highlighted show there is no significant difference		
SECTION 9: Health services			
9.1	Is it easy/very easy to see the doctor?	16%	10%
9.1	Is it easy/very easy to see the nurse?	24%	24%
9.1	Is it easy/very easy to see the dentist?	10%	5%
9.4	Are you currently taking medication?	57%	57%
9.6	Do you have any emotional well being or mental health problems?	43%	44%
SECTION 10: Drugs and alcohol			
10.1	Did you have a problem with drugs when you came into this prison?	14%	41%
10.2	Did you have a problem with alcohol when you came into this prison?	9%	23%
10.3	Is it easy/very easy to get illegal drugs in this prison?	23%	46%
10.4	Is it easy/very easy to get alcohol in this prison?	5%	26%
10.5	Have you developed a problem with drugs since you have been in this prison?	2%	13%
10.6	Have you developed a problem with diverted medication since you have been in this prison?	4%	7%
SECTION 11: Activities			
	Is it very easy/ easy to get into the following activities:		
11.1	A prison job?	36%	34%
11.1	Vocational or skills training?	8%	25%
11.1	Education (including basic skills)?	32%	34%
11.1	Offending Behaviour Programmes?	6%	16%
	Are you currently involved in any of the following activities:		
11.2	A prison job?	61%	63%
11.2	Vocational or skills training?	9%	7%
11.2	Education (including basic skills)?	23%	20%
11.2	Offending Behaviour Programmes?	2%	10%
11.4	Do you go to the library at least once a week?	15%	13%
11.5	Does the library have a wide enough range of materials to meet your needs?	29%	35%
11.6	Do you go to the gym three or more times a week?	11%	23%
11.7	Do you go outside for exercise three or more times a week?	48%	25%
11.8	Do you go on association more than five times each week?	43%	16%
11.9	Do you spend ten or more hours out of your cell on a weekday?	4%	6%
SECTION 12: Friends and family			
12.1	Have staff supported you and helped you to maintain contact with family/friends while in this prison?	18%	30%
12.2	Have you had any problems with sending or receiving mail?	39%	61%
12.3	Have you had any problems getting access to the telephones?	36%	27%
12.4	Is it easy/ very easy for your friends and family to get here?	15%	19%
SECTION 13: Preparation for release			
13.3	Do you have a named offender supervisor in this prison?	11%	21%
13.10	Do you have a needs based custody plan?	4%	6%
13.11	Do you feel that any member of staff has helped you to prepare for release?	6%	12%