

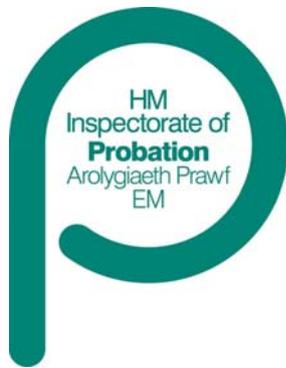
Report on an unannounced inspection of

HMP Ford

by HM Chief Inspector of Prisons

6–17 June 2016

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Glossary of terms

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

Introduction

HMP Ford is an open prison near Arundel, Sussex, that at the time of the inspection was holding just over 470 men. A new governor was appointed to the prison some two months before our inspection.

On the whole this is a good inspection report. The prison was clearly a safe, decent and respectful place where relationships between staff and prisoners were generally positive. The atmosphere of the prison was relaxed, helped no doubt by the open conditions and the expansive grounds. The details of the many positive aspects of HMP Ford can be found in the report, and the overall impression left on a visitor to the prison was of an institution that took very seriously its responsibilities to those who had been entrusted to its care. The high standard of health care was a clear example of this. However, there were some key areas that need attention.

It was very disappointing that for the third consecutive inspection we had to make a recommendation about the lack of proper attention being paid to diversity issues. In particular, there had been a failure to understand both the perception and the reality of disproportionate treatment of black and minority ethnic prisoners. Twenty-seven per cent of these prisoners reported feeling victimised by staff, compared with 8% of other prisoners. They also appeared to be over-represented in the numbers of adjudications they were subject to, and under-represented in gaining access to release on temporary licence (ROTL) and to living in the more favoured residential units. The reasons behind all of this had not been properly analysed, understood and addressed, and they should be, as we have repeatedly recommended.

The residential units at Ford were grubby and poorly maintained. They were redolent of their former purpose many years ago as a military base, and needed to be refurbished to modern standards. Furthermore, the strategic oversight of resettlement activity had deteriorated since the last inspection. For a prison such as Ford, it was disappointing to find that the use of ROTL had declined to the point where there were only some 80 placements, with only 12 in paid work.

The new governor and his team are clearly committed to moving the prison forward. The progress that has been made in the past, particularly since the serious disturbance in 2011, is a credit to the prison staff and leadership. The findings of this inspection report would have been even more positive if some key recommendations that we had made previously had been addressed and implemented.

Peter Clarke CVO OBE QPM
HM Chief Inspector of Prisons

July 2016

Fact page

Task of the establishment

HMP Ford is a category D adult male prison.

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

Public

Region/Department

Kent and Sussex

Number held

468

Certified normal accommodation

524

Operational capacity

539

Date of last full inspection

13–17 August 2012

Brief history

Formerly a Royal Navy Fleet Air Arm station, Ford converted to an open prison in 1960.

On 1 January 2011, a major disturbance at the establishment resulted in the loss of the induction unit, prisoner mailroom, association area, gym, offices and 36 prisoner rooms, including the first night billets. Following the rebuilding of some of these areas, with induction being moved to the 'P' units, the establishment also added a new kitchen, servery and anti-dash perimeter fencing, and refurbished the visits hall.

Short description of residential units

These comprise huts and landings with single and double rooms, most from the original Fleet Air Arm base. A block comprises brick-built accommodation with 11 landings of single rooms, and B block comprises 22 huts with mainly shared rooms.

Name of governor/director

Stephen Fradley

Escort contractor

GeoAmey

Health service provider

Sussex Partnership NHS Foundation Trust

Learning and skills providers

Novus

Independent Monitoring Board chair

Geoffrey Archer

Community rehabilitation company (CRC)

Kent, Surrey and Sussex

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
 - **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 0.01, which means that there is only a 1% chance that the difference in results is due to chance.

Summary

Safety

- S1 *Arrangements for arrival were good and prisoners felt welcomed, supported and well informed, particularly by peer workers. There was little evidence of bullying or self-harm, levels of violence were low and few prisoners said that they felt unsafe. Security was proportionate, the prison felt relaxed and stable, and the number of absconds had reduced year on year. Levels of use of force were low but governance was poor. According to our survey, drug and alcohol availability was similar to that in other open prisons. Use of spice and, more recently, steroid abuse were cause for concern but the prison was addressing supply and demand proactively. Support for substance misusers was very good*
Outcomes for prisoners were good against this healthy prison test.
- S2 *At the last inspection in 2012 we found that outcomes for prisoners in Ford were good against this healthy prison test. We made 10 recommendations in the area of safety. At this follow-up inspection we found that six of the recommendations had been achieved and four had not been achieved.*
- S3 Although journey times were long, prisoners said that they had been treated well by escort staff. Our survey evidenced some improvements in the treatment of prisoners in reception and we found processes to be relaxed and professional, although for a minority of prisoners the process took too long. The quality of support and reassurance offered by reception and induction peer workers was impressive, although arrangements for their supervision were inadequate. First night and follow-up safety interviews were sound, with good processes to identify prisoners with safeguarding needs. Induction was comprehensive and most prisoners said that it covered what they needed to know.
- S4 Few prisoners, and similar numbers to those in other open prisons, said that they felt unsafe. There were few assaults, there was little bullying and in our survey fewer prisoners than elsewhere said that they had been victimised. Behaviour management booklets were generally not well completed but we saw other evidence of good support, for perpetrators and victims alike, from knowledgeable staff in the safer custody team. No staff, including the safer custody officer, had been trained in violence reduction.
- S5 The incidence of self-harm was low and few prisoners needed assessment, care in custody and teamwork (ACCT) case management monitoring and support for prisoners at risk of suicide or self-harm. Prisoners who had been on an ACCT said that they had been well supported by staff and this was evidenced in the quality of written observations in a number of documents we looked at. In other respects, the quality of ACCT documentation was inconsistent, and in some cases poor. We were concerned that health services staff had not been called on to attend case reviews when necessary.
- S6 There had been four deaths in custody since the previous inspection, one of which had been self-inflicted. Prisons and Probation Ombudsman investigations found few matters of concern and those that had been identified had been responded to appropriately.
- S7 Adult safeguarding procedures were not well embedded. We were satisfied that prisoners at risk were identified, and we saw evidence of some impressive support, although prisoners did not have wing care plans addressing their daily needs.
- S8 Security arrangements were proportionate and supported resettlement activity. There had been a steady decrease in the number of absconds and failures to return from release on

temporary licence (ROTL) since the previous inspection. A good flow of intelligence was well analysed and used effectively to formulate the prison's response to emerging threats. The prison was suitably focused on the main issues of drugs, mobile phones and alcohol, although records showed that during the six months leading up to the inspection not all target searches had been completed.

- S9 In our survey, around a third of prisoners said that drugs were easily available, which was similar to the comparator and to the proportion at the time of the previous inspection. There was evidence of some use of 'spice', one of the new psychoactive substances (NPS; 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) but the recent trend concerned anabolic steroids. The random mandatory drug testing rate was relatively high but this did not reflect true levels of drug abuse as neither spice nor steroids could be tested for. Around a quarter of prisoners said that alcohol was easily available and the prison had greatly expanded random alcohol testing. There was evidence that this was acting as a deterrent. Security, health and substance misuse services worked jointly to address alcohol and drug issues, but the supply reduction action plan had not been updated to identify concerns or actions taken.
- S10 The prison had introduced a local incentives and earned privileges scheme. However, prisoners we spoke to and those in the prisoner council said that there was insufficient differentiation between the privilege levels. In reality, the opportunity to remain in open conditions and apply for ROTL provided prisoners with the main incentive for maintaining good behaviour.
- S11 The number of adjudications was far higher than that at comparator prisons, with most being for possession of unauthorised articles. Monitoring systems were in place but disparities in relation to equality had not been addressed.
- S12 The level of use of force was very low, with only five incidents in the year to date. The quarterly use of force meeting reviewed incidents and data but we found the quality of paperwork to be poor, with none of the five records being completed satisfactorily.
- S13 The segregation unit was clean and was used mainly as a holding area for transfers back to closed conditions. Records showed that all uses had been short term, and well monitored and recorded.
- S14 For prisoners with substance misuse issues, psychosocial support was excellent and available every day. A wide range of interventions had been developed, and mutual aid groups and peer support had been extended. Demand for clinical intervention was very low and the quality of care was high and well coordinated. In response to the rise in NPS and steroid use, innovative health promotion initiatives had been developed but there were no facilities to dispose of injecting equipment safely.

Respect

- S15 *External areas were pleasant. Most residential units were grubby and poorly maintained. Shared rooms were too small. Staff–prisoner relationships were relaxed and professional but residential staff had limited regular contact. Consultation with prisoners was well developed and very effective. Equality and diversity work lacked direction and outcomes for prisoners with protected characteristics were not adequately monitored or addressed. For the third consecutive inspection, there was evidence of black and minority ethnic prisoners being disadvantaged and this had not been investigated. Faith provision was good. Responses to complaints were reasonable. Health services were good, and better than we usually see. Food was reasonable and the opportunity for prisoners to cook their own was welcome but facilities needed improvement. **Outcomes for prisoners were reasonably good against this healthy prison test.***
- S16 *At the last inspection in 2012 we found that outcomes for prisoners in Ford were reasonably good against this healthy prison test. We made 30 recommendations in the area of respect.² At this follow-up inspection we found that 14 of the recommendations had been achieved, one had been partially achieved, 12 had not been achieved and three were no longer relevant.*
- S17 External areas were pleasant and spacious. Most of the residential units were poorly maintained, grubby and dilapidated. Maintenance and repairs, delivered through a national contract, were often delayed. Many of the showers were in a poor condition, lacked privacy or were broken. Some toilets were damaged or out of action. Many prisoners had to share rooms which were too small, waiting months to progress to a single room in the favoured brick-built accommodation (A block). Although many prisoners took pride in looking after their own rooms, few had lockable cabinets or proper curtains. Most telephones were sufficiently private, except those located in small kitchens. Although there were plans for prisoners to repaint the units and refurbish the kitchens, this rolling programme was projected to take place over five years and did not extend to the bathrooms and toilets.
- S18 Application forms were readily available but prisoners in our survey reported a slow response. While internal monitoring showed generally timely responses, this information was not used to address these negative perceptions.
- S19 Most prisoners, and similar numbers to those at other open prisons, said that staff treated them respectfully. The interactions we observed were relaxed and appropriate but there was a low staff presence in residential areas. In our survey, prisoners were negative about the personal officer scheme. Although there was a new key worker scheme in place, we found insufficient officer entries and management checks.
- S20 The prisoner council functioned exceptionally well, voicing prisoners' concerns directly to managers and consulting on a range of topics.
- S21 The strategic management of equality and diversity was weak. A wide range of equality monitoring data was discussed at the monthly multidisciplinary meeting but, even when data indicated unfair treatment, no action was taken. The equality action plan was not updated regularly. Discrimination incident report forms were investigated reasonably well but lacked senior management oversight and effective quality assurance. A good system of peer leadership and support was in place for all protected characteristics, with evidence of some good, albeit ad hoc, actions.

² 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.

- S22 Black and minority ethnic prisoners accounted for 34% of the population and in our survey they mostly reported similarly to white prisoners, although far more said that they felt victimised by staff. As we had found at the previous two inspections, the prison had identified areas of potentially unfair treatment of these prisoners, including access to ROTL and the number of adjudications. These prisoners were also disproportionately located in the less popular huts (B block). None of these issues had been addressed.
- S23 There was no translated material or use of formal interpreting facilities for foreign national prisoners who did not speak or read English. Support for Gypsy, Romany and Traveller prisoners was particularly good.
- S24 A central register identified prisoners with disabilities, and health care planning for them was good. However, there were no social care plans on the residential blocks for those who needed them, and the activities of prisoner carers were not overseen, leaving some needs unmet. The recent introduction of personal alarms for prisoners with disabilities was a good initiative. Older prisoners were generally positive about their treatment, and were offered accommodation together, which they welcomed.
- S25 Faith provision was good and a wide range of religious and pastoral services was available. The chaplaincy enabled prisoners to connect with local faith communities.
- S26 The number of complaints submitted was high but there was insufficient analysis of data to identify themes or take action to reduce the number. Too many complaints were answered late but responses were appropriate and reasonable
- S27 In our survey, prisoners were very positive about access to and the overall quality of health services, and we found the provision to be good. Partnership working was good and most aspects of clinical governance were effective, although there was no separate health care complaints system, which compromised patient confidentiality. Long-term conditions were well managed and prisoners had access to an appropriate range of primary care services. Waiting times were short. The management of medicines was reasonably good and prisoners received medication promptly, although some elements, such as auditing, needed further review.
- S28 Dental provision was good. There was an imminent date for refurbishment of the dental room to ensure that it complied with current hygiene requirements. The mental health service provided an appropriate range of primary mental health interventions and made appropriate referrals to community secondary mental health services.
- S29 In our survey, fewer prisoners than at comparator prisons said that the food was good. However, the food we tasted was reasonable, and the prisoner council met the catering manager weekly to discuss menu options and tackle negative perceptions. About a third of prisoners opted for self-catering 'cook packs' for their main meal. Although this innovation was increasingly popular and encouraged independent living, the food preparation areas on residential units did not support self-catering; in particular the brick-built units lacked running water and basic equipment.

Purposeful activity

- S30 *Prisoners were unlocked all day and had much free access across the site, but recreational activities were limited. The management of learning and skills was good, with an emphasis on planned and purposeful progression. There were sufficient, mostly high-quality, activity places within the prison but too few release on temporary licence placements for work. The quality of teaching and learning was good and prisoners were suitably challenged and stretched. Trained peer supporters provided valuable support. Standards of work were high and prisoners achieved well but some opportunities to accredit work were missed. Library and PE provision were good. **Outcomes for prisoners were reasonably good against this healthy prison test.***
- S31 *At the last inspection in 2012 we found that outcomes for prisoners in Ford were reasonably good against this healthy prison test. We made six recommendations in the area of purposeful activity. At this follow-up inspection we found that four of the recommendations had been achieved and two had been partially achieved.*
- S32 Prisoners had good freedom of movement and access across the site from around 7.30am to the curfew at 8.30pm. Prisoners told us that there was too little to do outside the working day and we found little useable association equipment on any of the living units, or other regular structured recreational activities.
- S33 The strategic planning of learning and skills and work was good and appropriately focused on providing planned progressive opportunities. There were sufficient activity places for all prisoners to be employed full time. The variety of education and training was suitable but some work was mundane and did not always provide sufficient work for a full activity session. A small range of employers and local businesses provided some good-quality ROTL opportunities but there were too few placements available. Good partnership arrangements with local colleges and training providers gave prisoners a wider range of skills training at the higher levels. Prisoner and staff performance data was generally used effectively but some aspects were unsatisfactory, such as not following up on prisoners who failed qualifications.
- S34 The quality of teaching and learning was good. Learners in most work areas developed good technical skills, and the more able learners were challenged and stretched.
- S35 Individual learning plans did not systematically record targets, identify achievement or skill development, or record employability skills. Resources and support for distance and independent learners were good.
- S36 Prisoners behaved well, were courteous and respected staff and their peers. Punctuality and attendance were good and prisoners were supported well to develop confidence and self-esteem. They progressed purposefully through their qualifications and were challenged to achieve by staff.
- S37 Prisoners achieved well, with high achievement rates on almost all courses, including functional skills. English and mathematics skills were supported and enhanced well in workshops and training areas. The standard of work in education classes was high. Prisoners in work and training achieved well and made good progress towards their goals. Opportunities to accredit work were missed and in some areas few learners took the available qualification.
- S38 Library resources were good and supported learning and the promotion of literacy. Most prisoners used these facilities regularly.

- S39 PE facilities were adequate, with a cardiovascular and weight training suite and outdoor areas, but there were delays in repairing equipment. Access was fair and equitable, and a range of programmes and activities was available, including those to cover the needs of older prisoners. Links with the health care department were effective. No accredited vocational qualifications were offered in PE.

Resettlement

S40 *The work of the offender management unit had greatly improved and was effective. Prisoners had regular, meaningful contact with their offender supervisor and the quality of offender assessment system (OASys) assessments and sentence planning was good. Home detention curfew processes were effective and timely. Public protection measures were mostly sound and release on temporary licence (ROTL) assessments were managed very well. Prisoners had a bewildering range of resettlement plans, and access to resettlement services was confusing. A wide range of accommodation, finance and debt advice was provided. Arrangements to support prisoners into employment on release were satisfactory but there were too few opportunities for work and training placements in the community. Visits and ROTL were used well to promote family contact.*
Outcomes for prisoners were reasonably good against this healthy prison test.

S41 *At the last inspection in 2012 we found that outcomes for prisoners in Ford were not sufficiently good against this healthy prison test. We made 10 recommendations in the area of resettlement. At this follow-up inspection we found that three of the recommendations had been achieved, five had not been achieved and two were no longer relevant.*

- S42 The strategic oversight of resettlement had deteriorated. There was no up-to-date comprehensive need analysis, the reducing reoffending strategy was not tailored to the establishment and there was no current action plan. Each prisoner had a confusing range of plans aimed at resettlement, and these sometimes contradicted each other. Targets were not routinely reviewed to evidence the outcomes achieved.
- S43 Almost all prisoners were serving over 12 months, and most were serving long sentences but too many arrived without a completed offender assessment system (OASys) assessment, which presented a potential risk in an open prison. The effectiveness of the offender management unit had improved considerably since the previous inspection. The quality of OASys assessments was good and far more prisoners than at the time of the previous inspection said that they had a sentence plan. Most of those we looked at had relevant and outcome focused objectives. Almost all prisoners knew they had an offender supervisor, and most said that they were helping them to achieve their targets. Contact levels were good and appropriately focused on progression and risk management. Most eligible prisoners were awarded home detention curfew and processes were managed efficiently.
- S44 Owing to their nature of the risk they presented, almost half of all prisoners needed an enhanced ROTL risk assessment. Procedures were well managed and higher-risk prisoners were fully engaged in a meaningful and well-led review board. The interdepartmental risk management team meeting was purposeful and contributed effectively to the management of more complex cases, but not all multi-agency public protection arrangements (MAPPA) cases were reviewed in preparation for their release. The MAPPA management level was not always confirmed before ROTL or final release, which potentially limited risk management planning.
- S45 The demand for resettlement services was high, with an average of 70 prisoners released each month. Prisoners and staff alike were confused about who delivered each resettlement

service and who to go to for support. In compliance with the community rehabilitation company (CRC) contract, CRC resettlement help was not formally available on arrival. The review of the resettlement plan was held too near release to be fully effective, although this was partly mitigated by the fact that most prisoners had an offender supervisor who could signpost them to help.

- S46 In our survey, around 10% of prisoners said that they had had accommodation and financial problems on arrival. The CRC provided a range of accommodation services, both in the local area and further afield, but did not record the number of prisoners they supported into sustained accommodation.
- S47 Good careers advice was provided to prisoners on arrival, although advice for those with professional qualifications was inadequate. A useful 'Steps through the Gate' programme prepared prisoners to manage and plan their work, training and ROTL prior to release. Prisoners could access some good quality external work and training placements on ROTL but the number of placements had reduced to 80 with only 12 prisoners in paid work.
- S48 Pre-release planning for prisoners with physical and mental health needs was timely and effective. There was appropriate liaison with community services to ensure continuity of care. There was good release planning for prisoners with substance misuse issues, and all prisoners were provided with pre-release harm reduction information and advice. The substance misuse service had developed effective links with community services to facilitate ongoing support.
- S49 Pre-release benefits advice and a wide range of finance and debt assistance were provided routinely. Prisoners could open a bank account but could not use it until after release.
- S50 Visits were viewed positively by prisoners and their visitors, and the visits environment was clean, bright and welcoming. A dedicated and supervised area for children was popular. Regular, good-quality family days were organised and ROTL was used well to maintain family ties.
- S51 There was no current analysis of the offending behaviour needs of the population. Work aimed at promoting victim awareness was developing with the introduction of the Sycamore Tree programme and access to restorative justice.

Main concerns and recommendations

- S52 Concern: The prison's own monitoring data indicated unfair treatment across a number of protected characteristics. In particular, for our third consecutive inspection, we found that black and minority ethnic prisoners, who made up more than a third of the population, faced potentially unfair treatment across a number of areas. They were less likely to be released on ROTL and be located on the favoured A block, and more likely to face adjudications. None of these issues had been addressed.

Recommendation: Equality monitoring data should be interrogated; when potentially unfair treatment is indicated, it should be investigated and action should be taken to address any inequalities.

S53 Concern: Most of the residential units were poorly maintained, grubby and dilapidated. Many of the showers were either in a poor condition, lacked privacy or were broken. Some toilets were damaged or out of action.

Recommendation: The standard of living accommodation should be improved. All areas should be clean and should provide all prisoners with decent living conditions.

S54 Concern: Opportunities for prisoners to improve their employment prospects on release were hindered by the relatively small number of external education, training and work ROTL placements available. This had reduced since the previous inspection, with only 80 prisoners routinely accessing work-related placements and only 12 in paid work.

Recommendation: The number of high-quality work-related release on temporary license placements should be increased.

S55 Concern: Prisoners had a bewildering range of plans aimed at planning their resettlement activities, including skills action plans, individual learning plans, resettlement plans and sentence plans. These plans often contradicted each other and were not reviewed regularly to evidence progress.

Recommendation: Prisoners should have one primary resettlement plan which is shared with the prisoner and across departments and organisations within the prison. Progress should be reviewed regularly.

Section 1. Safety

Courts, escorts and transfers

Expected outcomes:

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

- I.1 Journey times to the establishment varied, but in our survey, 69% of respondents said that they had spent more than two hours in the van, against the 46% comparator.
- I.2 In our survey, most prisoners said that they had been treated well by escort staff, and this was confirmed by prisoners we spoke to. Escort vans were clean and prisoners we spoke to had been given appropriate refreshments. However, in our survey, while 90% said that they had been offered a drink during the journey, only 11% had been offered a toilet break.

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.3 The prison had had an average of 16 new arrivals a week in the previous six months. On arrival most prisoners we spoke to said that they had waited no more than 15 minutes to disembark, but some complained that they had had long waits outside reception in hot vans. We observed one van waiting outside for 45 minutes while errors in the paperwork they had been sent with were resolved.
- I.4 The reception area was clean and the main holding room provided much information about the prison in displays and leaflets. Our survey pointed to some improvements in the treatment of prisoners in reception, although for a minority the process still took too long. Sixty per cent of prisoners said that they had spent less than two hours in reception, which was far better than at the time of the previous inspection (36%) but worse than the 75% comparator.
- I.5 Reception staff treated prisoners in a relaxed and professional way. In our survey, 83% of respondents said that they had been treated well by reception staff on arrival, which was in line with the comparator but much better than at the time of the previous inspection (63%). Staff carried out appropriate risk assessments, and these fed into subsequent safety interviews.
- I.6 Initial support in reception was provided by an induction peer worker, who was reassuring and informative, as were all peer workers throughout the induction process and on the accommodation huts. However, other than Listeners (prisoners trained by the Samaritans to provide confidential emotional support to fellow prisoners), peer workers were not trained for their role and were not formally supervised. Prisoners were not offered a free telephone call in reception but PIN telephone credit was administered promptly, so they could make calls when they were taken to the huts.

- I.7** Prisoners spent their first night in the P1 and P2 huts. Some cells there were poorly equipped and shabby. In our survey, more prisoners than elsewhere said that they had felt safe on their first night (95% versus 90%). Both the first night interview and another held the following morning were sound, with good processes to identify prisoners with safeguarding needs.
- I.8** The induction programme was comprehensive and delivered jointly by officers and induction peer workers. After six weeks there was a four-day ‘Steps to the Gate’ programme, covering practical matters such as CV writing and benefits applications (see also paragraph 4.33). In our survey, 97% of prisoners said that they had been on an induction course, and 76% said that it had covered everything they needed to know about the prison, which was similar to the comparator and better than at the time of the previous inspection (67%).
- I.9** No information about the prison was translated into other languages. The prison’s own instructions stated that staff or other prisoners should be used as interpreters, and no use was made of professional telephone interpreting services for any part of the process (see recommendation 2.27).

Recommendation

- I.10 All peer workers should be adequately trained for their role and appropriately supervised.**

Bullying and violence reduction

Expected outcomes:

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

- I.11** Prisoners told us that they felt safe and that there was little bullying. In our survey, only 5% of respondents said that they currently felt unsafe, which was similar to the comparator. Fewer prisoners than elsewhere said that they had been victimised, either by other prisoners or staff. There had been no recorded fights and only three assaults in the previous six months.
- I.12** There was a local violence reduction policy. Bullying and violence reduction, suicide and self-harm prevention and adult safeguarding were discussed at the monthly safer custody meetings, which were generally well attended by key staff. The meetings focused on particular prisoners and provided a useful forum for sharing information and concerns. Some violence monitoring data were presented there, but it was not clear what was done with this information. The meetings were not sufficiently focused on local need – for example, they were not used to review closed assessment, care in custody and teamwork (ACCT) case management documents and behaviour management booklets (see below).
- I.13** The safer custody custodial manager was supported by a safer custody officer, and the team was assisted by four prisoner violence reduction peer workers. No staff or peer workers, including the safer custody officer, had been trained in bullying and violence reduction in the previous three years.
- I.14** If staff had concerns about a prisoner’s well-being, they completed a ‘concern form’ and the prisoner was then interviewed by the safer custody team. In the year to date, 62 concern

forms had been followed up, which was far more than the 32 at the time of the previous inspection. Forms included concerns on suicide and self-harm, and adult safeguarding issues. Documentation for the process evidenced meaningful support for the prisoners concerned. Where relevant, these interviews resulted in the opening of a behaviour management booklet. In the previous six months, five prisoners had been formally monitored for bullying and seven as victims. Although the process was well designed, booklets, and particularly observations, were not completed as thoroughly as ACCT documentation. However, we were impressed by the safer custody officer's level of knowledge of the prisoners concerned and were satisfied that good support was provided.

- I.15** Some limited use had been made of mediation, facilitated both by staff and prisoners, although no facilitators had been trained to do this. Although there were few other interventions, monitoring had a powerful influence on prisoners' behaviour, given the incentives implicit in category D status.

Recommendations

- I.16 All relevant staff and peer workers should receive appropriate training in bullying and violence reduction, including mediation; suicide and self-harm prevention; and safeguarding adults at risk.**
- I.17 Good-quality assessment, care in custody and teamwork (ACCT) and behaviour management documentation should be assured by robust quality assurance and appropriate governance.**

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.18** In our survey, 5% of prisoners said that they had had problems with feeling depressed or suicidal on arrival at the establishment, which was in line with the comparator. The incidence of self-harm was low, with two incidents, involving two prisoners, in the previous six months.
- I.19** There was a local self-harm and suicide prevention policy. Self-harm and suicide prevention was discussed at the monthly safer custody meetings (see paragraph I.12), which focused on individual prisoners who were vulnerable – for example, because of mental health difficulties.
- I.20** The number of prisoners subject to ACCT procedures was low, with seven documents opened in the previous six months. Prisoners who had been on an ACCT described good care from staff and this was evidenced in the quality of written observations in a number of the documents we looked at. However, in other respects – for example, the identification of triggers of self-harm and care planning – the quality of ACCT documents was inconsistent, and in some cases poor. We were concerned that health services staff had not been called on to attend some case reviews, and also that a prisoner had been used as an interpreter in an ACCT assessment (see recommendation 2.27). ACCT documents were quality checked but this process had not resolved systemic problems. Less than half of staff had received suicide awareness training in the previous three years.

- I.21** There was good access to Listeners, including in the first night huts, and Listeners felt well supported.
- I.22** There had been four deaths in custody since the previous inspection, the most recent of which, in December 2013, had been self-inflicted. Prisons and Probation Ombudsman investigations had resulted in just two recommendations to the prison, both concerning the self-inflicted death, and these had been responded to appropriately.

Recommendation

- I.23 Staff in regular contact with prisoners should undergo regular assessment, care in custody and teamwork (ACCT) refresher training.**

Safeguarding (protection of adults at risk)

Expected outcomes:

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

- I.24** The prison had developed good links with the West Sussex County Council adult safeguarding board. The head of safer custody was the named lead for safeguarding and attended the board's quarterly meetings.
- I.25** There was a local adult safeguarding procedure. A screening tool was used on reception and in first night interviews to identify adults at-risk. When a risk was identified, a referral was to be made to the safeguarding team for further assessment. In addition, custodial staff were expected to inform the safer custody team of potential adults-at-risk through concern forms (see also paragraph I.14). Staff had not been trained in adult safeguarding and were unfamiliar with safeguarding procedures. However, they were sensitive to the vulnerabilities of prisoners, and we were satisfied that referrals would be made to the safer custody team in appropriate cases. This was reflected in the concern forms we saw and in observation books.
- I.26** There were no care plans on the residential blocks, and for one prisoner we saw with severe learning difficulties, it was taking too long for him to be assessed by adult social services under the Care Act (2014) (see also paragraph 2.24). However, he was receiving some impressive support from the education, health services, resettlement and safer custody teams, including some good pre-release planning.
- I.27** There had been no staff safeguarding training in the previous three years.

Recommendation

- I.28 The prison should ensure that all staff are aware of the adult safeguarding local operating procedures. (Repeated recommendation I.31)**

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

Security

Expected outcomes:

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

- I.29** Security arrangements were proportionate and focused appropriately on a carefully considered set of risks to the establishment, which included the ingress of drugs and alcohol, mobile phone use, steroid misuse and an awareness of the need to develop and maintain dynamic security. There were good links with external crime prevention agencies, which were consulted on, and included in, the risk assessments of prisoners known to have links to organised crime groups. This ensured that risk assessment processes were comprehensive and expedient, and did not unduly hinder resettlement opportunities.
- I.30** A good flow of intelligence was analysed and, where appropriate, was used to inform and develop the prison's response to emerging threats. We were satisfied that drug tests were usually completed in time but too many requests for targeted room searches were not actioned.
- I.31** In our survey, 36% of prisoners, similar to the comparator and the percentage at the time of the previous inspection, said that it was easy to get illegal drugs at the prison. The random mandatory drug testing (MDT) positive rate averaged 8.65% in the previous six months, which was higher than at similar prisons and than at the time of the previous inspection. This relatively high positive rate showed an upward trend, but did not reflect the true level of drug abuse as 'spice' and steroids (see below) were currently not tested for. Prisoners tested positive mainly for cannabis and opiates, and occasionally stimulants.
- I.32** Use of 'spice', one of the new psychoactive substances (NPS; 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) had been problematic but the more recent trend was for prisoners to inject anabolic steroids. Security, health and substance misuse services worked jointly to reduce availability and demand, and there was evidence of good information sharing and innovative measures to engage with steroid users, although the supply reduction action plan had not been updated to reflect this (see also section on substance misuse).
- I.33** Around a quarter of prisoners in our survey said that alcohol was easily available. The prison had increased the number of random alcohol tests considerably and there was evidence that this acted as a deterrent, and prisoners welcomed the initiative.
- I.34** There had been a steady decrease in absconds and release on temporary licence (ROTL) failures since the previous inspection (although the number of ROTL approvals had also reduced), and between January and June 2016, 72 prisoners had been returned to closed conditions, which was also lower than at the time of the previous inspection.
- I.35** Risk management meetings considered individual prisoners who displayed poor behaviour or for whom security information suggested an increased risk and the need either to place them on special measures, whereby their access to ROTL and work would be reviewed and temporarily restricted or suspended, or to return them to closed conditions. Despite prisoners' perceptions, the prison made efforts to maintain prisoners in open conditions and only returned them to closed conditions when there was clear evidence of unacceptable risk or following serious disciplinary incidents.

Recommendation

- I.36 Action required from security information reports should be carried out promptly.** (Repeated recommendation I.39)

Incentives and earned privileges⁴

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.37** There was a local incentives and earned privileges (IEP) scheme but it was not publicised adequately. Most prisoners arrived on the enhanced level, but for the minority who transferred in on the standard level it was difficult to progress. The prison recognised this and planned to revise the criteria for progression. In practice, prisoners we spoke to and those in the prisoner council said that there was insufficient differentiation between the privilege levels.
- I.38** When we examined case notes, we found that officers tended to issue informal warnings, rather than using the IEP scheme to encourage good behaviour. However, a sample of IEP review boards showed well-documented decision making. In reality, we found the IEP scheme to be peripheral, as the opportunity to remain in open conditions and apply for ROTL provided prisoners with the main incentive for maintaining good behaviour.

Discipline

Expected outcomes:

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

Disciplinary procedures

- I.39** The number of adjudications was similar to that at the time of the previous inspection but far higher than at comparator prisons. Most adjudications were for possession of unauthorised articles or for failing to comply with licence conditions. The adjudication records we saw demonstrated a good level of enquiry and prisoner involvement in the process, with witnesses being called when requested.
- I.40** The governor and/or deputy governor reviewed around 10% of all adjudications, and a quarterly standardisation meeting reviewed statistical data and considered the tariff awards in relation to the frequency of individual charges. Although the data showed some disparities in relation to equality, there had been no investigation or any other action taken to address this (see main recommendation S52).

⁴ 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.

The use of force

- I.41** The level of use of force was very low, and lower than at other open prisons. There had been only five incidents, involving three prisoners, in the year to date, which was lower than in the previous year.
- I.42** A quarterly use of force committee meeting reviewed videos of planned incidents and also a proportion of the records of use of force. They had reviewed only two of the five documents in the year to date, and, although minutes indicated that they had both been completed well and posed no 'improvement issues', we found the quality of paperwork to be poor. None of the dossiers were completed to a satisfactory standard, all had missing or incomplete Annex A paperwork (officers' statements), authorisation signatures were missing and none had a completed F213 injury to prisoner document.

Recommendation

- I.43** **The use of force committee should scrutinise all incidents of the use of force, ensuring that all dossiers are completed to an acceptable standard.**

Segregation

- I.44** The segregation unit was used mainly as a holding area for transfers back to closed conditions. The unit was clean, and all cells were well equipped and ready for immediate occupancy. Records that we viewed demonstrated a good level of interaction with prisoners located there and we were satisfied that use of the unit was proportionate and reasonable. All prisoners were either returned to normal location at the establishment or transferred back to closed conditions within 24 hours.

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.45** The drug and alcohol strategy document had been reviewed but its action plan focused only on NPS; it did not reflect the prevalence of anabolic steroid use, the initiatives designed to address this, or any other development targets. There was no designated multi-agency drug and alcohol strategy forum, although supply and demand reduction measures were discussed and monitored at both security and reducing reoffending meetings.
- I.46** The Sussex Partnership Foundation Trustfully provided both clinical and psychosocial substance misuse services. The fully integrated team was located in a new building, which resembled a community drug and alcohol service. The reception area of this building was staffed by peer supporters, and the service offered daily drop-in sessions and was open to prisoners every day. All new arrivals were screened and given information to raise their awareness about NPS, and 118 prisoners, considerably more than at the time of the previous inspection, engaged actively with the service.
- I.47** A highly motivated and experienced team had developed a wide range of interventions in consultation with service users. In addition to regular one-to-one work, prisoners could access modules focusing on recovery, building self-esteem, and managing anxiety and relapse. Mutual aid included self-management and recovery training (SMART), Alcoholics Anonymous

and Gamblers Anonymous, and Narcotics Anonymous was due to start shortly after the inspection. Three active peer supporters played a vital part in service provision and development.

- I.48** In response to anabolic steroid use, health promotion and harm reduction initiatives had been introduced, which included health checks and peer support. However, there was no means of safe and discreet disposal of needles and syringes, and this posed a risk to prisoners and prison staff alike.
- I.49** Few prisoners needed clinical interventions; in the previous six months, only seven had received opiate substitute treatment, which most had completed successfully. Prescribing regimes were flexible and needs based, and the level and quality of care was clearly appreciated by prisoners. Clinical reviews took place fortnightly, and the support of prisoners with co-existing substance misuse and mental health problems was coordinated at dual diagnosis meetings.

Recommendations

- I.50** **The substance misuse strategy policy should contain up-to-date action plans and development targets.**
- I.51** **The establishment should include means of safe and discreet disposal of needles and syringes as part of its harm reduction measures.**

Good practice

- I.52** *A motivated and experienced substance misuse team provided high-quality care and support and a wide range of interventions, and health promotion initiatives had been developed in consultation with service users. Peer supporters played an active part and the service was available every day.*

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 While external areas were pleasant and spacious, most of the residential units were poorly maintained, grubby and dilapidated. Many prisoners living in the billets (B block) had to share rooms which were too small, waiting several months to progress to a single room in the favoured brick-built accommodation (A block). Many prisoners clearly took pride in looking after their rooms, but few had lockable cabinets or proper curtains, forcing them to improvise with a blanket or towel held up by drawing pins. We saw some offensive graffiti in communal areas, painted over but still legible, which prisoners told us had been there for several months.
- 2.2 Maintenance and repairs, delivered through a national contract, were often delayed. A lack of investment was apparent in the condition of the fixtures and fittings. Many of the showers were in a state of disrepair, overflowed regularly, lacked privacy curtains or were broken. Some toilets were damaged or out of action and the areas around some urinals were particularly unpleasant. Some hot water dispensers were missing and on one unit this meant that older prisoners had to walk some distance to make a hot drink. Although prisoners preferred the brick-built units because of their single rooms, we found some of the worst deterioration there (see main recommendation 0).
- 2.3 There were plans for prisoners to repaint the accommodation and refurbish the kitchens gradually, installing all-in-one units for kitchen equipment built in the prison workshops. However, this rolling programme was projected to take place over five years and did not extend to the refurbishment of the bathrooms and toilets.
- 2.4 The laundry was in good order, although a system for tagging each prisoner's bag of clothes individually had been abandoned because it was apparently too laborious, which risked items going astray. The stores where prisoners exchanged their bedding and work clothes were well run and fully stocked, including a plentiful supply of coats for wet and cold weather.
- 2.5 Application forms were readily available, and boxes clearly labelled and centrally located. However, in our survey only 47% of prisoners said that applications were dealt with quickly, against the comparator of 61%. Internal monitoring had been introduced but it did not consistently record the final outcome of an application. Although this monitoring showed generally timely responses, this information was not shared with prisoners to address their negative perceptions.
- 2.6 Almost all telephones were working. Most offered privacy but some were inappropriately located in the middle of very small kitchens. Mail was managed well, but prisoners sometimes found it difficult to collect their letters as the mailroom was open only once a day, at lunchtime.

Recommendations

- 2.7 The rooms in the huts in B block should only be used for single occupancy.**
(Repeated recommendation HP47)
- 2.8 All rooms should have sufficient lockable cabinets and curtains.**

Staff-prisoner relationships

Expected outcomes:

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

- 2.9** In our survey, 79% of prisoners said that staff treated them respectfully, in line with other open prisons. The interactions we observed were relaxed, professional and appropriate but there was a low staff presence in residential areas. Only 16% of respondents to our survey said that a member of staff had checked on them in the last week, far fewer than at comparator prisons (34%). This limited regular contact with residential staff was due partly to a reduction in staffing levels, which had necessitated the closure of one of the two wing offices for much of the day, and also to the location of the workshops, where most prisoners spent the day, on the opposite side of the prison to the residential units.
- 2.10** Only 39% of prisoners said that they had a personal officer, which was far lower than the comparator (77%) and than at the time of the previous inspection (58%). Although the prison had introduced a new key worker scheme, this was underdeveloped and not yet embedded. We found insufficient and inconsistent entries in prisoner case records from key workers and virtually no management checks; while managers monitored the quantity of entries, they had no means of assessing the quality.
- 2.11** Consultation with prisoners was well developed and effective. The prisoner council functioned exceptionally well, voicing prisoners' concerns directly to managers. The governor and other senior managers actively consulted and engaged with the prisoner council on a range of topics, and valued and considered their responses.

Recommendation

- 2.12 Key workers should make regular, good-quality entries in prisoner case notes, and management checks should be clearly evidenced.**

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 characteristic⁵ 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.

⁵ The grounds upon which discrimination is unlawful (Equality and Human Rights Commission, 2010).

Strategic management

- 2.13** The equality and diversity team was led by the head of residential services. The team comprised administrative support, a custodial manager, three equality officers and two prisoner peer workers, who in turn supported eight peer workers, each of whom led a protected characteristic forum. The equality team was involved in the induction of new prisoners, and its work was well publicised around the prison
- 2.14** The strategic management of equality and diversity was weak and lacked influential leadership. The equality and diversity policy was long overdue a review; there was an equality action plan but it lacked detail, was not underpinned by current data and was out of date.
- 2.15** A wide range of equality and diversity information was gathered by the equality team and discussed at the monthly equality meeting, alongside the data from the equality monitoring tool. None of the information, including data showing possible areas of concern and unfair treatment, was discussed in sufficient depth (see paragraph 2.21 and main recommendation S52) and we were unable to see any action as a result.
- 2.16** There were prisoner equality representatives for each protected characteristic, and they held forums monthly and actively encouraged attendance. The representatives were supported by three equality officers. While it was clear that some good outcomes had arisen from these meetings, and peer support was welcomed, the meetings were poorly managed, activity was ad hoc and discussions from these groups did not influence the wider prison equality action plan.
- 2.17** An equality and diversity survey had been conducted in April/May 2016. While some of the findings had been addressed, they had not influenced the action plan or featured significantly in the following equality meeting.
- 2.18** A total of 17 discrimination incident report forms (DIRFs) had been submitted since the beginning of 2016. They had concerned age, disability, religion, sexual orientation and race. They had been responded to appropriately and investigated by an equality officer, with quality assurance by the custodial manager, but there was no quality assurance by senior managers and no external scrutiny.

Recommendation

- 2.19** **Discrimination incident report forms should be quality assured by senior managers and scrutinised by an independent external agency.**

Protected characteristics

- 2.20** Prisoners with protected characteristics were identified through a diversity questionnaire completed during induction and prisoners were able to disclose confidentially any information they wanted to share.
- 2.21** Thirty-four per cent of the population were from a black and minority ethnic background. In our survey, they generally reported similarly to white prisoners, although far more said that they felt victimised by staff (27% versus 8%). However, we were particularly concerned to find, as we had at the previous two inspections, that the prison had identified areas of potentially unfair treatment of black and minority ethnic prisoners but not addressed any of them; for example, they were less likely to be released on temporary license (ROTL), and

more likely to face adjudications and to be located on the less popular accommodation (B block) (see main recommendation S52).

- 2.22** At the time of the inspection, the prison held 11 foreign nationals. Support for these prisoners was provided mainly via the peer worker who led their monthly forum. Support from immigration officials was available as required via referrals by offender supervisors but there was no regular contact. There was a current list of staff and prisoners who spoke foreign languages and were available for interpreting, but the use of prisoners for interpreting was inappropriate for confidential matters. There was no evidence of any recent use of professional telephone interpreting services and no translated literature available for those who did not speak or read English.
- 2.23** Twenty-five prisoners had identified themselves as Gypsy, Romany and Traveller, and support for this group was excellent. Family days and dedicated monthly support meetings were run for them, and an awareness-raising booklet had been developed to inform other prisoners about this community.
- 2.24** There was a central register of prisoners with disabilities. The 12 prisoners currently registered with physical disabilities who required support were located on the C1 landing on A block. This facilitated easy access to the dining hall and was close to a staffed movement control office. This office housed the alarm panel for the newly installed prisoner personal alarms, which we considered a good initiative, and personal emergency evacuation plans (PEEPs). We reviewed all 12 PEEPs and found too many that were not individualised or had not been reviewed regularly. Prisoners with disabilities received good health care planning (see paragraph 2.51) but we saw no social care plans for those who needed them on the residential blocks, leaving some staff unaware of needs. A prisoner carer had been employed to provide social support for some of the prisoners on C1. His duties included assisting these prisoners to collect their meals, cleaning and helping those using a wheelchair, when needed. Although this prisoner understood his role, there was no management oversight or supervision and we saw some needs going unmet.
- 2.25** Twenty-four per cent of the population were over 50 years of age, with the oldest being 78. Most of the older prisoners were employed. Accommodation had recently been identified for the over-50s, which was welcomed as it was quieter than that in other areas of the prison. Older prisoners responding to our survey were positive about their treatment, with 90% saying that they were treated respectfully by staff. There were not many activities provided for this group, other than designated daily sessions at the gym. However, these prisoners told us that they were content to spend time in their rooms or in the prison grounds, or associate with their peers.
- 2.26** In our survey, 1% of the population identified themselves as homosexual or bisexual. There was a peer representative available for these prisoners, supported by a designated equality officer and regular monthly meetings. Links with the external agency Bent Behind Bars had recently been established.

Recommendations

- 2.27 Foreign national prisoners should have access to appropriate interpreting services and translated material as required.**
- 2.28 Prisoners with disabilities should have personal emergency evacuation plans that are regularly reviewed and individualised. Detailed social care plans should also be in place, and available to wing staff, for those who need them.**

- 2.29** Prison staff should have oversight of peer carers, to ensure safe and appropriate practice.

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.

- 2.30** The managing chaplain worked with a team of sessional and volunteer chaplains, who provided for all faiths in the prison. Prisoners were employed as peer workers in the chaplaincy, providing advice and support to those seeking information.
- 2.31** The chaplaincy provided a wide range of non-faith-based activities. This included the Sycamore Tree victim awareness programme, and facilitating provision by external agencies such as Cruse (bereavement counselling), Relate (relationship counselling) and SSAFA (the armed forces charity). The chaplaincy also provided official prison visitors for those unable to receive social visits.
- 2.32** The facilities for worship were excellent. There was a large Christian chapel and a prayer room, which were open all day. The separate world faith centre housed a mosque and facilities for Sikh, Buddhist and Hindu worship, and there was also a well-furnished synagogue.
- 2.33** Religious festivals were well catered for. The inspection took place during Ramadan, and Muslim prisoners had been given responsibility to make the necessary arrangements and were well supported by the managing chaplain and the prison.
- 2.34** The chaplaincy worked with other departments and regularly attended meetings across the prison. The team helped prisoners with resettlement through enabling connection with local faith communities. They also administered a small charitable fund to assist prisoners with expenses associated with resettlement, such as train fares to attend job interviews.

Complaints

Expected outcomes:

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

- 2.35** The number of complaints submitted was high, and had been far higher than at comparator prisons for the previous six months. In our survey, 53% of prisoners, in line with the comparator, said that it was easy to make a complaint.
- 2.36** There was good access to complaint forms, with the full range of forms available across the prison. Complaint boxes were emptied daily and processed promptly by administrators, but too many responses were late. Replies to the general complaints we reviewed were courteous and addressed the issues raised. The complaints against staff that we reviewed had also been investigated and responded to appropriately. Data on complaints were collected but there was inadequate monitoring of trends from which to inform a reduction strategy.

Recommendation

- 2.37** Data on complaints should be analysed to identify trends in both their content and timeliness, in order to inform action to reduce the number submitted and improve response times.

Legal rights

Expected outcomes:

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

- 2.38** Since the withdrawal of the designated legal services officer, there was minimal legal services support available. However, demand for these services was low and we were confident that offender supervisors were able to signpost prisoners to appropriate support as required. There was adequate legal visits provision and there were appropriate and accessible resources available in the library.

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.

- 2.39** The inspection of health services was jointly undertaken by the Care Quality Commission (CQC)⁶ and HM Inspectorate of Prisons under a memorandum of understanding agreement between the agencies.

Governance arrangements

- 2.40** The CQC found no breaches of the relevant regulations.
- 2.41** Health services were provided by Sussex Partnership NHS Foundation Trust. Well-attended quarterly partnership board and governance meetings covered essential areas. A refresh of the health and social needs assessment had been completed in January 2016 and informed service delivery.
- 2.42** In our survey, far more prisoners than at comparator prisons and than at the time of the previous inspection said that the overall quality of health services was good or very good (90% versus 64% and 75%, respectively).
- 2.43** The health centre operated in a similar way to a community centre and on weekdays offered a service from 8.15am until 6pm, and until 7pm on Wednesdays. The health care manager,

⁶ 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>.

supported by an enthusiastic and professional team comprising two clinical managers, two part-time GPs and administration staff, drove service delivery and improvement effectively.

- 2.44** Although there was no dedicated health forum, health was a standing agenda item on the offender consultative committee, and an annual patient satisfaction survey provided useful feedback to enhance service delivery.
- 2.45** The whole team, including primary care and mental health staff, and the drug and alcohol recovery team (DART), met weekly to discuss operational and clinical issues. Staff felt supported, with regular managerial and clinical supervision, and had good access to professional development opportunities. Mandatory training was reasonably well managed but some staff were out of date with basic life support training. There was a good overview of incidents and serious incidents, and lessons learnt from these were shared with staff.
- 2.46** Health care complaints went through the establishment's general complaint system, which compromised patient confidentiality. The service had received 13 health care-related complaints since April 2015 and the responses had been timely, respectful and addressed the issues raised.
- 2.47** The health centre was clean and an annual infection control audit in November 2015 was positive. There was an appropriate range of policies, including safeguarding, and the management of communicable diseases was effective.
- 2.48** The health centre had appropriate emergency equipment, with effective checking processes to ensure that equipment and emergency medication were in date. Custody staff had access to five automated external defibrillators (AEDs); however, these were not placed strategically across the prison as four were located on the residential side and one on the activities side of the site, and there was no AED in the gym. Although the AEDs were working, all the batteries were out of date, as were the child defibrillator pads in the gatehouse. The prison was addressing this but the monitoring arrangements to ensure that equipment was effective in an emergency situation were not adequate.
- 2.49** Some custody staff had received first-aid training (19%) and AED training (15%), and further sessions were planned. The prison had prioritised training to ensure that there were first-aid- and AED-trained staff on each shift. Ambulances were called promptly in emergency situations.
- 2.50** Older prisoners received appropriate health checks and had access to age-appropriate screening, including bowel cancer screening, and younger adults were offered chlamydia screening.
- 2.51** Good links with West Sussex County Council had enabled effective arrangements for social care assessments, although no prisoners had needed a formal care package since the implementation of the Care Act (2014) (see also section on safeguarding and paragraph 2.24). An occupational therapist had been employed for one day a week to undertake equipment and housing needs reports. This had resulted in several prisoners receiving additional equipment, such as profiling beds, while in prison, and appropriate adjustments had been taken into consideration on discharge, to ensure continuity of care.
- 2.52** There was a prison-wide health and wellbeing promotion strategy, with regular health and wellbeing events. A wide range of health promotion literature was available; this could be translated into other languages but this fact was not well advertised. Smoking cessation support and access to immunisations and screening for blood-borne viruses were good. Barrier protection was available from health services staff and this was discussed at the health care induction programme for new arrivals.

Recommendations

- 2.53** All health services staff should be in date with basic life support training.
- 2.54** The health care complaints system should preserve medical confidentiality.
- 2.55** All emergency equipment used by custody staff should be in good order and easily accessible, with an effective monitoring system.

Delivery of care (physical health)

- 2.56** During reception, prisoners received an initial health screening by a registered nurse, and appropriate referrals were made. A follow-up screening was completed within a week. There was no access to professional telephone interpreting services in reception; we were told that other prisoners would be used as interpreters, which compromised patient confidentiality (see recommendation 2.27).
- 2.57** The team offered a broad range of skills, and nurse-led clinics included a well-man clinic, wound care, phlebotomy and vaccinations. Long-term conditions were well managed and there was access to an appropriate range of primary care services. A visiting sexual health nurse provided a monthly clinic.
- 2.58** Clinical records were held on SystmOne (the electronic clinical record) and those we sampled were good, with appropriate use of care plans and templates based on national clinical guidance.
- 2.59** Waiting times for routine GP appointments were short, and prisoners had access to same-day urgent GP appointments. Out-of-hours GP cover was provided to the same level as in the community.
- 2.60** External hospital appointments were well managed, with prompt referrals and few cancellations. Prisoners returning from attendance at hospital for planned treatment or emergencies were followed up effectively.

Pharmacy

- 2.61** Medication was supplied by Lloyds Pharmacy in a timely manner. Patients were responsible for requesting their own prescriptions, which were then faxed to the pharmacy. A four-week supply of medication was delivered to the health centre on the same or next day, and was checked by a nurse against the prescription.
- 2.62** Medicines were generally labelled correctly, although the description for medication within a dosette (pill organiser) was not comprehensive and package leaflets were not supplied with each set of dosettes.
- 2.63** The in-possession medication policy was in date. Risk assessments were completed during the initial health screening by a nurse, and a medication contract was signed by the prisoner. The assessment was visible when prescribing but did not alert the prescriber as to whether the prisoner was already on tradable medicines or reflect this in the risk assessment score; these deficits were under review by the team. All medications were supplied as weekly or monthly in-possession and were available for collection every weekday.

- 2.64** All prescribing and medicines administration, including 'special sick' medication (immediate health treatment without an appointment), was recorded accurately on SystemOne. The Coastal West Sussex and prison pain formulary was used.
- 2.65** A pharmacist visited one day a week, but had no contact with prisoners and undertook no medication reviews. The medicines management group, including the pharmacist, met every four months. Prescribing data were supplied by the community pharmacy and reviewed at this meeting. There had been no recent clinical audits of specific medicines. A small range of medications could be supplied under patient group directions (which enable nurses to supply and administer prescription-only medicine).
- 2.66** There was a separate treatment room for substance misuse prisoners, and their medication was administered at a hatch by two trained staff. At the time of the inspection, there were no substance misuse prisoners receiving treatment.
- 2.67** Medicines, including prescription medications awaiting collection, were stored in the main pharmacy room in locked cabinets. Refrigerator temperatures were recorded daily. Stock medicines were held for administration in an emergency but most were not labelled. A new supplier, holding the appropriate licence to over-label medication, was under negotiation. Waste medicines were segregated for disposal.
- 2.68** The controlled drugs cabinets in the pharmacy room and substance misuse treatment room were fixed with bolts, and access was limited to registered nurses. There was a range of British Standard glass measures for dispensing methadone but graduated plastic cups were being used to measure small volumes; this was inappropriate and could have resulted in the administration of inaccurate doses.

Recommendations

- 2.69** **The in-possession risk assessment score should reflect whether the prisoner is already taking tradable medicines.**
- 2.70** **A pharmacist should check the medicines management systems in operation regularly, and the pharmacist should provide counselling sessions, pharmacist-led clinics, clinical audits and medication reviews.**
- 2.71** **Where appropriate, the range of patient group directions should be expanded to allow supply of more potent medicines by the nursing staff.**

Dentistry

- 2.72** Dental services were provided by a local independent contractor and the provision was good. The dentist delivered an average of one and a half sessions each week, supported by a dental nurse. At the time of the inspection, there were 30 prisoners on the waiting list; none had waited more than four weeks. The dentist undertook longer-term treatments and referred to community dental services when this was needed.
- 2.73** The dental room was clean and tidy, but was not compliant with the current hygiene standards. However, there was a comprehensive plan to upgrade the room to meet these standards; funds had been allocated and prison managers were committed to completing the work within eight weeks after the inspection.

Recommendation

2.74 The dental suite should be refurbished to ensure compliance with national required standards, with good maintenance arrangements.

Delivery of care (mental health)

2.75 In our survey, more prisoners than at comparator establishments and than at the time of the previous inspection said that they had emotional wellbeing or mental health problems (20% versus 14% and 10%, respectively), but more of these prisoners said that they had been helped or supported by someone at the prison (79% versus 58% and 7%, respectively).

2.76 A good level of primary mental health care was provided. Prisoners could self-refer or be referred by staff. Waiting times to access services were short, at between two and eight days. A mental health nurse, an occupational therapist and a cognitive behavioural therapist were supported by managerial and administrative staff. Caseloads were manageable, with a team caseload of 30 prisoners, and staff said that they had sufficient time to assess and provide for individual needs.

2.77 A 'stepped care' model was used to organise services, with evidence-based interventions to help prisoners and health services professionals to choose the least intrusive, most effective interventions. Prisoners we spoke to were complimentary about the service they had received.

2.78 There was an effective weekly multidisciplinary team meeting and there were good links between the mental health and DART teams to support prisoners with a dual diagnosis (co-existing substance misuse and mental health problems).

2.79 Access to bereavement relationship counselling, specialist mental health services, learning disability services and a special nurse in autism was available when needed.

2.80 Staff referred prisoners to secondary mental health services in the community appropriately. There had been no transfers to external mental health facilities within the previous year.

2.81 Prison staff had access to an online mental health awareness training package and approximately 98% of staff had completed it.

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.

2.82 In our survey, fewer prisoners than at comparator prisons said that the food was good or very good (30% versus 42%). However, the food we tasted was reasonable, and the prisoner council met the catering manager weekly to discuss menu options and tackle negative perceptions.

2.83 About a third of prisoners opted for self-catering 'cook packs' for their main meal. These consisted of chopped vegetables and defrosted pre-cooked chicken, which prisoners cooked in a microwave oven. Although this welcome innovation was increasingly popular and encouraged independent living, the food preparation areas on residential units did not

support self-catering. There was a lack of basic equipment and work surfaces, and many refrigerators had badly cracked tops and were dirty. The kitchens in the brick-built accommodation had no running water, forcing prisoners to wash their dishes in the bathrooms.

- 2.84** The kitchen met the needs of all prisoners with special dietary requirements. During the inspection, we saw staff and prisoners catering well for Ramadan and a Gypsy and Traveller family day. The autonomy given to prisoners in preparing this food and choosing their own menus was impressive. There was good national vocational qualification training available in the kitchen, offering a number of qualifications.

Recommendation

- 2.85** **Facilities for self-catering should be improved, to provide prisoners with a hygienic, fully equipped kitchen on every residential unit.**

Purchases

Expected outcomes:

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

- 2.86** The prison shop list was updated quarterly in consultation with prisoners, and in our survey more respondents than at similar prisons and than at the time of the previous inspection said that the shop sold a wide enough range of goods to meet their needs (61% versus 52% and 36%, respectively). Black and minority ethnic prisoners responded similarly to white prisoners on this survey question.
- 2.87** Prisoners who transferred in from other prisons received an initial reception pack (a grocery pack which usually contains basic food and drink items such as tea, milk, sugar and sweets) but had to wait up to 10 days to receive their first full shop order.
- 2.88** The ordering and distribution of goods was efficient. Prisoners who worked outside the prison or were released on temporary licence could authorise another prisoner to collect their goods on their behalf if they were absent on the delivery days.
- 2.89** Prisoners could order newspapers and goods from catalogues, without an administration fee.

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.⁷

- 3.1 Prisoners were not locked into their units or rooms and had free access across the site from around 7.30am to 8.30pm. They were required to be at their designated unit for roll checks and after the 8.30pm curfew, but otherwise there were no restrictions.
- 3.2 The regime ran well and all prisoners were aware of the timings of movement to work and other regime activities.
- 3.3 There was little association equipment, and most of it was old and in a poor state of repair. We found too few recreational activities, either structured or otherwise, and this was reflected in prisoners' comments in our focus groups and throughout the inspection.

Learning and skills and work activities

Expected outcomes:

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

- 3.4 *Ofsted⁸ made the following assessments about the learning and skills and work provision:*

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

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

Quality of learning and skills and work provision, including the quality of teaching, training, learning and assessment: *Good*

Personal development and behaviour: *Good*

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

⁷ 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.

⁸ 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>.

Management of learning and skills and work

- 3.5** The management of learning, skills and work, including the contracted education and training provision delivered by Novus, was good. Purposeful strategic planning ensured that the training programmes provided an appropriate range of qualifications and skills for the resettlement population. Prison managers had successfully strengthened and improved partnership working, building good links for higher-level training, and a small range of employers and local businesses provided some good-quality ROTL opportunities, but there were too few placements available (see paragraph 3.12 and main recommendation S54).
- 3.6** Prison managers made good use of data to identify potential problems and drive improvements. However, insufficient attention was paid to following up learners who failed tests and needed additional support to complete their qualification.
- 3.7** The quality improvement group (QIG) was used effectively to share information and monitor quality. Although Novus, the education provider, conducted observations of their tutors, the detail of these observations was not shared with the prison and too few observations had been conducted of other purposeful activities to provide prison staff with a full oversight of the quality of the provision.
- 3.8** The learning and skills staff produced a good, evaluative self-assessment report. This clearly identified the prison's strengths and areas for improvement. The quality improvement plan provided a good basis for the improvement activities. The QIG and prison managers monitored progress towards the plan's objectives well.

Recommendation

- 3.9 The management of learner performance data should be improved, to track the progress of those who are unsuccessful at examinations.**

Provision of activities

- 3.10** There were sufficient full-time activity places for the population. Most work was productive, including in horticulture, engineering and DHL, but was mundane in contract workshops and the laundry, and workshops did not always have sufficient work to occupy all prisoners throughout the day. Other activities, such as kitchen work, cleaning and maintenance work parties, effectively supported the running of the prison while developing employability and technical skills for prisoners. The farm shop and on-site cafe provided excellent opportunities for prisoners to gain qualifications in customer service and develop their interpersonal skills and self-esteem.
- 3.11** The prison's programme of education and training was revised through the year and provided an appropriate range of classroom- and workshop-based courses at levels 1 and 2. These included English, mathematics, functional skills, art, information technologies, peer mentor training and employability courses. Vocational training was available in cleaning, catering, painting and decorating, engineering, waste management, construction skills, customer service, and information and communication technologies, including some information technology network engineering at levels 3 and 4.
- 3.12** A small number of prisoners accessed release on temporary licence (ROTL) to participate in some good-quality community work placements, full-time work and to attend higher-level education programmes at local colleges, but the numbers had reduced, particularly for full time work placements (see also paragraph 4.32 and main recommendation S54).

- 3.13** There was good access to, and support for, learners on distance learning programmes, who worked during the day, and then attended study groups and used computers to complete their studies in the evenings and at weekends. They received timely support from their Novus tutor and made good use of the virtual campus (internet access for prisoners to community education, training and employment opportunities) to get messages, via prison staff, to their external tutors.
- 3.14** Allocation to work and activities was prompt following induction and security clearance. However, the 'skills action plans', although given to prisoners and used to inform allocation to work on arrival, were not used by the prisoners to support their resettlement (see also paragraph 4.4).

Quality of provision

- 3.15** The quality of teaching, learning and assessment was good, both in the classroom and the training areas. Learners were keen and motivated to attend. The well-planned training sessions were motivational and purposeful. Tutors supported learners well with individual coaching but also stretched and challenged the more able learners with useful extension activities. Trained and accredited peer support workers worked closely with tutors to provide focused individual guidance and help. Learners were encouraged to work independently using the virtual campus, with appropriate learning materials supplied by staff.
- 3.16** Individual learning plans (ILPs) were not always used systematically to record targets or reflect on the skills developed. The best ILPs were highly relevant to learning, setting challenging targets that linked well to learners' future career aspirations. Progress reviews were conducted regularly but were not always used to record or identify the employability skills that had been developed.
- 3.17** Learners' work was corrected systematically by tutors, with good attention paid to improving mathematics and English skills. Where appropriate, work was reviewed and returned promptly, with good guidance to identify improvements. In the art classes, peer reviews at the end of each session provided learners with an opportunity to discuss their work and benefit from the critique of others.
- 3.18** Prisoners were motivated and enthusiastic about their work and paid good attention to health and safety. Learners in most work areas developed good technical skills, especially in engineering and catering, enabling them to gain high-quality sustainable employment on release. Staff in several work areas encouraged prisoners to record the employability and transferable skills they developed, although this was not done systematically across the prison. Some opportunities to accredit work undertaken were missed, and in some areas few learners took the available qualification.
- 3.19** Accommodation and learning resources for vocational training and in the classroom were good. Learners' work was exhibited well around the prison to inspire other prisoners and visitors.

Recommendations

- 3.20 Individual learning plans should reflect learners' progress in technical and personal skills, and should be reviewed regularly and effectively.**
- 3.21 Opportunities to accredited work should be maximised.**

- 3.22 Prisoners should be encouraged to recognise and record the importance of the transferable and employability skills they gain in activities across the prison.**
(Repeated recommendation 3.18)

Personal development and behaviour

- 3.23** Prisoners were punctual, courteous and demonstrated high standards of behaviour to staff and fellow prisoners. They were committed to attending training sessions and achieving qualifications, and took pride in their work and achievements. The prisons' offender code of conduct established clear guidance as to what was expected of individuals. This safe environment enabled individuals to develop confidence and self-esteem that prepared them well for resettlement.
- 3.24** Most prisoners knew what they needed to do to prepare for their release but the range of different plans and recording systems hindered some individuals in recognising their achievements (see also section on reintegration planning and main recommendation S55).
- 3.25** There was good support for Gypsy, Traveller and Romany prisoners, and several who arrived at the establishment unable to read and write passed entry-level qualifications in English and were proud of their achievements.

Education and vocational achievements

- 3.26** Most prisoners had previously completed functional skills qualifications, but those who took higher-level qualifications at the establishment were successful. English and mathematics skills were supported and enhanced well in workshops and training areas.
- 3.27** The standard of work in education classes was high. Achievement and success rates for learners on all accredited purposeful activity courses were good. Learners completing the construction multi-skills course worked purposefully to renovate accommodation blocks and also to refurbish the kitchen in the prison café.
- 3.28** All learners on training programmes progressed well and made good progress towards their goals, with no significant differences between the different groups of prisoners; however, some learners had to wait too long for their certificates because of slow internal verification.

Recommendation

- 3.29 The internal verification process should be managed sufficiently well, to ensure the timely awarding of certificates to learners.**

Library

- 3.30** The library provision was contracted to West Sussex County Council and was open six days a week. Most prisoners were members and used the facility regularly. It was well managed by qualified staff, supported by several peer support workers.
- 3.31** The library was well stocked and there was space for quiet reading. Prisoners' poetry and ideas for alternative reading were displayed, encouraging them to take advantage of the open access at the end of their working day.

- 3.32** 'Turning pages' (a mentoring scheme to help prisoners learn to read) mentors used library resources well to promote reading. Novus used the library effectively to promote functional level English and mathematics outside the formal classroom. Board games, CDs and a chess club were also provided.

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.

- 3.33** The PE provision was well managed and promoted effectively to all new arrivals at induction. Prisoners completed an appropriate pre-activity readiness questionnaire and an induction to the gym equipment. Limited advice was given on healthy living, diet and nutrition, although a healthy living course was available and there were effective links to the health care department. Around 70% of the population used the gym and related activities regularly. No accredited vocational qualifications were offered in the gym.
- 3.34** PE facilities were adequate and consisted of a cardiovascular and weight training suite, a classroom, a small all-weather pitch and a grassed sports area. Subject to staffing arrangements, prisoners could access the facilities outside of their work time, with early morning sessions available for those working outside the prison. A team of three appropriately qualified staff delivered daytime, evening and weekend sessions but often struggled to cover leave or staff absence. Prisoners with appropriate coaching qualifications, gained in other prisons, were used well to support staff in running some sessions for other prisoners.
- 3.35** Specific activity sessions were run for older prisoners, those on drug rehabilitation programmes and for anyone recovering from injury. Circuit training, yoga and Tai Chi were offered each week. Team sports took place mostly at weekends but only if staff were available.
- 3.36** Changing facilities were clean and well maintained. Equipment was well managed but the repair and regular maintenance of broken equipment often took too long.

Recommendation

- 3.37** Suitable accredited qualifications should be available in the gym.

Section 4. Resettlement

Strategic management of resettlement

Expected outcomes:

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

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

Good planning ensures a seamless transition into the community.

- 4.1 The strategic oversight of resettlement had deteriorated. Although a well-attended reducing reoffending committee met each month to discuss the resettlement pathways, there was no current action plan against which to monitor progress made or identify gaps and delays.
- 4.2 A resettlement needs analysis had not been undertaken since 2014. This analysis was not comprehensive as it was based only on a prisoner survey and did not include evidence from other sources, such as offender assessment system (OASys) assessments, or explore the needs of specific groups of prisoners, such as indeterminate-sentenced prisoners (ISPs) or those from a black and minority ethnic background.
- 4.3 There was a three-year reducing reoffending strategy but this was basic. While it set out the importance of the resettlement pathways, it was not tailored to the establishment and did not outline gaps in resettlement provision and how these would be addressed. In addition, it did not set out the role of the community rehabilitation company (CRC) or offender management in resettlement.
- 4.4 Prisoners had a confusing number of resettlement plans, including an OASys assessment and sentence plan, a CRC resettlement plan and an individual learning plan, alongside a skills action plan (see paragraph 3.14). Some of the targets set in these contradicted each other, which was potentially confusing for the prisoner. For example, in one case the CRC plan said that they would help a prisoner to explore his housing options, but it was clear in the OASys assessment that he would need to go to an approved probation hostel owing to the nature and level of his risk of harm. More needed to be done to ensure better coordination of the targets set (see main recommendation S55).
- 4.5 A new personal resettlement plan had been introduced which encouraged prisoners to consider their own circumstances and outline the help that they thought they needed during their time at the establishment. It was too early to assess the quality of these but it appeared to be a useful way of getting the prisoner involved.
- 4.6 The CRC resettlement plan was reviewed within the last 12 weeks before release, usually at 10–12 weeks, but there was no further check after that, which made it impossible to see the progress made or if the services had been effective before release. CRC staff did not use P-Nomis (electronic case notes) to record the actions taken or the outcome of their interventions, which meant that the offender supervisor and other staff in the prison were unaware of what was happening.

Recommendations

- 4.7 **The reducing reoffending strategy should be based on a robust needs analysis and supported by a comprehensive action plan to monitor progress.**

- 4.8 The effectiveness of community rehabilitation (CRC) company provision in providing finance, benefit and debt advice and assisting prisoners with accommodation and employment, training or education on release should be monitored.**

Offender management and planning

Expected outcomes:

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

- 4.9** Demand for offender management was high, with all but eight prisoners serving over 12 months and therefore requiring a full OASys assessment and ongoing contact with an offender supervisor. Most prisoners (80%) were serving a sentence of over four years and 18% were ISPs. A third were managed by the National Probation Service owing to their high level of risk of harm or the nature of their offending.
- 4.10** Higher-risk prisoners were allocated to probation officers, while others were managed by uniformed offender supervisors. Offender supervisors were not cross-deployed unexpectedly, so they could focus on delivering good offender management. The offender management unit (OMU) teams were well motivated, enthusiastic and appropriately focused on risk management and progression.
- 4.11** A large number of prisoners arrived at the establishment without an OASys assessment, and in some cases without a basic custody screening tool assessment either. This meant that prisoners were located in open conditions without an assessment of their risks. In the previous four months, about 40 prisoners had lacked a full OASys assessment on arrival, most of whom had transferred in from London prisons. The OMU made efforts to prioritise the completion of these assessments to ensure adequate risk management.
- 4.12** The effectiveness of the OMU had improved considerably since the previous inspection. The quality of OASys documents was good, and all of the 12 cases we reviewed had had a satisfactory and timely assessment of the likelihood of reoffending. In our survey, far more prisoners than at the time of the previous inspection (82% versus 57%) said that they had a sentence plan and all but one of those we inspected included key aspects linked to offending and risk of harm. Most objectives were clear, with definitive outcomes.
- 4.13** In our survey, almost all prisoners, and far more than elsewhere and than at the time of the previous inspection, said that they knew they had an offender supervisor (94% versus 89% and 40%, respectively), and that they were helping them to achieve their sentence plan targets (71% versus 54% and 33%, respectively). Contact was regular, appropriately focused on progression and risk management, and supported by drop-in sessions four days a week. One prisoner told us: *'I am very happy with the OMU and my offender supervisor. Since the new head of OMU has taken over, things have improved from 30% to near 100%. If you have everything in place, you will not be prevented from getting your ROTL [release on temporary licence]. Drop-in sessions and responses to queries are dealt with effectively. There is clarity on both sides; I know what is expected of me.'* There was early contact with all new arrivals and good communication with offender managers in the community.
- 4.14** Most eligible prisoners were awarded home detention curfew (HDC). In the previous six months, 61 out of 71 applications had been approved and processes for completing the assessments were managed efficiently. Reasons for not awarding HDC were valid and

defensible. Stonham Bail Accommodation Support Services was used well to provide accommodation for those who otherwise would not be released on HDC.

Recommendation

- 4.15 All prisoners arriving at the establishment should have a complete and robust offender assessment system (OASys) assessment and sentence plan to ensure that they are suitable for open conditions and set out potential risk of harm issues.**

Public protection

- 4.16** Arrangements to promote public protection in relation to visits and the monitoring of mail and telephone calls were satisfactory, although rarely necessary. OASys risk of harm assessments were of a good quality and contained adequate information about specific areas of risk in all but one case we reviewed. Almost all risk management plans addressed how risks to others in the prison and in the community would be managed.
- 4.17** Well-attended interdepartmental risk management team meetings were held monthly. They were purposeful and contributed effectively to the management of more complex cases. However, insufficient attention was given to reviewing prisoners due for release but this had been recognised and action was being taken to rectify it.
- 4.18** Multi-agency public protection arrangements (MAPPA) meetings were consulted as part of release planning but some prisoners who were eligible for MAPPA did not have a management level set before ROTL, or well enough ahead of their final release, which potentially limited risk management planning. Reports to MAPPA meetings were completed to a high standard and OMU staff attended level 2 and 3 meetings or contributed via video link.
- 4.19** Owing to the level and nature of the risk they presented, almost half of all prisoners needed an enhanced ROTL risk assessment. Procedures were well managed and higher-risk prisoners were fully engaged in a meaningful and well-led review board, which scrutinised plans and challenged prisoners to consider the importance of good behaviour. Enhanced behavioural monitoring was used in cases where risk levels had increased, to provide further oversight and management.

Recommendation

- 4.20 All relevant prisoners should have a multi-agency public protection arrangements (MAPPA) management level set before release on temporary licence and well ahead of their final release, so that the prison can contribute to risk management planning.**

Categorisation

- 4.21** Recategorisation and reallocation to closed conditions were managed appropriately and generally occurred as a result of security information or rule breaking, such as drug use. The recategorisation reports that we reviewed included valid and defensible decisions, based on the evidence provided.

Indeterminate sentence prisoners

- 4.22** At the time of the inspection, there were 49 life-sentenced prisoners and 19 serving indeterminate sentences for public protection. They were managed by probation officers in the OMU, and a forum had recently been introduced for them, led by the head of OMU.
- 4.23** There were no specific family days for ISPs and there was little support for developing independent living skills, including poor-quality and limited self-catering facilities (see paragraph 2.83 and recommendation 2.85).

Recommendation

- 4.24 Indeterminate-sentenced prisoners should be supported to develop the necessary life skills for living independently.** (Repeated recommendation 4.23)

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.

- 4.25** The demand for resettlement services was high, with an average of 70 prisoners released each month and a small number of prisoners arriving at the establishment with less than 12 weeks left to serve, which limited the time available to address their resettlement needs. In our survey, far fewer prisoners than in other local prisons said that they knew who to turn to for help across most of the resettlement pathways. This was further evident throughout the inspection, with staff and prisoners alike being unsure who provided services.
- 4.26** The National Offender Management Service had awarded the 'through-the-gate' contract to Seetec, which had commissioned the Kent, Surrey and Sussex CRC to review the resettlement plan, alongside delivering help with accommodation, finances, and education, training and employment. However, the national contract limited involvement to the last 12 weeks before release, which was far too late to deal with the more complex resettlement needs of some prisoners or to provide ongoing reviews of the sentence plan. This was partly mitigated by the fact that most prisoners had an offender supervisor, who could direct them to help. However, prisoners serving relatively short sentences or arriving at the establishment with only a few weeks left to serve were unlikely to receive as much support from their offender supervisor, so the work of the CRC in these cases became even more important (see also paragraph 4.6 and recommendation 4.8).

Recommendations

- 4.27 Prisoners and staff should know who to turn to for resettlement help.**
- 4.28 Prisoners should be able to access the support of the CRC at any point during their time at the establishment.**

Accommodation

- 4.29** In our survey, around 10% of prisoners said that they had had accommodation and financial (see below) problems on arrival. The CRC provided a range of accommodation services, both in the local area and further afield. We saw appointments with housing agencies being made and evidence of some positive outcomes but the CRC did not record the number of prisoners they supported into sustained accommodation, so we were unable to establish the number of prisoners being released without sustainable accommodation (see recommendation 4.8).

Education, training and employment

- 4.30** The quality of the National Careers Service provided by the Education Development Trust (EDT; formerly CfBT) was good. Shortly after induction, staff conducted detailed interviews with prisoners to develop a 'skills action plan' (see paragraph 3.14). However, these plans were not shared with partners across the prison or used to inform prisoners' learning programmes, they formed part of the plethora of repetitive information (see paragraph 4.4), and were not used by prisoners to manage their resettlement plan. Prisoners from professional backgrounds did not receive sufficient support or guidance to prepare them for the impact of their sentence on their career prospects.
- 4.31** Novus, together with EDT and other partners, delivered a useful 'Steps to the Gate' course six weeks after prisoners' arrival, to help them to manage and plan their work, training and ROTL leading up to release. However, the course was run independently of all of the resettlement and sentence planning documentation, making it hard for prisoners to link their career aspirations to resettlement.
- 4.32** Prisoners could access some good-quality external work and training placements on ROTL but the number of placements had reduced to 80, with only 12 prisoners in paid work (see main recommendation S54).
- 4.33** The virtual campus (internet access for prisoners to community education, training and employment opportunities) was used extensively by Steps to the Gate tutors to access information, search for jobs and upload documentation, such as CVs and disclosure letters. It was also used by the distance-learning learners and by some prisoners for independent study, using the useful materials uploaded by staff.
- 4.34** There were no validated data available to determine the number of prisoners released into sustainable work, education or training on release (see recommendation 4.8).

Health care

- 4.35** Pre-release planning for prisoners with physical and mental health needs was timely and effective. There was appropriate liaison with community services to ensure continuity of care. Prisoners on medication were discharged with at least a seven-day supply. Prisoners without a GP were given information about registering in their local area.
- 4.36** There were good links with palliative care and end-of-life services when needed.

Drugs and alcohol

- 4.37** The substance misuse service had good links with offender supervisors, updated risk assessment boards regularly and contributed to parole reports. The team had developed work with prisoners' families and held regular family days. There was evidence of good release planning and of liaison with community service providers to facilitate ongoing support. All prisoners, including those not known to the service, were seen before release and given harm reduction information and advice.

Finance, benefit and debt

- 4.38** Jobcentre Plus provided a wide range of pre-release benefits advice and assisted prisoners in making contact with their local benefits agencies shortly before release. The CRC and Citizen's Advice provided a signposting service to finance support agencies, and we saw some evidence of assistance being offered to prisoners in debt management and in contacting creditors to agree repayment plans or suspending debts. Help was provided to open bank accounts but these could not be accessed before release and so were of little immediate use.
- 4.39** A useful personal finances management course was offered by the education provider and an element of the structured pre-release package was offered by the CRC. However, as with accommodation services, the monitoring of outcomes across this pathway was poor and we were unable to identify how many prisoners had received support (see recommendation 4.8).

Children, families and contact with the outside world

- 4.40** In our survey, most prisoners said that staff were helpful in supporting them to maintain family ties. Prisoners in our groups were particularly positive, telling us that visits at Ford were similar to enhanced family visits in other prisons. A prisoner survey had been completed in 2015, in which prisoners had been positive about both their experience of and access to visits.
- 4.41** The prison provided free transport to and from the local station. Visitors booked their visits by telephone or email, and there was always adequate availability. Visitors we spoke to were positive about the visit experience
- 4.42** The visits hall was clean, bright, spacious and welcoming, and had open access to an outside space with plenty of tables and chairs. Reasonably priced refreshments were available, and a large, well-equipped and popular children's play area was supervised by volunteers during weekend visits.
- 4.43** An impressive schedule of family days had been organised, some of which were focused on specific events – for example, Black History Month and Traveller Awareness Month. Some were timed to coincide with school holidays. During the inspection, the prison held a Travellers family day. It was well attended, and the visitors we spoke to were complimentary about it, telling us how valuable they found the experience of spending extended time with the prisoner as a family.
- 4.44** Storybook Dads (in which prisoners record stories for their children) was run by the library and welcomed by prisoners. Twelve prisoners had used the scheme in the previous five months and those we spoke to highlighted the positive impact it had made on their children. ROTL was well used to maintain family ties, with 187 releases during May 2016. The Parentcraft course that had been available at the time of the previous inspection was no

longer running. There were plans to start finance and budget management training for prisoners and their partners, which was to be held before social visits.

Attitudes, thinking and behaviour

- 4.45** Many of the higher-risk prisoners had completed a range of offending behaviour programmes and had demonstrated significant progress with regard to their attitudes, thinking and behaviour before being transferred to open conditions. However, no needs analysis had been carried out to establish their remaining needs or the needs of the lower risk of harm prisoners, who may not have completed any offending behaviour work while in closed conditions.
- 4.46** There was a wide range of support for prisoners with substance misuse problems (see section on substance misuse) and a small number of prisoners could access other accredited programmes in the community during ROTL and following their final release from prison. Work aimed at victim awareness was developing. Self-study victim awareness packs were used and the Sycamore Tree victim awareness programme was about to be introduced, alongside access to restorative justice work.

Recommendation

- 4.47** **A comprehensive offending behaviour needs analysis should be undertaken to ensure that prisoners have access to all the necessary offence-focused work before release.**

Additional resettlement services

- 4.48** There was good identification of prisoners who had previously been in the armed forces. Their specific resettlement needs were recognised and support for them was developing. For example, the armed forces charity SSAFA and Care After Combat (which support veterans with alcohol and substance misuse problems) attended the prison regularly to provide support, and a promising new partnership with a local service offering psychological help was developing.

Section 5. Summary of recommendations and good practice

The following is a listing of repeated and new recommendations 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 Equality monitoring data should be interrogated; when potentially unfair treatment is indicated, it should be investigated and action should be taken to address any inequalities. (S52)
- 5.2 The standard of living accommodation should be improved. All areas should be clean and should provide all prisoners with decent living conditions. (0)
- 5.3 The number of high-quality work-related release on temporary license placements should be increased. (S54)
- 5.4 Prisoners should have one primary resettlement plan which is shared with the prisoner and across departments and organisations within the prison. Progress should be reviewed regularly. (S55)

Recommendation

To NOMS

Strategic management of resettlement

- 5.5 All prisoners arriving at the establishment should have a complete and robust offender assessment system (OASys) assessment and sentence plan to ensure that they are suitable for open conditions and set out potential risk of harm issues. (4.15)

Recommendations

To the governor

Early days in custody

- 5.6 All peer workers should be adequately trained for their role and appropriately supervised. (1.10)

Bullying and violence reduction

- 5.7 All relevant staff and peer workers should receive appropriate training in bullying and violence reduction, including mediation; suicide and self-harm prevention; and safeguarding adults at risk. (1.16)
- 5.8 Good-quality assessment, care in custody and teamwork (ACCT) and behaviour management documentation should be assured by robust quality assurance and appropriate governance. (1.17)

Self-harm and suicide

- 5.9** Staff in regular contact with prisoners should undergo regular assessment, care in custody and teamwork (ACCT) refresher training. (1.23)

Safeguarding

- 5.10** The prison should ensure that all staff are aware of the adult safeguarding local operating procedures. (1.28, repeated recommendation 1.31)

Security

- 5.11** Action required from security information reports should be carried out promptly. (1.36, repeated recommendation 1.39)

Discipline

- 5.12** The use of force committee should scrutinise all incidents of the use of force, ensuring that all dossiers are completed to an acceptable standard. (1.43)

Substance misuse

- 5.13** The substance misuse strategy policy should contain up-to-date action plans and development targets. (1.50)
- 5.14** The establishment should include means of safe and discreet disposal of needles and syringes as part of its harm reduction measures. (1.51)

Residential units

- 5.15** The rooms in the huts in B block should only be used for single occupancy. (2.7, repeated recommendation HP47)
- 5.16** All rooms should have sufficient lockable cabinets and curtains. (2.8)

Staff-prisoner relationships

- 5.17** Key workers should make regular, good-quality entries in prisoner case notes, and management checks should be clearly evidenced. (2.12)

Equality and diversity

- 5.18** Discrimination incident report forms should be quality assured by senior managers and scrutinised by an independent external agency. (2.19)
- 5.19** Foreign national prisoners should have access to appropriate interpreting services and translated material as required. (2.27)
- 5.20** Prisoners with disabilities should have personal emergency evacuation plans that are regularly reviewed and individualised. Detailed social care plans should also be in place, and available to wing staff, for those who need them. (2.28)

- 5.21** Prison staff should have oversight of peer carers, to ensure safe and appropriate practice. (2.29)

Complaints

- 5.22** Data on complaints should be analysed to identify trends in both their content and timeliness, in order to inform action to reduce the number submitted and improve response times. (2.37)

Health services

- 5.23** All health services staff should be in date with basic life support training. (2.53)
- 5.24** The health care complaints system should preserve medical confidentiality. (2.54)
- 5.25** All emergency equipment used by custody staff should be in good order and easily accessible, with an effective monitoring system. (2.55)
- 5.26** The in-possession risk assessment score should reflect whether the prisoner is already taking tradable medicines. (2.69)
- 5.27** A pharmacist should check the medicines management systems in operation regularly, and the pharmacist should provide counselling sessions, pharmacist-led clinics, clinical audits and medication reviews. (2.70)
- 5.28** Where appropriate, the range of patient group directions should be expanded to allow supply of more potent medicines by the nursing staff. (2.71)
- 5.29** The dental suite should be refurbished to ensure compliance with national required standards, with good maintenance arrangements. (2.74)

Catering

- 5.30** Facilities for self-catering should be improved, to provide prisoners with a hygienic, fully equipped kitchen on every residential unit. (2.85)

Learning and skills and work activities

- 5.31** The management of learner performance data should be improved, to track the progress of those who are unsuccessful at examinations. (3.9)
- 5.32** Individual learning plans should reflect learners' progress in technical and personal skills, and should be reviewed regularly and effectively. (3.20)
- 5.33** Opportunities to accredited work should be maximised. (3.21)
- 5.34** Prisoners should be encouraged to recognise and record the importance of the transferable and employability skills they gain in activities across the prison. (3.22, repeated recommendation 3.18)
- 5.35** The internal verification process should be managed sufficiently well, to ensure the timely awarding of certificates to learners. (3.29)

Physical education and healthy living

- 5.36** Suitable accredited qualifications should be available in the gym. (3.37)

Strategic management of resettlement

- 5.37** The reducing reoffending strategy should be based on a robust needs analysis and supported by a comprehensive action plan to monitor progress. (4.7)
- 5.38** The effectiveness of community rehabilitation company (CRC) provision in providing finance benefit and debt advice and assisting prisoners with accommodation and employment, training or education on release should be monitored. (4.8)

Offender management and planning

- 5.39** All relevant prisoners should have a multi-agency public protection arrangements (MAPPA) management level set before release on temporary licence and well ahead of their final release, so that the prison can contribute to risk management planning. (4.20)
- 5.40** Indeterminate-sentenced prisoners should be supported to develop the necessary life skills for living independently. (4.24, repeated recommendation 4.23)

Reintegration planning

- 5.41** Prisoners and staff should know who to turn to for resettlement help. (4.27)
- 5.42** Prisoners should be able to access the support of the CRC at any point during their time at the establishment. (4.28)
- 5.43** A comprehensive offending behaviour needs analysis should be undertaken to ensure that prisoners have access to all the necessary offence-focused work before release. (4.47)

Example of good practice

Substance misuse

- 5.44** A motivated and experienced substance misuse team provided high-quality care and support and a wide range of interventions, and health promotion initiatives had been developed in consultation with service users. Peer supporters played an active part and the service was available every day. (1.52)

Section 6. Appendices

Appendix I: Inspection team

| | |
|---------------------|-----------------------------------|
| Peter Clarke | Chief Inspector |
| Alison Perry | Team leader |
| Paul Rowlands | Inspector |
| Sandra Fieldhouse | Inspector |
| Jonathan Tickner | Inspector |
| Elizabeth Walsh | Inspector |
| Deri Hughes-Roberts | Inspector |
| Helen Ranns | Researcher |
| Alissa Redmond | Researcher |
| Heidi Webb | Researcher |
| Sigrid Engelen | Substance misuse inspector |
| Maureen Jamieson | Health services inspector |
| Nicola Carlisle | Pharmacist |
| Huw Jenkins | Care Quality Commission inspector |
| Martin Hughes | Ofsted inspector |
| Matthew Benbow | Ofsted inspector |
| Phil Romain | Ofsted inspector |
| Yvette Howson | Offender management inspector |
| Iolo Madoc-Jones | Offender management inspector |
| Tracey Green | Offender management inspector |

Appendix II: Progress on recommendations from the last report

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

Safety

Prisoners, particularly the most vulnerable, are held safely.

At the last inspection, in 2012, prisoners said they felt safe in custody at Ford. Although many had long journeys to the prison, they said that escort staff treated them well. New arrivals appreciated meeting prisoner peer workers in reception. First night arrangements were adequate, and the comprehensive induction was delivered jointly by officers and trained peer prisoners. There was little evidence of bullying or self-harm, and prisoners felt supported. Security was proportionate and the number of absconds was down. The incentives and earned privileges scheme was well publicised and managed appropriately. The segregation unit had good governance but the rationale for locating prisoners there was not always clearly recorded. The reduction in drug and alcohol availability was significant, and substance misusers had good support. Outcomes for prisoners were good against this healthy prison test.

Main recommendations

Prisoners should be able to confidentially disclose their diversity needs on reception, and these should be collated confidentially by the equality team. There should be an annual equalities questionnaire or survey. This information should be used to meet the needs of prisoners from minority groups. (HP48)

Not achieved

Black and minority ethnic prisoners should not be disadvantaged in accessing release on temporary licence, paid work and community service compared with white prisoners. (HP49)

Not achieved

Recommendations

All staff in contact with prisoners should receive anti-bullying and violence reduction training. (1.18)

Not achieved

The prison should ensure that all new arrivals are made aware that they can see a Listener, and that information about dealing with feelings of depression and suicide are available in reception. (1.25)

Achieved

Ford should develop its own self-harm and suicide prevention policy. (1.26)

Achieved

The prison should ensure that all staff are aware of the adult safeguarding local operating procedures. (1.31)

Not achieved (recommendation repeated, 1.28)

There should be a central register of at-risk prisoners, and all such prisoners should have safeguarding care plans. (1.32)

Achieved

Action required from security information reports should be carried out promptly. (1.39)

Not achieved (recommendation repeated, 1.36)

Documentation for the incentives and earned privileges (IEP) boards should be fully completed and reflect prisoners' individual efforts to achieve a higher status. (1.45)

Achieved

Written records should detail the reasons for locating a prisoner in the segregation unit before transfer. (1.57)

Achieved

The substance misuse service should introduce structured group work modules that meet the needs of the population, and extend its peer support scheme. (1.62)

Achieved

The substance misuse strategy should be updated and contain detailed action plans and performance measures, and there should be multi-agency drug and alcohol strategy meetings to implement and monitor the strategy. (1.63)

Not achieved

Respect

Prisoners are treated with respect for their human dignity.

At the last inspection, in 2012, most residential accommodation was dated and shared rooms were too small but most areas were clean. Laundry arrangements were not satisfactory but a new facility had just opened. Staff-prisoner relationships had improved significantly, and prisoners were very positive about the support from staff. Prisoner consultative arrangements worked very well, and prisoners were well supported by peer workers. The treatment of black and minority ethnic prisoners needed action to address any potential unfairness, but outcomes for other minorities were reasonably good. Complaints were well managed. The faith needs of prisoners were well provided for. Arrangements for catering were reasonable and a new kitchen had opened. Prisoners were very positive about the good quality health care. Outcomes for prisoners were reasonably good against this healthy prison test

Main recommendation

The cells in B wing should only be used for single occupancy. (HP47)

Not achieved (recommendation repeated, 2.7)

Recommendations

There should be more opportunity to self-cater to help prepare for independent living. (2.8)

Not achieved

The prison laundry should ensure that all items are properly washed and managers should monitor this. (2.9)

Achieved

Applications should be answered promptly and outcomes tracked. (2.10)

Not achieved

The personal officer policy should be revised to reflect the circumstances of the prison. It should build on the good relationships that exist between prisoners and staff in a variety of roles to ensure all prisoners are able to identify staff they can turn to for support, and that decisions about prisoners are based on a comprehensive knowledge of their needs. (2.18)

Achieved

A member of staff should be the equality lead for race and foreign national prisoners. (2.27)

Achieved

There should be regular consultation meetings with minority groups, supported by the equality team. (2.28)

Achieved

Prison life should be regularly monitored by all relevant protected characteristics. (2.29)

Achieved

Discrimination incidents should be promptly investigated, give detailed responses and be scrutinised by an independent external organisation. (2.30)

Not achieved

Conciliation strategies should be used, where appropriate, to resolve conflicts between perpetrators and victims of discriminatory incidents. (2.31)

Not achieved

The prison should investigate and take action to address the reasons for black and minority ethnic and Muslim prisoners' negative perceptions. (2.39)

Not achieved

Efforts should be made to make and sustain contact with immigration advice and support agencies. (2.40)

No longer relevant

There should be a central register of prisoners with disabilities, including information on how their individual needs should be met, and all prisoners with disabilities should have a care plan. (2.41)

Not achieved

The prison should investigate and take action on the reasons for prisoners' negative views about respect for their religious beliefs and access to worship. (2.47)

Achieved

The prison should promote the services of the legal services officer. (2.57)

No longer relevant

The legal services officer should receive training to update his knowledge. (2.58)

No longer relevant

An updated health needs assessment should be completed. (2.71)

Achieved

All equipment and surfaces should conform to infection control requirements. (2.72)

Achieved

Health promotion should be developed to focus on the current and future health needs of the population. (2.73)

Achieved

The reception health screening should be entered on to SystmOne. (2.84)

Achieved

The in-possession risk assessment should include a scoring system that enables objective assessment of the individual's suitability. (2.93)

Achieved

There should be a regular audit of all medicines management systems and the pharmacist should regularly review prescribed and special sick medications and items issued from stock. (2.94)

Not achieved

The key to the controlled drugs cabinet should only be available to designated registered health care professionals with direct responsibilities for controlled drugs. (2.95)

Achieved

A range of patient group directions should be produced to facilitate the supply of more potent medicines by nursing staff when appropriate. (2.96)

Partially achieved

SystmOne should be available in the dental surgery. (2.104)

Achieved

There should be separate clean and dirty areas in the dental surgery, in compliance with the relevant national medicines and healthcare regulatory agency (MHRA) guidance. (2.105)

Not achieved

A programme of mental health awareness training should be provided for all prison staff. (2.111)

Achieved

Prisoners should be served breakfast on the day it is to be eaten. (2.117)

Not achieved.

Purposeful activity

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

At the last inspection in 2012, the management of learning and skills and work was good. There was emphasis on prisoner development of a work ethic. There were sufficient activity places to meet the needs of prisoners and there had been a rise in the number in community and paid employment placements. Internal and external work opportunities ensured prisoners were well prepared for the job market. Teaching was effective and the use of peer mentors was impressive. Individual learning plans lacked short-term focused targets. Achievement of qualifications was high and in some cases outstanding. The library was adequate. PE provision was good, with some new high standard facilities. Healthy living and personal fitness were promoted well, although accredited training was underdeveloped. Outcomes for prisoners were reasonably good against this healthy prison test.

Recommendations

The quality of teaching, training and learning in all activities across the prison should be monitored to improve standards and share best practice. (3.7)

Partially achieved

Security arrangements should be reviewed to ensure the best use of computers in education. (3.10)

Achieved

Outreach literacy and numeracy support should be put into the context of learners' specific work or training. (3.15)

Achieved

Prisoners should be encouraged to recognise the importance of transferable and interpersonal employability skills gained in all their activities in the prison. (3.18)

Partially achieved (recommendation repeated, 3.22)

The library should be open at times that prisoners can access it. (3.21)

Achieved

The library should have more information book displays and activities to encourage prisoners to attend and to promote learning. (3.22)

Achieved

Resettlement

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

At the last inspection, in 2012 the resettlement strategy and policies were broadly appropriate, and prisoners were more aware of the resettlement services than at the last inspection. The offender management unit was in transition and not fully integrated into the resettlement work, and there was some confusion about the delivery of offender management services. Some prisoners arrived without offender assessment data and it was unclear how they were allocated to a risk level and their risk managed effectively. Not all prisoners had a custody plan. Public protection arrangements were robust. Reintegration planning was effective with sound approaches to meet accommodation, debt and finance support. Discharge arrangements from the health care and substance misuse teams were good. Outcomes for prisoners were not sufficiently good against this healthy prison test.

Main recommendation

All prisoners arriving without an up-to-date offender assessment system (OASys) assessment should have a basic risk assessment to produce the relevant information to inform their allocation to a risk tier. (HP50)

No longer relevant

Recommendations

Managers should use the needs analysis and offender assessment system (OASys) data to inform and prioritise the delivery of interventions to reduce reoffending. (4.6)

Not achieved

Resettlement outcomes for prisoners following release should be monitored and used to inform the resettlement strategy. (4.7)

Not achieved

All prisoners, including those serving short sentences and those in tier one, should have a formal plan specifying how their resettlement needs will be met during and after custody, and this should be updated in a timely manner. (4.8)

Not achieved

Prisoners should be case managed by and have regular contact with offender supervisors. (4.14)

Achieved

Sentence plans should contain outcome-focused objectives that are measurable, with a timescale for their achievement. (4.15)

Achieved

Indeterminate-sentenced prisoners should be supported to develop the necessary life skills for living independently. (4.23)

Not achieved (recommendation repeated, 4.24)

Cover should be provided for resettlement services when staff are on leave or unavailable. (4.26)

No longer relevant

There should be interventions aimed at reducing the risk of reoffending, supported by custody planning, for all prisoners, depending on their identified risk and need. (4.39)

Achieved

The level of need for work on victim awareness should be analysed and provision made in accordance with the findings. (4.40)

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.

| Status | 18–20-year-olds | 21 and over | % |
|-----------------------|-----------------|-------------|------------|
| Sentenced | | 463 | 98.9 |
| Recall | | 5 | 1.1 |
| Convicted unsentenced | | 0 | 0 |
| Remand | | 0 | 0 |
| Civil prisoners | | 0 | 0 |
| Detainees | | 0 | 0 |
| Total | | 468 | 100 |

| Sentence | 18–20-year-olds | 21 and over | % |
|---|-----------------|-------------|------------|
| Unsentenced | | 0 | 0 |
| Less than six months | | 2 | 0.4 |
| six months to less than 12 months | | 6 | 1.3 |
| 12 months to less than 2 years | | 20 | 4.3 |
| 2 years to less than 4 years | | 79 | 16.9 |
| 4 years to less than 10 years | | 256 | 54.7 |
| 10 years and over (not life) | | 39 | 8.3 |
| ISPP (indeterminate sentence for public protection) | | 19 | 4.1 |
| Life | | 47 | 14.1 |
| Total | | 468 | 100 |

| Age | Number of prisoners | % |
|--------------------------------|---------------------|------------|
| Please state minimum age here: | 21 | |
| Under 21 years | 0 | 0 |
| 21 years to 29 years | 116 | 24.8 |
| 30 years to 39 years | 142 | 30.3 |
| 40 years to 49 years | 96 | 20.5 |
| 50 years to 59 years | 86 | 18.4 |
| 60 years to 69 years | 22 | 4.7 |
| 70 plus years | 6 | 1.3 |
| Please state maximum age here: | 78 | |
| Total | 468 | 100 |

| Nationality | 18–20-year-olds | 21 and over | % |
|-------------------|-----------------|-------------|------------|
| British | | 457 | 97.6 |
| Foreign nationals | | 11 | 2.4 |
| Total | | 468 | 100 |

| Security category | 18–20-year-olds | 21 and over | % |
|---------------------------|------------------------|--------------------|------------|
| Uncategorised unsentenced | | 0 | 0 |
| Uncategorised sentenced | | 0 | 0 |
| Category A | | 0 | 0 |
| Category B | | 0 | 0 |
| Category C | | 0 | 0 |
| Category D | | 468 | 100 |
| Other | | 0 | |
| Total | | 468 | 100 |

| Ethnicity | 18–20-year-olds | 21 and over | % |
|-------------------------------|------------------------|--------------------|-------------|
| White | | | |
| British | | 252 | 53.8 |
| Irish | | 9 | 1.9 |
| Gypsy/Irish Traveller | | 25 | 5.3 |
| Other white | | 20 | 4.3 |
| | | 306 | 65.4 |
| Mixed | | | |
| White and black Caribbean | | 8 | 1.7 |
| White and black African | | 4 | 0.9 |
| White and Asian | | 1 | 0.2 |
| Other mixed | | 2 | 0.4 |
| | | 15 | 3.2 |
| Asian or Asian British | | | |
| Indian | | 15 | 3.2 |
| Pakistani | | 18 | 3.8 |
| Bangladeshi | | 10 | 2.1 |
| Chinese | | 1 | 0.2 |
| Other Asian | | 19 | 1.9 |
| | | 53 | 11.3 |
| Black or black British | | | |
| Caribbean | | 48 | 10.3 |
| African | | 29 | 6.2 |
| Other black | | 5 | 1.1 |
| | | 82 | 17.5 |
| Other ethnic group | | | |
| Arab | | 1 | 0.2 |
| Other ethnic group | | 7 | 1.5 |
| | | 8 | 1.7 |
| Not stated | | 4 | 0.9 |
| Total | | 468 | 100 |

| Religion | 18–20-year-olds | 21 and over | % |
|-------------------------------|-----------------|-------------|------------|
| Baptist | | 1 | 0.2 |
| Church of England | | 91 | 19.4 |
| Roman Catholic | | 55 | 11.8 |
| Other Christian denominations | | 65 | 13.9 |
| Muslim | | 83 | 17.7 |
| Sikh | | 10 | 2.1 |
| Hindu | | 6 | 1.3 |
| Buddhist | | 13 | 2.8 |
| Jewish | | 5 | 1.1 |
| Other | | 3 | 0.6 |
| Not stated | | 14 | 3 |
| No religion | | 122 | 26.1 |
| Total | | 468 | 100 |

| Other demographics | 18–20-year-olds | 21 and over | % |
|-----------------------------|-----------------|-------------|------------|
| Veteran (ex-armed services) | | 11 | 2.3 |
| Total | | 11 | 2.3 |

Sentenced prisoners only

| Length of stay | 18–20-year-olds | | 21 and over | |
|------------------------|-----------------|---|-------------|------------|
| | Number | % | Number | % |
| Less than 1 month | | | 39 | 8.3 |
| 1 month to 3 months | | | 105 | 22.4 |
| 3 months to six months | | | 109 | 23.3 |
| six months to 1 year | | | 120 | 25.6 |
| 1 year to 2 years | | | 89 | 19 |
| 2 years to 4 years | | | 6 | 1.3 |
| 4 years or more | | | 0 | 0 |
| Total | | | 468 | 100 |

Sentenced prisoners only

| | 18–20-year-olds | 21 and over | % |
|---|-----------------|--|---------------------------------|
| Foreign nationals detained post sentence expiry | | 0 | 0 |
| Public protection cases (this does not refer to public protection sentence categories but cases requiring monitoring/restrictions). | | MAPPa Nom – 26 MAPPa L1 – 96 MAPPa L2 – 26 MAPPa L3 - 2 | 17.33 64.00 17.33 1.34 |
| Total | | 150 | 100 (of 150) |

| Main offence | 18–20-year-olds | 21 and over | % |
|---------------------------------------|------------------------|--------------------|------------|
| Violence against the person | | 115 | 24.57 |
| Sexual offences | | 0 | 0.00 |
| Burglary | | 30 | 6.41 |
| Robbery | | 29 | 6.20 |
| Theft and handling | | 41 | 8.76 |
| Fraud and forgery | | 73 | 15.60 |
| Drugs offences | | 130 | 27.78 |
| Other offences | | 49 | 10.47 |
| Civil offences | | 1 | 0.21 |
| Offence not recorded /holding warrant | | 0 | 0.00 |
| Total | | 468 | 100 |

Appendix IV: Summary of prisoner questionnaires and interviews

Prisoner survey methodology

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

Sampling

The prisoner survey was conducted on a representative sample of the prison population. Using a robust statistical formula provided by a government department statistician we calculated the sample size required to ensure that our survey findings reflected the experiences of the entire population of the establishment.⁹ Respondents were then randomly selected from a P-Nomis prisoner population printout using a stratified systematic sampling method. We also ensured that the proportion of black and minority ethnic prisoners in the sample reflected the proportion in the prison as a whole.

Distributing and collecting questionnaires

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

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

Respondents were not asked to put their names on their questionnaire. In order to ensure confidentiality, respondents were asked to seal their completed questionnaire in the envelope provided and either hand it back to a member of the research team at a specified time or leave it in their room for collection.

Refusals were noted and no attempts were made to replace them.

Survey response

At the time of the survey on 6 June 2016 the prisoner population at HMP Ford was 475. Using the method described above, questionnaires were distributed to a sample of 202 prisoners.

We received a total of 157 completed questionnaires, a response rate of 78%. Six respondents refused to complete a questionnaire and 39 questionnaires were not returned.

| Wing/Unit | Number of completed survey returns |
|------------------|---|
| A | 13 |
| B | 16 |
| C | 13 |
| D | 7 |
| E | 13 |

⁹ 95% confidence interval with a sampling error of 7%. 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.

| | |
|---|----|
| F | 7 |
| G | 4 |
| H | 10 |
| I | 10 |
| J | 5 |
| K | 10 |
| L | 8 |
| M | 9 |
| O | 10 |
| P | 4 |
| Q | 9 |
| R | 9 |

Presentation of survey results and analyses

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

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 differences¹⁰ 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 Ford in 2016 compared with responses from prisoners surveyed in all other open prisons. This comparator is based on all responses from prisoner surveys carried out in 14 open prisons since April 2012.
- The current survey responses from HMP Ford in 2016 compared with the responses of prisoners surveyed at HMP Ford in 2012.
- A comparison within the 2016 survey between the responses of white prisoners and those from a black and minority ethnic group.
- A comparison within the 2016 survey between the responses of Muslim prisoners and non-Muslim prisoners.
- A comparison within the 2016 survey between the responses of prisoners who consider themselves to have a disability and those who do not consider themselves to have a disability.

¹⁰ 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.

- A comparison within the 2016 survey between those who are aged 50 and over and those under 50.
- A comparison within the 2016 survey between the responses of prisoners on A block (A B, C, D, E and F wings) and the responses of prisoners on B block (G, H, I, J, K, L, M, O, P, Q and R wings).

Survey summary

Section I: About You

| | | | |
|-------------|--|----------|--|
| Q1.2 | How old are you? | | |
| | <i>Under 21</i> | | 0 (0%) |
| | <i>21 - 29</i> | | 37 (24%) |
| | <i>30 - 39</i> | | 47 (30%) |
| | <i>40 - 49</i> | | 33 (21%) |
| | <i>50 - 59</i> | | 28 (18%) |
| | <i>60 - 69</i> | | 9 (6%) |
| | <i>70 and over</i> | | 2 (1%) |
| Q1.3 | Are you on recall? | | |
| | Yes | | 6 (4%) |
| | No | | 142 (96%) |
| Q1.4 | How long is your sentence? | | |
| | <i>Less than 6 months</i> | | 1 (1%) |
| | <i>6 months to less than 1 year</i> | | 4 (3%) |
| | <i>1 year to less than 2 years</i> | | 6 (4%) |
| | <i>2 years to less than 4 years</i> | | 31 (20%) |
| | <i>4 years to less than 10 years</i> | | 70 (45%) |
| | <i>10 years or more</i> | | 19 (12%) |
| | <i>IPP (indeterminate sentence for public protection)</i> | | 5 (3%) |
| | <i>Life</i> | | 20 (13%) |
| Q1.5 | Are you a foreign national (i.e. do not have UK citizenship)? | | |
| | Yes | | 4 (3%) |
| | No | | 152 (97%) |
| Q1.6 | Do you understand spoken English? | | |
| | Yes | | 154 (99%) |
| | No | | 2 (1%) |
| Q1.7 | Do you understand written English? | | |
| | Yes | | 153 (98%) |
| | No | | 3 (2%) |
| Q1.8 | What is your ethnic origin? | | |
| | <i>White - British (English/ Welsh/ Scottish/ Northern Irish)</i> | 90 (58%) | <i>Asian or Asian British - Chinese</i> 0 (0%) |
| | <i>White - Irish</i> | 3 (2%) | <i>Asian or Asian British - other</i> 2 (1%) |
| | <i>White - other</i> | 8 (5%) | <i>Mixed race - white and black Caribbean</i> 1 (1%) |
| | <i>Black or black British - Caribbean</i> | 15 (10%) | <i>Mixed race - white and black African</i> 2 (1%) |
| | <i>Black or black British - African</i> | 7 (5%) | <i>Mixed race - white and Asian</i> 1 (1%) |
| | <i>Black or black British - other</i> | 3 (2%) | <i>Mixed race - other</i> 0 (0%) |
| | <i>Asian or Asian British - Indian</i> | 6 (4%) | <i>Arab</i> 1 (1%) |
| | <i>Asian or Asian British - Pakistani</i> | 9 (6%) | <i>Other ethnic group</i> 3 (2%) |
| | <i>Asian or Asian British - Bangladeshi</i> | 3 (2%) | |

| | | | |
|--------------|---|----------|-----------------|
| Q1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | | |
| | Yes | | 5 (3%) |
| | No | | 144 (97%) |
| Q1.10 | What is your religion? | | |
| | None | 33 (22%) | Hindu 3 (2%) |
| | Church of England | 45 (30%) | Jewish 1 (1%) |
| | Catholic | 19 (13%) | Muslim 27 (18%) |
| | Protestant | 0 (0%) | Sikh 3 (2%) |
| | Other Christian denomination | 13 (9%) | Other 5 (3%) |
| | Buddhist | 3 (2%) | |
| Q1.11 | How would you describe your sexual orientation? | | |
| | Heterosexual/ Straight | | 151 (99%) |
| | Homosexual/Gay | | 2 (1%) |
| | Bisexual | | 0 (0%) |
| 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 | | 21 (14%) |
| | No | | 133 (86%) |
| Q1.13 | Are you a veteran (ex- armed services)? | | |
| | Yes | | 4 (3%) |
| | No | | 150 (97%) |
| Q1.14 | Is this your first time in prison? | | |
| | Yes | | 99 (64%) |
| | No | | 55 (36%) |
| Q1.15 | Do you have children under the age of 18? | | |
| | Yes | | 78 (51%) |
| | No | | 76 (49%) |

Section 2: Courts, transfers and escorts

| | | | |
|-------------|---|--|-----------|
| Q2.1 | On your most recent journey here, how long did you spend in the van? | | |
| | Less than 2 hours | | 43 (28%) |
| | 2 hours or longer | | 108 (69%) |
| | Don't remember | | 5 (3%) |
| Q2.2 | On your most recent journey here, were you offered anything to eat or drink? | | |
| | My journey was less than two hours | | 43 (28%) |
| | Yes | | 102 (65%) |
| | No | | 10 (6%) |
| | Don't remember | | 1 (1%) |
| Q2.3 | On your most recent journey here, were you offered a toilet break? | | |
| | My journey was less than two hours | | 43 (28%) |
| | Yes | | 13 (8%) |
| | No | | 98 (63%) |
| | Don't remember | | 2 (1%) |

| | | |
|-------------|--|-----------|
| Q2.4 | On your most recent journey here, was the van clean? | |
| | Yes | 103 (66%) |
| | No | 49 (31%) |
| | Don't remember | 4 (3%) |
| Q2.5 | On your most recent journey here, did you feel safe? | |
| | Yes | 127 (82%) |
| | No | 24 (16%) |
| | Don't remember | 3 (2%) |
| Q2.6 | On your most recent journey here, how were you treated by the escort staff? | |
| | Very well | 55 (36%) |
| | Well | 72 (47%) |
| | Neither | 21 (14%) |
| | Badly | 2 (1%) |
| | Very badly | 2 (1%) |
| | Don't remember | 2 (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 | 105 (68%) |
| | Yes, I received written information | 44 (28%) |
| | No, I was not told anything | 15 (10%) |
| | Don't remember | 1 (1%) |
| Q2.8 | When you first arrived here did your property arrive at the same time as you? | |
| | Yes | 137 (88%) |
| | No | 17 (11%) |
| | Don't remember | 1 (1%) |

Section 3: Reception, first night and induction

| | | |
|-------------|--|-----------|
| Q3.1 | How long were you in reception? | |
| | Less than 2 hours | 94 (60%) |
| | 2 hours or longer | 58 (37%) |
| | Don't remember | 5 (3%) |
| Q3.2 | When you were searched, was this carried out in a respectful way? | |
| | Yes | 133 (86%) |
| | No | 11 (7%) |
| | Don't remember | 11 (7%) |
| Q3.3 | Overall, how were you treated in reception? | |
| | Very well | 53 (34%) |
| | Well | 77 (49%) |
| | Neither | 18 (11%) |
| | Badly | 9 (6%) |
| | Very badly | 0 (0%) |
| | Don't remember | 0 (0%) |

| | | | |
|--------------|---|----------|---|
| Q3.4 | Did you have any of the following problems when you first arrived here? (Please tick all that apply to you.) | | |
| | <i>Loss of property</i> | 15 (10%) | <i>Physical health</i> 15 (10%) |
| | <i>Housing problems</i> | 13 (9%) | <i>Mental health</i> 12 (8%) |
| | <i>Contacting employers</i> | 5 (3%) | <i>Needing protection from other prisoners</i> 0 (0%) |
| | <i>Contacting family</i> | 14 (9%) | <i>Getting phone numbers</i> 17 (11%) |
| | <i>Childcare</i> | 0 (0%) | <i>Other</i> 6 (4%) |
| | <i>Money worries</i> | 16 (11%) | <i>Did not have any problems</i> 79 (52%) |
| | <i>Feeling depressed or suicidal</i> | 7 (5%) | |
| Q3.5 | Did you receive any help/support from staff in dealing with these problems when you first arrived here? | | |
| | <i>Yes</i> | | 37 (25%) |
| | <i>No</i> | | 35 (23%) |
| | <i>Did not have any problems</i> | | 79 (52%) |
| Q3.6 | When you first arrived here, were you offered any of the following? (Please tick all that apply to you.) | | |
| | <i>Tobacco</i> | | 88 (58%) |
| | <i>A shower</i> | | 47 (31%) |
| | <i>A free telephone call</i> | | 29 (19%) |
| | <i>Something to eat</i> | | 73 (48%) |
| | <i>PIN phone credit</i> | | 89 (59%) |
| | <i>Toiletries/ basic items</i> | | 71 (47%) |
| | <i>Did not receive anything</i> | | 22 (15%) |
| Q3.7 | When you first arrived here, did you have access to the following people or services? (Please tick all that apply to you.) | | |
| | <i>Chaplain</i> | | 80 (53%) |
| | <i>Someone from health services</i> | | 124 (82%) |
| | <i>A Listener/Samaritans</i> | | 63 (41%) |
| | <i>Prison shop/ canteen</i> | | 46 (30%) |
| | <i>Did not have access to any of these</i> | | 13 (9%) |
| Q3.8 | When you first arrived here, were you offered information on the following? (Please tick all that apply to you.) | | |
| | <i>What was going to happen to you</i> | | 114 (76%) |
| | <i>What support was available for people feeling depressed or suicidal</i> | | 76 (51%) |
| | <i>How to make routine requests (applications)</i> | | 82 (55%) |
| | <i>Your entitlement to visits</i> | | 69 (46%) |
| | <i>Health services</i> | | 107 (71%) |
| | <i>Chaplaincy</i> | | 86 (57%) |
| | <i>Not offered any information</i> | | 16 (11%) |
| Q3.9 | Did you feel safe on your first night here? | | |
| | <i>Yes</i> | | 146 (95%) |
| | <i>No</i> | | 6 (4%) |
| | <i>Don't remember</i> | | 2 (1%) |
| Q3.10 | How soon after you arrived here did you go on an induction course? | | |
| | <i>Have not been on an induction course</i> | | 5 (3%) |
| | <i>Within the first week</i> | | 142 (92%) |
| | <i>More than a week</i> | | 6 (4%) |
| | <i>Don't remember</i> | | 1 (1%) |

| | | |
|--------------|---|-----------|
| Q3.11 | Did the induction course cover everything you needed to know about the prison? | |
| | <i>Have not been on an induction course</i> | 5 (3%) |
| | <i>Yes</i> | 111 (74%) |
| | <i>No</i> | 34 (23%) |
| | <i>Don't remember</i> | 1 (1%) |
| Q3.12 | How soon after you arrived here did you receive an education ('skills for life') assessment? | |
| | <i>Did not receive an assessment</i> | 11 (7%) |
| | <i>Within the first week</i> | 72 (46%) |
| | <i>More than a week</i> | 52 (34%) |
| | <i>Don't remember</i> | 20 (13%) |

Section 4: Legal rights and respectful custody

| | | | | | | |
|-------------|--|------------------|-------------|-------------------|------------------|---------------------------|
| Q4.1 | How easy is it to..... | | | | | |
| | | <i>Very easy</i> | <i>Easy</i> | <i>Neither</i> | <i>Difficult</i> | <i>Very difficult N/A</i> |
| | <i>Communicate with your solicitor or legal representative?</i> | 27 (18%) | 45 (31%) | 16 (11%) | 10 (7%) | 6 (4%) 42 (29%) |
| | <i>Attend legal visits?</i> | 26 (20%) | 34 (26%) | 15 (12%) | 2 (2%) | 2 (2%) 51 (39%) |
| 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 | | | | | 50 (33%) |
| | <i>Yes</i> | | | | | 27 (18%) |
| | <i>No</i> | | | | | 75 (49%) |
| Q4.3 | Can you get legal books in the library? | | | | | |
| | <i>Yes</i> | | | | | 63 (43%) |
| | <i>No</i> | | | | | 7 (5%) |
| | <i>Don't know</i> | | | | | 78 (53%) |
| Q4.4 | Please answer the following questions about the wing/unit you are currently living on: | | | | | |
| | | <i>Yes</i> | <i>No</i> | <i>Don't know</i> | | |
| | <i>Are you normally able to have a shower every day?</i> | 150 (99%) | 2 (1%) | 0 (0%) | | |
| | <i>Do you normally receive clean sheets every week?</i> | 128 (84%) | 18 (12%) | 7 (5%) | | |
| | <i>Do you normally get cell cleaning materials every week?</i> | 75 (50%) | 72 (48%) | 4 (3%) | | |
| | <i>Is it normally quiet enough for you to be able to relax or sleep in your cell at night time?</i> | 123 (84%) | 24 (16%) | 0 (0%) | | |
| | <i>If you need to, can you normally get your stored property?</i> | 64 (43%) | 37 (25%) | 47 (32%) | | |
| Q4.5 | What is the food like here? | | | | | |
| | <i>Very good</i> | | | | | 5 (3%) |
| | <i>Good</i> | | | | | 41 (27%) |
| | <i>Neither</i> | | | | | 47 (31%) |
| | <i>Bad</i> | | | | | 40 (26%) |
| | <i>Very bad</i> | | | | | 19 (13%) |
| Q4.6 | Does the shop/canteen sell a wide enough range of goods to meet your needs? | | | | | |
| | <i>Have not bought anything yet/ don't know</i> | | | | | 2 (1%) |
| | <i>Yes</i> | | | | | 94 (61%) |
| | <i>No</i> | | | | | 57 (37%) |
| Q4.7 | Can you speak to a Listener at any time, if you want to? | | | | | |
| | <i>Yes</i> | | | | | 97 (64%) |
| | <i>No</i> | | | | | 4 (3%) |
| | <i>Don't know</i> | | | | | 51 (34%) |

| | | |
|--------------|---|-----------|
| Q4.8 | Are your religious beliefs respected? | |
| | Yes | 92 (61%) |
| | No | 9 (6%) |
| | Don't know/ N/A | 51 (34%) |
| Q4.9 | Are you able to speak to a Chaplain of your faith in private if you want to? | |
| | Yes | 108 (71%) |
| | No | 5 (3%) |
| | Don't know/ N/A | 40 (26%) |
| Q4.10 | How easy or difficult is it for you to attend religious services? | |
| | <i>I don't want to attend</i> | 34 (23%) |
| | Very easy | 63 (42%) |
| | Easy | 30 (20%) |
| | Neither | 3 (2%) |
| | Difficult | 1 (1%) |
| | Very difficult | 2 (1%) |
| | Don't know | 18 (12%) |

Section 5: Applications and complaints

| | | |
|-------------|---|----------------------------|
| Q5.1 | Is it easy to make an application? | |
| | Yes | 136 (90%) |
| | No | 12 (8%) |
| | Don't know | 3 (2%) |
| Q5.2 | Please answer the following questions about applications. (If you have not made an application please tick the 'not made one' option.) | |
| | | <i>Not made one</i> Yes No |
| | Are applications dealt with fairly? | 13 (9%) 91 (62%) 42 (29%) |
| | Are applications dealt with quickly (within seven days)? | 13 (9%) 58 (42%) 66 (48%) |
| Q5.3 | Is it easy to make a complaint? | |
| | Yes | 78 (53%) |
| | No | 14 (10%) |
| | Don't know | 55 (37%) |
| Q5.4 | Please answer the following questions about complaints. (If you have not made a complaint please tick the 'not made one' option.) | |
| | | <i>Not made one</i> Yes No |
| | Are complaints dealt with fairly? | 91 (64%) 23 (16%) 29 (20%) |
| | Are complaints dealt with quickly (within seven days)? | 91 (64%) 22 (15%) 29 (20%) |
| Q5.5 | Have you ever been prevented from making a complaint when you wanted to? | |
| | Yes | 18 (13%) |
| | No | 119 (87%) |
| 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> | 17 (11%) |
| | Very easy | 39 (26%) |
| | Easy | 44 (30%) |
| | Neither | 42 (28%) |
| | Difficult | 5 (3%) |
| | Very difficult | 1 (1%) |

Section 6: Relationships with staff

| | | |
|-------------|--|-----------|
| Q6.1 | Do most staff treat you with respect? | |
| | Yes | 117 (79%) |
| | No | 32 (21%) |
| Q6.2 | Is there a member of staff you can turn to for help if you have a problem? | |
| | Yes | 104 (73%) |
| | No | 39 (27%) |
| Q6.3 | Has a member of staff checked on you personally in the last week to see how you are getting on? | |
| | Yes | 24 (16%) |
| | No | 124 (84%) |
| Q6.4 | How often do staff normally speak to you during association? | |
| | <i>Do not go on association</i> | 13 (9%) |
| | <i>Never</i> | 50 (33%) |
| | <i>Rarely</i> | 40 (27%) |
| | <i>Some of the time</i> | 22 (15%) |
| | <i>Most of the time</i> | 15 (10%) |
| | <i>All of the time</i> | 10 (7%) |
| Q6.5 | When did you first meet your personal (named) officer? | |
| | <i>I have not met him/her</i> | 94 (61%) |
| | <i>In the first week</i> | 9 (6%) |
| | <i>More than a week</i> | 42 (27%) |
| | <i>Don't remember</i> | 8 (5%) |
| Q6.6 | How helpful is your personal (named) officer? | |
| | <i>Do not have a personal officer/ I have not met him/ her</i> | 94 (63%) |
| | <i>Very helpful</i> | 22 (15%) |
| | <i>Helpful</i> | 21 (14%) |
| | <i>Neither</i> | 10 (7%) |
| | <i>Not very helpful</i> | 2 (1%) |
| | <i>Not at all helpful</i> | 1 (1%) |

Section 7: Safety

| | | |
|-------------|--|-----------|
| Q7.1 | Have you ever felt unsafe here? | |
| | Yes | 29 (19%) |
| | No | 123 (81%) |
| Q7.2 | Do you feel unsafe now? | |
| | Yes | 7 (5%) |
| | No | 145 (95%) |

Q7.3 In which areas have you felt unsafe? (Please tick all that apply to you.)

| | | | |
|---------------------|-----------|-------------------------|--------|
| Never felt unsafe | 123 (84%) | At meal times | 6 (4%) |
| Everywhere | 3 (2%) | At health services | 0 (0%) |
| Association areas | 4 (3%) | Visits area | 1 (1%) |
| Reception area | 0 (0%) | In wing showers | 0 (0%) |
| At the gym | 1 (1%) | In gym showers | 0 (0%) |
| In an exercise yard | 1 (1%) | In corridors/stairwells | 1 (1%) |
| At work | 0 (0%) | On your landing/wing | 3 (2%) |
| During movement | 1 (1%) | In your cell | 7 (5%) |
| At education | 1 (1%) | At religious services | 3 (2%) |

Q7.4 Have you been victimised by other prisoners here?

| | |
|-----|-----------|
| Yes | 14 (9%) |
| No | 137 (91%) |

Q7.5 If yes, what did the incident(s) involve/ what was it about? (Please tick all that apply to you.)

| | |
|---|--------|
| Insulting remarks (about you or your family or friends) | 2 (1%) |
| Physical abuse (being hit, kicked or assaulted) | 2 (1%) |
| Sexual abuse | 0 (0%) |
| Feeling threatened or intimidated | 6 (4%) |
| Having your canteen/property taken | 5 (3%) |
| Medication | 0 (0%) |
| Debt | 1 (1%) |
| Drugs | 0 (0%) |
| Your race or ethnic origin | 2 (1%) |
| Your religion/religious beliefs | 1 (1%) |
| Your nationality | 1 (1%) |
| Your from a different part of the country than others | 0 (0%) |
| You are from a traveller community | 0 (0%) |
| Your sexual orientation | 0 (0%) |
| Your age | 0 (0%) |
| You have a disability | 0 (0%) |
| You were new here | 1 (1%) |
| Your offence/ crime | 1 (1%) |
| Gang related issues | 0 (0%) |

Q7.6 Have you been victimised by staff here?

| | |
|-----|-----------|
| Yes | 23 (15%) |
| No | 129 (85%) |

Q7.7 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> | 8 (5%) |
| <i>Physical abuse (being hit, kicked or assaulted)</i> | 1 (1%) |
| <i>Sexual abuse</i> | 0 (0%) |
| <i>Feeling threatened or intimidated</i> | 7 (5%) |
| <i>Medication</i> | 1 (1%) |
| <i>Debt</i> | 0 (0%) |
| <i>Drugs</i> | 0 (0%) |
| <i>Your race or ethnic origin</i> | 8 (5%) |
| <i>Your religion/religious beliefs</i> | 3 (2%) |
| <i>Your nationality</i> | 2 (1%) |
| <i>Your from a different part of the country than others</i> | 2 (1%) |
| <i>You are from a traveller community</i> | 1 (1%) |
| <i>Your sexual orientation</i> | 0 (0%) |
| <i>Your age</i> | 2 (1%) |
| <i>You have a disability</i> | 1 (1%) |
| <i>You were new here</i> | 2 (1%) |
| <i>Your offence/ crime</i> | 1 (1%) |
| <i>Gang related issues</i> | 0 (0%) |

Q7.8 If you have been victimised by prisoners or staff, did you report it?

| | |
|----------------------------|-----------|
| <i>Not been victimised</i> | 123 (83%) |
| <i>Yes</i> | 7 (5%) |
| <i>No</i> | 19 (13%) |

Section 8: Health services**Q8.1 How easy or difficult is it to see the following people?**

| | <i>Don't know</i> | <i>Very easy</i> | <i>Easy</i> | <i>Neither</i> | <i>Difficult</i> | <i>Very difficult</i> |
|-------------|-------------------|------------------|-------------|----------------|------------------|-----------------------|
| The doctor | 12 (8%) | 49 (33%) | 61 (41%) | 8 (5%) | 14 (9%) | 4 (3%) |
| The nurse | 8 (5%) | 60 (41%) | 71 (48%) | 2 (1%) | 4 (3%) | 2 (1%) |
| The dentist | 18 (12%) | 30 (20%) | 48 (33%) | 18 (12%) | 19 (13%) | 14 (10%) |

Q8.2 What do you think of the quality of the health service from the following people?:

| | <i>Not been</i> | <i>Very good</i> | <i>Good</i> | <i>Neither</i> | <i>Bad</i> | <i>Very bad</i> |
|-------------|-----------------|------------------|-------------|----------------|------------|-----------------|
| The doctor | 14 (9%) | 69 (46%) | 51 (34%) | 12 (8%) | 1 (1%) | 2 (1%) |
| The nurse | 7 (5%) | 71 (47%) | 54 (36%) | 12 (8%) | 5 (3%) | 1 (1%) |
| The dentist | 38 (26%) | 61 (41%) | 32 (22%) | 13 (9%) | 1 (1%) | 2 (1%) |

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

| | |
|------------------|----------|
| <i>Not been</i> | 7 (5%) |
| <i>Very good</i> | 64 (43%) |
| <i>Good</i> | 64 (43%) |
| <i>Neither</i> | 13 (9%) |
| <i>Bad</i> | 2 (1%) |
| <i>Very bad</i> | 0 (0%) |

Q8.4 Are you currently taking medication?

| | |
|------------|----------|
| <i>Yes</i> | 76 (50%) |
| <i>No</i> | 76 (50%) |

| | | |
|-------------|--|-----------|
| Q8.5 | If you are taking medication, are you allowed to keep some/ all of it in your own cell? | |
| | <i>Not taking medication</i> | 76 (50%) |
| | <i>Yes, all my meds</i> | 71 (47%) |
| | <i>Yes, some of my meds</i> | 5 (3%) |
| | <i>No</i> | 0 (0%) |
| Q8.6 | Do you have any emotional or mental health problems? | |
| | <i>Yes</i> | 30 (20%) |
| | <i>No</i> | 122 (80%) |
| Q8.7 | Are you being helped/ supported by anyone in this prison (e.g. psychologist, psychiatrist, nurse, mental health worker, counsellor or any other member of staff)? | |
| | <i>Do not have any emotional or mental health problems</i> | 122 (81%) |
| | <i>Yes</i> | 22 (15%) |
| | <i>No</i> | 6 (4%) |

Section 9: Drugs and alcohol

| | | |
|-------------|--|-----------|
| Q9.1 | Did you have a problem with drugs when you came into this prison? | |
| | <i>Yes</i> | 20 (13%) |
| | <i>No</i> | 132 (87%) |
| Q9.2 | Did you have a problem with alcohol when you came into this prison? | |
| | <i>Yes</i> | 14 (9%) |
| | <i>No</i> | 137 (91%) |
| Q9.3 | Is it easy or difficult to get illegal drugs in this prison? | |
| | <i>Very easy</i> | 37 (25%) |
| | <i>Easy</i> | 16 (11%) |
| | <i>Neither</i> | 6 (4%) |
| | <i>Difficult</i> | 0 (0%) |
| | <i>Very difficult</i> | 1 (1%) |
| | <i>Don't know</i> | 89 (60%) |
| Q9.4 | Is it easy or difficult to get alcohol in this prison? | |
| | <i>Very easy</i> | 18 (12%) |
| | <i>Easy</i> | 18 (12%) |
| | <i>Neither</i> | 10 (7%) |
| | <i>Difficult</i> | 3 (2%) |
| | <i>Very difficult</i> | 0 (0%) |
| | <i>Don't know</i> | 99 (67%) |
| Q9.5 | Have you developed a problem with illegal drugs since you have been in this prison? | |
| | <i>Yes</i> | 2 (1%) |
| | <i>No</i> | 148 (99%) |
| Q9.6 | Have you developed a problem with diverted medication since you have been in this prison? | |
| | <i>Yes</i> | 2 (1%) |
| | <i>No</i> | 147 (99%) |
| Q9.7 | 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> | 128 (87%) |
| | <i>Yes</i> | 14 (10%) |
| | <i>No</i> | 5 (3%) |

| | | |
|-------------|--|-----------|
| Q9.8 | 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> | 137 (91%) |
| | Yes | 11 (7%) |
| | No | 2 (1%) |

| | | |
|-------------|--|-----------|
| Q9.9 | Was the support or help you received, whilst in this prison, helpful? | |
| | <i>Did not have a problem/ did not receive help</i> | 128 (86%) |
| | Yes | 19 (13%) |
| | No | 1 (1%) |

Section 10: Activities

| | | | | | | | |
|--------------|--|-------------------|------------------|-------------|----------------|------------------|-----------------------|
| Q10.1 | How easy or difficult is it to get into the following activities, in this prison? | | | | | | |
| | | <i>Don't know</i> | <i>Very Easy</i> | <i>Easy</i> | <i>Neither</i> | <i>Difficult</i> | <i>Very difficult</i> |
| | Prison job | 10 (7%) | 49 (34%) | 58 (40%) | 15 (10%) | 9 (6%) | 4 (3%) |
| | Vocational or skills training | 23 (16%) | 34 (24%) | 49 (35%) | 18 (13%) | 11 (8%) | 5 (4%) |
| | Education (including basic skills) | 22 (16%) | 39 (28%) | 50 (36%) | 20 (14%) | 7 (5%) | 2 (1%) |
| | Offending behaviour programmes | 62 (44%) | 18 (13%) | 29 (21%) | 19 (14%) | 3 (2%) | 9 (6%) |

| | | |
|--------------|--|-----------|
| Q10.2 | Are you currently involved in the following? (Please tick all that apply to you.) | |
| | <i>Not involved in any of these</i> | 12 (8%) |
| | Prison job | 106 (73%) |
| | Vocational or skills training | 34 (23%) |
| | Education (including basic skills) | 42 (29%) |
| | Offending behaviour programmes | 8 (6%) |

| | | | | | |
|--------------|---|--------------------------|------------|-----------|-------------------|
| Q10.3 | If you have been involved in any of the following, while in this prison, do you think they will help you on release? | | | | |
| | | <i>Not been involved</i> | <i>Yes</i> | <i>No</i> | <i>Don't know</i> |
| | Prison job | 8 (6%) | 45 (35%) | 62 (48%) | 15 (12%) |
| | Vocational or skills training | 21 (19%) | 56 (50%) | 20 (18%) | 16 (14%) |
| | Education (including basic skills) | 16 (14%) | 60 (54%) | 23 (21%) | 12 (11%) |
| | Offending behaviour programmes | 29 (30%) | 35 (36%) | 20 (21%) | 13 (13%) |

| | | |
|--------------|--|----------|
| Q10.4 | How often do you usually go to the library? | |
| | <i>Don't want to go</i> | 15 (10%) |
| | Never | 24 (16%) |
| | <i>Less than once a week</i> | 57 (39%) |
| | <i>About once a week</i> | 30 (20%) |
| | <i>More than once a week</i> | 22 (15%) |

| | | |
|--------------|---|----------|
| Q10.5 | Does the library have a wide enough range of materials to meet your needs? | |
| | <i>Don't use it</i> | 38 (26%) |
| | Yes | 65 (44%) |
| | No | 44 (30%) |

| | | |
|--------------|---|----------|
| Q10.6 | How many times do you usually go to the gym each week? | |
| | <i>Don't want to go</i> | 20 (14%) |
| | 0 | 22 (15%) |
| | 1 to 2 | 39 (27%) |
| | 3 to 5 | 60 (41%) |
| | More than 5 | 5 (3%) |

| | | |
|--------------|---|-----------|
| Q10.7 | How many times do you usually go outside for exercise each week? | |
| | <i>Don't want to go</i> | 3 (2%) |
| | 0 | 4 (3%) |
| | 1 to 2 | 17 (12%) |
| | 3 to 5 | 36 (25%) |
| | More than 5 | 84 (58%) |
| Q10.8 | How many times do you usually have association each week? | |
| | <i>Don't want to go</i> | 9 (6%) |
| | 0 | 4 (3%) |
| | 1 to 2 | 6 (4%) |
| | 3 to 5 | 14 (10%) |
| | More than 5 | 109 (77%) |
| Q10.9 | How many hours do you usually spend out of your cell on a weekday? (Please include hours at education, at work etc.) | |
| | <i>Less than 2 hours</i> | 0 (0%) |
| | 2 to less than 4 hours | 5 (3%) |
| | 4 to less than 6 hours | 6 (4%) |
| | 6 to less than 8 hours | 16 (11%) |
| | 8 to less than 10 hours | 25 (17%) |
| | 10 hours or more | 84 (58%) |
| | <i>Don't know</i> | 10 (7%) |

Section 11: Contact with family and friends

| | | |
|--------------|---|-----------|
| Q11.1 | Have staff supported you and helped you to maintain contact with your family/friends while in this prison? | |
| | Yes | 87 (59%) |
| | No | 61 (41%) |
| Q11.2 | Have you had any problems with sending or receiving mail (letters or parcels)? | |
| | Yes | 28 (19%) |
| | No | 119 (81%) |
| Q11.3 | Have you had any problems getting access to the telephones? | |
| | Yes | 18 (12%) |
| | No | 128 (88%) |
| Q11.4 | How easy or difficult is it for your family and friends to get here? | |
| | <i>I don't get visits</i> | 14 (10%) |
| | Very easy | 19 (13%) |
| | Easy | 39 (27%) |
| | Neither | 13 (9%) |
| | Difficult | 37 (25%) |
| | Very difficult | 21 (14%) |
| | <i>Don't know</i> | 3 (2%) |

Section 12: Preparation for release

| | | |
|--------------|--|-----------|
| Q12.1 | Do you have a named offender manager (home probation officer) in the probation service? | |
| | Yes | 142 (94%) |
| | No | 9 (6%) |

| | | |
|---------------|---|-----------|
| Q12.2 | What type of contact have you had with your offender manager since being in prison? (Please tick all that apply to you.) | |
| | <i>Do not have an offender manager/ NA</i> | 9 (6%) |
| | <i>No contact</i> | 24 (16%) |
| | <i>Letter</i> | 47 (32%) |
| | <i>Phone</i> | 85 (57%) |
| | <i>Visit</i> | 42 (28%) |
| Q12.3 | Do you have a named offender supervisor in this prison? | |
| | <i>Yes</i> | 141 (94%) |
| | <i>No</i> | 9 (6%) |
| Q12.4 | Do you have a sentence plan? | |
| | <i>Yes</i> | 120 (82%) |
| | <i>No</i> | 26 (18%) |
| Q12.5 | How involved were you in the development of your sentence plan? | |
| | <i>Do not have a sentence plan</i> | 26 (18%) |
| | <i>Very involved</i> | 52 (35%) |
| | <i>Involved</i> | 43 (29%) |
| | <i>Neither</i> | 12 (8%) |
| | <i>Not very involved</i> | 7 (5%) |
| | <i>Not at all involved</i> | 8 (5%) |
| Q12.6 | Who is working with you to achieve your sentence plan targets? (Please tick all that apply to you.) | |
| | <i>Do not have a sentence plan</i> | 26 (18%) |
| | <i>Nobody</i> | 24 (16%) |
| | <i>Offender supervisor</i> | 85 (58%) |
| | <i>Offender manager</i> | 46 (32%) |
| | <i>Named/ personal officer</i> | 9 (6%) |
| | <i>Staff from other departments</i> | 19 (13%) |
| Q12.7 | Can you achieve any of your sentence plan targets in this prison? | |
| | <i>Do not have a sentence plan</i> | 26 (18%) |
| | <i>Yes</i> | 89 (63%) |
| | <i>No</i> | 11 (8%) |
| | <i>Don't know</i> | 16 (11%) |
| Q12.8 | Are there plans for you to achieve any of your sentence plan targets in another prison? | |
| | <i>Do not have a sentence plan</i> | 26 (18%) |
| | <i>Yes</i> | 9 (6%) |
| | <i>No</i> | 100 (70%) |
| | <i>Don't know</i> | 8 (6%) |
| Q12.9 | Are there plans for you to achieve any of your sentence plan targets in the community? | |
| | <i>Do not have a sentence plan</i> | 26 (18%) |
| | <i>Yes</i> | 57 (40%) |
| | <i>No</i> | 39 (27%) |
| | <i>Don't know</i> | 22 (15%) |
| Q12.10 | Do you have a needs based custody plan? | |
| | <i>Yes</i> | 10 (7%) |
| | <i>No</i> | 72 (48%) |
| | <i>Don't know</i> | 67 (45%) |

| | | | |
|---------------|--|-------------------------|-----------------------|
| Q12.11 | Do you feel that any member of staff has helped you to prepare for your release? | | |
| | Yes | | 55 (39%) |
| | No | | 86 (61%) |
| Q12.12 | 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 | 35 (25%) | 51 (36%) 56 (39%) |
| | Accommodation | 46 (34%) | 30 (22%) 60 (44%) |
| | Benefits | 42 (31%) | 38 (28%) 57 (42%) |
| | Finances | 48 (36%) | 27 (20%) 60 (44%) |
| | Education | 44 (33%) | 49 (37%) 41 (31%) |
| | Drugs and alcohol | 53 (40%) | 43 (33%) 35 (27%) |
| Q12.13 | Have you been provided with information on the following? (Please tick all that apply to you.) | | |
| | | | Yes No |
| | Resettlement day release | | 108 (72%) 41 (28%) |
| | Resettlement overnight release | | 103 (70%) 44 (30%) |
| Q12.14 | Have you had access to the following? (Please tick all that apply to you.) | | |
| | | | Yes No |
| | Resettlement day release | | 84 (57%) 63 (43%) |
| | Resettlement overnight release | | 49 (35%) 92 (65%) |
| | Special purpose leave | | 39 (30%) 89 (70%) |
| Q12.15 | Please answer the following questions on your preparation for release. | | |
| | | | Yes No |
| | Were you given up-to-date information about this prison before you came here? | 39 (26%) | 112 (74%) |
| | Were you helped to prepare for open conditions before you came here (increased responsibility, freedom etc.)? | 43 (28%) | 108 (72%) |
| | Do you feel you have been given a greater responsibility here than when you were in closed conditions? | 119 (79%) | 31 (21%) |
| | Have you been on a preparation for release course? | 29 (20%) | 118 (80%) |
| | Is this prison near your home area or intended release address? | 57 (38%) | 93 (62%) |
| | Have you done anything, or has anything happened to you here that will make you less likely to offend in the future? | 94 (64%) | 53 (36%) |

Main comparator and comparator to last time



Prisoner survey responses HMP Ford 2016

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 Ford 2016 | Open prisons comparator | HMP Ford 2016 | HMP Ford 2012 |
|--|--|---------------|-------------------------|---------------|---------------|
| | Any percentage highlighted in green is significantly better | | | | |
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| Number of completed questionnaires returned | | 157 | 1,915 | 157 | 146 |
| SECTION 1: General information | | | | | |
| 1.2 | Are you under 21 years of age? | 0% | 0% | 0% | 0% |
| 1.3 | Are you on recall? | 4% | 3% | 4% | 1% |
| 1.4 | Is your sentence less than 12 months? | 3% | 3% | 3% | 1% |
| 1.4 | Are you here under an indeterminate sentence for public protection (IPP prisoner)? | 3% | 12% | 3% | 8% |
| 1.5 | Are you a foreign national? | 3% | 2% | 3% | 5% |
| 1.6 | Do you understand spoken English? | 99% | 100% | 99% | 100% |
| 1.7 | Do you understand written English? | 98% | 99% | 98% | 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.) | 35% | 28% | 35% | 32% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 3% | 3% | 3% | 7% |
| 1.1 | Are you Muslim? | 18% | 12% | 18% | 17% |
| 1.11 | Are you homosexual/gay or bisexual? | 1% | 3% | 1% | 2% |
| 1.12 | Do you consider yourself to have a disability? | 14% | 12% | 14% | 6% |
| 1.13 | Are you a veteran (ex-armed services)? | 3% | 7% | 3% | 6% |
| 1.14 | Is this your first time in prison? | 64% | 51% | 64% | 59% |
| 1.15 | Do you have any children under the age of 18? | 51% | 53% | 51% | 51% |
| SECTION 2: Transfers and escorts | | | | | |
| On your most recent journey here: | | | | | |
| 2.1 | Did you spend more than 2 hours in the van? | 69% | 46% | 69% | 64% |
| For those who spent two or more hours in the escort van: | | | | | |
| 2.2 | Were you offered anything to eat or drink? | 90% | 79% | 90% | 92% |
| 2.3 | Were you offered a toilet break? | 11% | 10% | 11% | 10% |
| 2.4 | Was the van clean? | 66% | 67% | 66% | 66% |
| 2.5 | Did you feel safe? | 82% | 85% | 82% | 76% |
| 2.6 | Were you treated well/very well by the escort staff? | 82% | 79% | 82% | 82% |
| 2.7 | Before you arrived here were you told that you were coming here? | 68% | 81% | 68% | 75% |
| 2.7 | Before you arrived here did you receive any written information about coming here? | 28% | 13% | 28% | 26% |
| 2.8 | When you first arrived here did your property arrive at the same time as you? | 88% | 92% | 88% | 92% |

Main comparator and comparator to last time

Key to tables

| | HMP Ford 2016 | Open prisons comparator | HMP Ford 2016 | HMP Ford 2012 |
|--|---------------|-------------------------|---------------|---------------|
| Any percentage highlighted in green is significantly better | | | | |
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| Percentages which are not highlighted show there is no significant difference | | | | |
| SECTION 3: Reception, first night and induction | | | | |
| 3.1 Were you in reception for less than 2 hours? | 60% | 75% | 60% | 36% |
| 3.2 When you were searched in reception, was this carried out in a respectful way? | 86% | 88% | 86% | 84% |
| 3.3 Were you treated well/very well in reception? | 83% | 83% | 83% | 63% |
| When you first arrived: | | | | |
| 3.4 Did you have any problems? | 48% | 42% | 48% | 39% |
| 3.4 Did you have any problems with loss of property? | 10% | 9% | 10% | 9% |
| 3.4 Did you have any housing problems? | 9% | 8% | 9% | 10% |
| 3.4 Did you have any problems contacting employers? | 3% | 2% | 3% | 1% |
| 3.4 Did you have any problems contacting family? | 9% | 10% | 9% | 9% |
| 3.4 Did you have any problems ensuring dependants were being looked after? | 0% | 1% | 0% | 1% |
| 3.4 Did you have any money worries? | 10% | 10% | 10% | 10% |
| 3.4 Did you have any problems with feeling depressed or suicidal? | 5% | 4% | 5% | 4% |
| 3.4 Did you have any physical health problems? | 10% | 8% | 10% | 10% |
| 3.4 Did you have any mental health problems? | 8% | 5% | 8% | 4% |
| 3.4 Did you have any problems with needing protection from other prisoners? | 0% | 1% | 0% | 1% |
| 3.4 Did you have problems accessing phone numbers? | 11% | 11% | 11% | 4% |
| For those with problems: | | | | |
| 3.5 Did you receive any help/ support from staff in dealing with these problems? | 51% | 45% | 51% | 32% |
| When you first arrived here, were you offered any of the following: | | | | |
| 3.6 Tobacco? | 58% | 56% | 58% | 63% |
| 3.6 A shower? | 31% | 37% | 31% | 34% |
| 3.6 A free telephone call? | 19% | 45% | 19% | 39% |
| 3.6 Something to eat? | 48% | 50% | 48% | 55% |
| 3.6 PIN phone credit? | 59% | 57% | 59% | 78% |
| 3.6 Toiletries/ basic items? | 47% | 40% | 47% | 52% |
| When you first arrived here did you have access to the following people: | | | | |
| 3.7 The chaplain or a religious leader? | 53% | 58% | 53% | 46% |
| 3.7 Someone from health services? | 82% | 73% | 82% | 80% |
| 3.7 A Listener/Samaritans? | 41% | 41% | 41% | 29% |
| 3.7 Prison shop/ canteen? | 30% | 30% | 30% | 30% |

Main comparator and comparator to last time

Key to tables

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|---|---|---------------|-------------------------|---------------|---------------|
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| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| | When you first arrived here were you offered information about any of the following: | | | | |
| 3.8 | What was going to happen to you? | 76% | 68% | 76% | 70% |
| 3.8 | Support was available for people feeling depressed or suicidal? | 51% | 47% | 51% | 39% |
| 3.8 | How to make routine requests? | 55% | 57% | 55% | 55% |
| 3.8 | Your entitlement to visits? | 46% | 57% | 46% | 58% |
| 3.8 | Health services? | 71% | 65% | 71% | 66% |
| 3.8 | The chaplaincy? | 57% | 57% | 57% | 55% |
| 3.9 | Did you feel safe on your first night here? | 95% | 90% | 95% | 94% |
| 3.10 | Have you been on an induction course? | 97% | 95% | 97% | 97% |
| | For those who have been on an induction course: | | | | |
| 3.11 | Did the course cover everything you needed to know about the prison? | 76% | 73% | 76% | 67% |
| 3.12 | Did you receive an education (skills for life) assessment? | 93% | 86% | 93% | 77% |
| 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? | 49% | 62% | 49% | 64% |
| 4.1 | Attend legal visits? | 46% | 49% | 46% | 52% |
| 4.2 | Have staff ever opened letters from your solicitor or legal representative when you were not with them? | 18% | 27% | 18% | 22% |
| 4.3 | Can you get legal books in the library? | 43% | 49% | 43% | 39% |
| | For the wing/unit you are currently on: | | | | |
| 4.4 | Are you normally able to have a shower every day? | 99% | 99% | 99% | 95% |
| 4.4 | Do you normally receive clean sheets every week? | 84% | 69% | 84% | 89% |
| 4.4 | Do you normally get cell cleaning materials every week? | 50% | 67% | 50% | 45% |
| 4.4 | Is it normally quiet enough for you to be able to relax or sleep in your cell at night time? | 84% | 77% | 84% | 82% |
| 4.4 | Can you normally get your stored property, if you need to? | 43% | 43% | 43% | 35% |
| 4.5 | Is the food in this prison good/very good? | 30% | 42% | 30% | 25% |
| 4.6 | Does the shop/canteen sell a wide enough range of goods to meet your needs? | 61% | 52% | 61% | 36% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 64% | 62% | 64% | 58% |
| 4.8 | Are your religious beliefs are respected? | 61% | 54% | 61% | 50% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 71% | 67% | 71% | 63% |
| 4.10 | Is it easy/very easy to attend religious services? | 62% | 55% | 62% | 49% |

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 | | | | |
| SECTION 5: Applications and complaints | | | | | |
| 5.1 | Is it easy to make an application? | 90% | 86% | 90% | 94% |
| | For those who have made an application: | | | | |
| 5.2 | Do you feel applications are dealt with fairly? | 69% | 72% | 69% | 74% |
| 5.2 | Do you feel applications are dealt with quickly (within seven days)? | 47% | 61% | 47% | 51% |
| 5.3 | Is it easy to make a complaint? | 53% | 52% | 53% | 60% |
| | For those who have made a complaint: | | | | |
| 5.4 | Do you feel complaints are dealt with fairly? | 44% | 42% | 44% | 58% |
| 5.4 | Do you feel complaints are dealt with quickly (within seven days)? | 43% | 44% | 43% | 53% |
| 5.5 | Have you ever been prevented from making a complaint when you wanted to? | 13% | 16% | 13% | 15% |
| 5.6 | Is it easy/very easy to see the Independent Monitoring Board? | 56% | 35% | 56% | 42% |
| SECTION 6: Relationships with staff | | | | | |
| 6.1 | Do most staff, in this prison, treat you with respect? | 79% | 78% | 79% | 72% |
| 6.2 | Is there a member of staff, in this prison, that you can turn to for help if you have a problem? | 73% | 77% | 73% | 76% |
| 6.3 | Has a member of staff checked on you personally in the last week to see how you were getting on? | 16% | 34% | 16% | 18% |
| 6.4 | Do staff normally speak to you most of the time/all of the time during association? | 17% | 20% | 17% | 14% |
| 6.5 | Do you have a personal officer? | 39% | 77% | 39% | 58% |
| | For those with a personal officer: | | | | |
| 6.6 | Do you think your personal officer is helpful/very helpful? | 77% | 72% | 77% | 55% |
| SECTION 7: Safety | | | | | |
| 7.1 | Have you ever felt unsafe here? | 19% | 19% | 19% | 18% |
| 7.2 | Do you feel unsafe now? | 5% | 8% | 5% | 5% |
| 7.3 | Have you been victimised by other prisoners here? | 9% | 16% | 9% | 9% |
| | Since you have been here, have other prisoners: | | | | |
| 7.5 | Made insulting remarks about you, your family or friends? | 1% | 6% | 1% | 4% |
| 7.5 | Hit, kicked or assaulted you? | 1% | 1% | 1% | 1% |
| 7.5 | Sexually abused you? | 0% | 1% | 0% | 1% |
| 7.5 | Threatened or intimidated you? | 4% | 9% | 4% | 6% |

Main comparator and comparator to last time

Key to tables

| | | HMP Ford 2016 | Open prisons comparator | HMP Ford 2016 | HMP Ford 2012 |
|-----|--|---------------|-------------------------|---------------|---------------|
| | Any percentage highlighted in green is significantly better | | | | |
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| 7.5 | Taken your canteen/property? | 3% | 1% | 3% | 1% |
| 7.5 | Victimised you because of medication? | 0% | 1% | 0% | 1% |
| 7.5 | Victimised you because of debt? | 1% | 1% | 1% | 1% |
| 7.5 | Victimised you because of drugs? | 0% | 1% | 0% | 0% |
| 7.5 | Victimised you because of your race or ethnic origin? | 1% | 2% | 1% | 1% |
| 7.5 | Victimised you because of your religion/religious beliefs? | 1% | 2% | 1% | 1% |
| 7.5 | Victimised you because of your nationality? | 1% | 1% | 1% | 1% |
| 7.5 | Victimised you because you were from a different part of the country? | 0% | 2% | 0% | 1% |
| 7.5 | Victimised you because you are from a traveller community? | 0% | 0% | 0% | 1% |
| 7.5 | Victimised you because of your sexual orientation? | 0% | 1% | 0% | 1% |
| 7.5 | Victimised you because of your age? | 0% | 1% | 0% | 3% |
| 7.5 | Victimised you because you have a disability? | 0% | 1% | 0% | 2% |
| 7.5 | Victimised you because you were new here? | 1% | 2% | 1% | 2% |
| 7.5 | Victimised you because of your offence/crime? | 1% | 3% | 1% | 1% |
| 7.5 | Victimised you because of gang related issues? | 0% | 1% | 0% | 1% |
| 7.6 | Have you been victimised by staff here? | 15% | 22% | 15% | 18% |
| | Since you have been here, have staff: | | | | |
| 7.7 | Made insulting remarks about you, your family or friends? | 5% | 7% | 5% | 7% |
| 7.7 | Hit, kicked or assaulted you? | 1% | 0% | 1% | 1% |
| 7.7 | Sexually abused you? | 0% | 1% | 0% | 0% |
| 7.7 | Threatened or intimidated you? | 5% | 9% | 5% | 11% |
| 7.7 | Victimised you because of medication? | 1% | 1% | 1% | 0% |
| 7.7 | Victimised you because of debt? | 0% | 0% | 0% | 0% |
| 7.7 | Victimised you because of drugs? | 0% | 1% | 0% | 1% |
| 7.7 | Victimised you because of your race or ethnic origin? | 5% | 3% | 5% | 1% |
| 7.7 | Victimised you because of your religion/religious beliefs? | 2% | 2% | 2% | 1% |
| 7.7 | Victimised you because of your nationality? | 1% | 1% | 1% | 0% |
| 7.7 | Victimised you because you were from a different part of the country? | 1% | 2% | 1% | 0% |

Main comparator and comparator to last time

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| Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| Percentages which are not highlighted show there is no significant difference | | | | |
| 7.7 Victimised you because you are from a traveller community? | 1% | 0% | 1% | 1% |
| 7.7 Victimised you because of your sexual orientation? | 0% | 0% | 0% | 0% |
| 7.7 Victimised you because of your age? | 1% | 1% | 1% | 1% |
| 7.7 Victimised you because you have a disability? | 1% | 1% | 1% | 1% |
| 7.7 Victimised you because you were new here? | 1% | 3% | 1% | 2% |
| 7.7 Victimised you because of your offence/crime? | 1% | 3% | 1% | 1% |
| 7.7 Victimised you because of gang related issues? | 0% | 1% | 0% | 0% |
| For those who have been victimised by staff or other prisoners: | | | | |
| 7.8 Did you report any victimisation that you have experienced? | 27% | 23% | 27% | 16% |
| SECTION 8: Health services | | | | |
| 8.1 Is it easy/very easy to see the doctor? | 74% | 52% | 74% | 64% |
| 8.1 Is it easy/very easy to see the nurse? | 89% | 72% | 89% | 74% |
| 8.1 Is it easy/very easy to see the dentist? | 53% | 26% | 53% | 31% |
| For those who have been to the following services, do you think the quality of the health service from the following is good/very good: | | | | |
| 8.2 The doctor? | 89% | 63% | 89% | 88% |
| 8.2 The nurse? | 87% | 75% | 87% | 86% |
| 8.2 The dentist? | 86% | 52% | 86% | 67% |
| 8.3 The overall quality of health services? | 90% | 64% | 90% | 75% |
| 8.4 Are you currently taking medication? | 50% | 44% | 50% | 51% |
| For those currently taking medication: | | | | |
| 8.5 Are you allowed to keep possession of some or all of your medication in your own cell? | 100% | 98% | 100% | 99% |
| 8.6 Do you have any emotional well being or mental health problems? | 20% | 14% | 20% | 10% |
| For those who have problems: | | | | |
| 8.7 Are you being helped or supported by anyone in this prison? | 79% | 58% | 79% | 7% |
| SECTION 9: Drugs and alcohol | | | | |
| 9.1 Did you have a problem with drugs when you came into this prison? | 13% | 11% | 13% | 9% |
| 9.2 Did you have a problem with alcohol when you came into this prison? | 9% | 11% | 9% | 7% |
| 9.3 Is it easy/very easy to get illegal drugs in this prison? | 36% | 37% | 36% | 33% |
| 9.4 Is it easy/very easy to get alcohol in this prison? | 24% | 22% | 24% | 21% |
| 9.5 Have you developed a problem with drugs since you have been in this prison? | 1% | 2% | 1% | 3% |
| 9.6 Have you developed a problem with diverted medication since you have been in this prison? | 1% | 2% | 1% | 2% |

Main comparator and comparator to last time

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| | Percentages which are not highlighted show there is no significant difference | | | | |
| | For those with drug or alcohol problems: | | | | |
| 9.7 | Have you received any support or help with your drug problem while in this prison? | 74% | 76% | 74% | 75% |
| 9.8 | Have you received any support or help with your alcohol problem while in this prison? | 85% | 81% | 85% | 100% |
| | For those who have received help or support with their drug or alcohol problem: | | | | |
| 9.9 | Was the support helpful? | 95% | 89% | 95% | 100% |
| SECTION 10: Activities | | | | | |
| | Is it very easy/ easy to get into the following activities: | | | | |
| 10.1 | A prison job? | 74% | 79% | 74% | 89% |
| 10.1 | Vocational or skills training? | 59% | 59% | 59% | 58% |
| 10.1 | Education (including basic skills)? | 64% | 73% | 64% | 73% |
| 10.1 | Offending Behaviour Programmes? | 34% | 34% | 34% | 30% |
| | Are you currently involved in any of the following activities: | | | | |
| 10.2 | A prison job? | 73% | 71% | 73% | 79% |
| 10.2 | Vocational or skills training? | 24% | 17% | 24% | 19% |
| 10.2 | Education (including basic skills)? | 29% | 21% | 29% | 28% |
| 10.2 | Offending Behaviour Programmes? | 6% | 5% | 6% | 2% |
| 10.3 | Have you had a job while in this prison? | 94% | 93% | 94% | 97% |
| | For those who have had a prison job while in this prison: | | | | |
| 10.3 | Do you feel the job will help you on release? | 37% | 47% | 37% | 43% |
| 10.3 | Have you been involved in vocational or skills training while in this prison? | 81% | 81% | 81% | 88% |
| | For those who have had vocational or skills training while in this prison: | | | | |
| 10.3 | Do you feel the vocational or skills training will help you on release? | 61% | 65% | 61% | 55% |
| 10.3 | Have you been involved in education while in this prison? | 86% | 85% | 86% | 87% |
| | For those who have been involved in education while in this prison: | | | | |
| 10.3 | Do you feel the education will help you on release? | 63% | 63% | 63% | 67% |
| 11.3 | Have you been involved in offending behaviour programmes while in this prison? | 70% | 70% | 70% | 64% |
| | For those who have been involved in offending behaviour programmes while in this prison: | | | | |
| 11.3 | Do you feel the offending behaviour programme(s) will help you on release? | 52% | 49% | 52% | 41% |
| 10.4 | Do you go to the library at least once a week? | 35% | 55% | 35% | 30% |
| 10.5 | Does the library have a wide enough range of materials to meet your needs? | 44% | 63% | 44% | 34% |
| 10.6 | Do you go to the gym three or more times a week? | 45% | 53% | 45% | 47% |
| 10.7 | Do you go outside for exercise three or more times a week? | 83% | 75% | 83% | 74% |
| 10.8 | Do you go on association more than five times each week? | 77% | 78% | 77% | 74% |
| 10.9 | Do you spend ten or more hours out of your cell on a weekday? | 58% | 57% | 58% | 54% |

Main comparator and comparator to last time

Key to tables

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| | Percentages which are not highlighted show there is no significant difference | | | | |
| SECTION 11: Friends and family | | | | | |
| 11.1 | Have staff supported you and helped you to maintain contact with family/friends while in this prison? | 59% | 54% | 59% | 50% |
| 11.2 | Have you had any problems with sending or receiving mail? | 19% | 20% | 19% | 22% |
| 11.3 | Have you had any problems getting access to the telephones? | 12% | 11% | 12% | 16% |
| 11.4 | Is it easy/ very easy for your friends and family to get here? | 40% | 39% | 40% | 33% |
| SECTION 12: Preparation for release | | | | | |
| 12.1 | Do you have a named offender manager (home probation officer) in the probation service? | 94% | 94% | 94% | 89% |
| | For those who have an offender manager what type of contact have you had: | | | | |
| 12.2 | No contact? | 17% | 16% | 17% | 13% |
| 12.2 | Contact by letter? | 34% | 41% | 34% | 32% |
| 12.2 | Contact by phone? | 61% | 56% | 61% | 69% |
| 12.2 | Contact by visit? | 30% | 42% | 30% | 34% |
| 12.3 | Do you have a named offender supervisor in this prison? | 94% | 89% | 94% | 40% |
| 12.4 | Do you have a sentence plan? | 82% | 80% | 82% | 57% |
| | For those with a sentence plan: | | | | |
| 12.5 | Were you involved/very involved in the development of your plan? | 78% | 73% | 78% | 73% |
| | Who is working with you to achieve your sentence plan targets: | | | | |
| 12.6 | Nobody? | 20% | 30% | 20% | 44% |
| 12.6 | Offender supervisor? | 71% | 54% | 71% | 33% |
| 12.6 | Offender manager? | 38% | 40% | 38% | 27% |
| 12.6 | Named/ personal officer? | 7% | 20% | 7% | 18% |
| 12.6 | Staff from other departments? | 16% | 20% | 16% | 27% |
| | For those with a sentence plan: | | | | |
| 12.7 | Can you achieve any of your sentence plan targets in this prison? | 77% | 76% | 77% | 70% |
| 12.8 | Are there plans for you to achieve any of your targets in another prison? | 8% | 13% | 8% | 10% |
| 12.9 | Are there plans for you to achieve any of your targets in the community? | 48% | 49% | 48% | 47% |
| 12.10 | Do you have a needs based custody plan? | 7% | 8% | 7% | 2% |
| 12.11 | Do you feel that any member of staff has helped you to prepare for release? | 39% | 35% | 39% | 26% |

Main comparator and comparator to last time

Key to tables

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|-------|---|---------------|-------------------------|---------------|---------------|
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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 | | | | |
| | For those that need help do you know of anyone in this prison who can help you on release with the following: | | | | |
| 12.12 | Employment? | 48% | 57% | 48% | 50% |
| 12.12 | Accommodation? | 33% | 52% | 33% | 55% |
| 12.12 | Benefits? | 40% | 52% | 40% | 46% |
| 12.12 | Finances? | 31% | 45% | 31% | 40% |
| 12.12 | Education? | 54% | 56% | 54% | 54% |
| 12.12 | Drugs and alcohol? | 55% | 60% | 55% | 57% |
| | Have you been provided with information on the following: | | | | |
| 12.13 | Resettlement day release? | 73% | 76% | 73% | 79% |
| 12.13 | Resettlement overnight release? | 70% | 73% | 70% | 78% |
| | Have you had access to the following: | | | | |
| 12.14 | Resettlement day release? | 57% | 64% | 57% | 72% |
| 12.14 | Resettlement overnight release? | 35% | 54% | 35% | 66% |
| 12.14 | Special purpose leave? | 30% | 33% | 30% | 52% |
| | Please answer the following about your preparation for release: | | | | |
| 12.15 | Were you given up to date information about this prison before you came here? | 26% | 28% | 26% | 20% |
| 12.15 | Were you helped to prepare for open conditions before you came here (increased responsibility etc)? | 28% | 31% | 28% | 30% |
| 12.15 | Do you feel you have been given greater responsibility here than when you were in closed conditions? | 79% | 80% | 79% | 82% |
| 12.15 | Have you been on a preparation for release course? | 20% | 20% | 20% | 10% |
| 12.15 | Is this prison near your home area or your intended release address? | 38% | 47% | 38% | 36% |
| 12.15 | Have you done anything, or has anything happened to you here to make you less likely to offend in future? | 64% | 62% | 64% | 60% |

Diversity analysis



Key Question Responses (ethnicity and religion) HMP Ford 2016

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

Key to tables

| | | Black and minority ethnic prisoners | White prisoners | Muslim prisoners | Non-Muslim prisoners |
|--|--|-------------------------------------|-----------------|------------------|----------------------|
| | Any percentage highlighted in green is significantly better | | | | |
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| Number of completed questionnaires returned | | 53 | 101 | 27 | 125 |
| 1.5 | Are you a foreign national? | 6% | 0% | 7% | 2% |
| 1.6 | Do you understand spoken English? | 100% | 98% | 100% | 98% |
| 1.7 | Do you understand written English? | 98% | 98% | 96% | 99% |
| 1.8 | Are you from a minority ethnic group? (Including all those who did not tick white British, white Irish or white other categories.) | | | 81% | 23% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 4% | 3% | 0% | 3% |
| 1.1 | Are you Muslim? | 42% | 5% | | |
| 1.12 | Do you consider yourself to have a disability? | 13% | 14% | 4% | 15% |
| 1.13 | Are you a veteran (ex-armed services)? | 2% | 3% | 0% | 2% |
| 1.14 | Is this your first time in prison? | 65% | 63% | 78% | 61% |
| 2.6 | Were you treated well/very well by the escort staff? | 87% | 81% | 81% | 82% |
| 2.7 | Before you arrived here were you told that you were coming here? | 63% | 69% | 67% | 67% |
| 3.2 | When you were searched in reception, was this carried out in a respectful way? | 81% | 89% | 78% | 90% |
| 3.3 | Were you treated well/very well in reception? | 78% | 85% | 82% | 83% |
| 3.4 | Did you have any problems when you first arrived? | 49% | 47% | 44% | 47% |
| 3.7 | Did you have access to someone from health care when you first arrived here? | 79% | 83% | 78% | 82% |
| 3.9 | Did you feel safe on your first night here? | 92% | 96% | 89% | 97% |
| 3.10 | Have you been on an induction course? | 94% | 98% | 92% | 98% |
| 4.1 | Is it easy/very easy to communicate with your solicitor or legal representative? | 51% | 47% | 58% | 47% |
| 4.4 | Are you normally able to have a shower every day? | 98% | 99% | 100% | 99% |
| 4.5 | Is the food in this prison good/very good? | 45% | 24% | 46% | 26% |
| 4.6 | Does the shop /canteen sell a wide enough range of goods to meet your needs? | 56% | 65% | 59% | 63% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 51% | 70% | 44% | 68% |

Diversity analysis

Key to tables

| | Any percentage highlighted in green is significantly better | Black and minority ethnic prisoners | White prisoners | Muslim prisoners | Non-Muslim prisoners |
|-----|--|-------------------------------------|-----------------|------------------|----------------------|
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| 4.8 | Do you feel your religious beliefs are respected? | 87% | 46% | 85% | 55% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 75% | 67% | 71% | 70% |
| 5.1 | Is it easy to make an application? | 87% | 92% | 85% | 92% |
| 5.3 | Is it easy to make a complaint? | 52% | 52% | 42% | 55% |
| 6.1 | Do most staff, in this prison, treat you with respect? | 75% | 80% | 72% | 81% |
| 6.2 | Is there a member of staff you can turn to for help if you have a problem in this prison? | 73% | 72% | 68% | 74% |
| 6.3 | Do staff normally speak to you at least most of the time during association time? (most/all of the time) | 6% | 21% | 19% | 15% |
| 6.4 | Do you have a personal officer? | 44% | 35% | 44% | 36% |
| 7.1 | Have you ever felt unsafe here? | 23% | 15% | 22% | 18% |
| 7.2 | Do you feel unsafe now? | 4% | 5% | 7% | 4% |
| 7.3 | Have you been victimised by other prisoners? | 10% | 8% | 7% | 9% |
| 7.5 | Have you ever felt threatened or intimidated by other prisoners here? | 6% | 3% | 4% | 3% |
| 7.5 | Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners) | 0% | 2% | 0% | 2% |
| 7.5 | Have you been victimised because of your religion/religious beliefs? (By prisoners) | 0% | 1% | 0% | 1% |
| 7.5 | Have you been victimised because of your nationality? (By prisoners) | 0% | 1% | 0% | 1% |
| 7.5 | Have you been victimised because you have a disability? (By prisoners) | 0% | 0% | 0% | 0% |
| 7.6 | Have you been victimised by a member of staff? | 27% | 8% | 22% | 12% |
| 7.7 | Have you ever felt threatened or intimidated by staff here? | 8% | 3% | 4% | 4% |
| 7.7 | Have you been victimised because of your race or ethnic origin since you have been here? (By staff) | 14% | 1% | 7% | 4% |
| 7.7 | Have you been victimised because of your religion/religious beliefs? (By staff) | 4% | 1% | 7% | 1% |
| 7.7 | Have you been victimised because of your nationality? (By staff) | 2% | 1% | 4% | 1% |
| 7.7 | Have you been victimised because you have a disability? (By staff) | 0% | 1% | 0% | 1% |
| 8.1 | Is it easy/very easy to see the doctor? | 73% | 75% | 60% | 77% |
| 8.1 | Is it easy/ very easy to see the nurse? | 92% | 88% | 89% | 90% |
| 8.4 | Are you currently taking medication? | 45% | 53% | 48% | 51% |

Diversity analysis

Key to tables

| | Any percentage highlighted in green is significantly better | Black and minority ethnic prisoners | White prisoners | Muslim prisoners | Non-Muslim prisoners |
|-------|---|-------------------------------------|-----------------|------------------|----------------------|
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| 8.6 | Do you feel you have any emotional well being/mental health issues? | 14% | 24% | 22% | 20% |
| 9.3 | Is it easy/very easy to get illegal drugs in this prison? | 28% | 39% | 30% | 37% |
| 10.2 | Are you currently working in the prison? | 64% | 79% | 72% | 73% |
| 10.2 | Are you currently undertaking vocational or skills training? | 28% | 20% | 20% | 23% |
| 10.2 | Are you currently in education (including basic skills)? | 34% | 26% | 24% | 29% |
| 10.2 | Are you currently taking part in an offending behaviour programme? | 2% | 6% | 0% | 6% |
| 10.4 | Do you go to the library at least once a week? | 33% | 36% | 28% | 36% |
| 10.6 | Do you go to the gym three or more times a week? | 50% | 41% | 36% | 45% |
| 10.7 | Do you go outside for exercise three or more times a week? | 79% | 86% | 67% | 87% |
| 10.8 | On average, do you go on association more than five times each week? | 62% | 84% | 58% | 81% |
| 10.9 | Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc) | 43% | 64% | 44% | 61% |
| 11.2 | Have you had any problems sending or receiving mail? | 22% | 17% | 19% | 19% |
| 11.3 | Have you had any problems getting access to the telephones? | 12% | 13% | 15% | 12% |
| | Have you been provided with information on the following: | | | | |
| 12.12 | Resettlement day release? | 74% | 72% | 70% | 74% |
| 12.12 | Resettlement overnight release? | 73% | 69% | 64% | 72% |
| | Have you had access to the following: | | | | |
| 12.13 | Resettlement day release? | 50% | 61% | 58% | 58% |
| 12.13 | Resettlement overnight release? | 29% | 36% | 27% | 37% |
| 12.13 | Special purpose leave? | 24% | 33% | 24% | 31% |
| | Please answer the following about your preparation for release: | | | | |
| 12.14 | Were you given up to date information about this prison before you came here? | 31% | 23% | 42% | 23% |
| 12.14 | Were you helped to prepare for open conditions before you came here (increased responsibility etc)? | 31% | 27% | 39% | 27% |
| 12.14 | Do you feel you have been given greater responsibility here than when you were closed conditions? | 84% | 76% | 76% | 81% |
| 12.14 | Have you been on a preparation for release course? | 20% | 19% | 32% | 18% |
| 12.14 | Is this prison near your home area or your intended release address? | 25% | 46% | 30% | 40% |

Diversity analysis



Key Question Responses (disability, over 50) HMP Ford 2016

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

Key to tables

| | | Consider themselves to have a disability | Do not consider themselves to have a disability | Prisoners aged 50 and over | Prisoners under the age of 50 |
|--|--|--|---|----------------------------|-------------------------------|
| | Any percentage highlighted in green is significantly better | | | | |
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| Number of completed questionnaires returned | | 21 | 133 | 39 | 117 |
| 1.5 | Are you a foreign national? | 5% | 2% | 0% | 3% |
| 1.6 | Do you understand spoken English? | 100% | 99% | 98% | 99% |
| 1.7 | Do you understand written English? | 95% | 99% | 98% | 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.) | 33% | 34% | 31% | 36% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 5% | 3% | 5% | 3% |
| 1.1 | Are you Muslim? | 5% | 20% | 13% | 20% |
| 1.12 | Do you consider yourself to have a disability? | | | 20% | 10% |
| 1.13 | Are you a veteran (ex-armed services)? | 10% | 2% | 5% | 2% |
| 1.14 | Is this your first time in prison? | 50% | 66% | 53% | 69% |
| 2.6 | Were you treated well/very well by the escort staff? | 85% | 83% | 85% | 82% |
| 2.7 | Before you arrived here were you told that you were coming here? | 65% | 68% | 70% | 67% |
| 3.2 | When you were searched in reception, was this carried out in a respectful way? | 76% | 88% | 92% | 83% |
| 3.3 | Were you treated well/very well in reception? | 76% | 84% | 95% | 79% |
| 3.4 | Did you have any problems when you first arrived? | 71% | 44% | 43% | 49% |
| 3.7 | Did you have access to someone from health care when you first arrived here? | 91% | 80% | 86% | 80% |
| 3.9 | Did you feel safe on your first night here? | 90% | 96% | 92% | 96% |
| 3.10 | Have you been on an induction course? | 95% | 97% | 95% | 97% |
| 4.1 | Is it easy/very easy to communicate with your solicitor or legal representative? | 53% | 48% | 47% | 50% |
| 4.4 | Are you normally able to have a shower every day? | 95% | 99% | 100% | 98% |
| 4.5 | Is the food in this prison good/very good? | 50% | 27% | 33% | 30% |
| 4.6 | Does the shop /canteen sell a wide enough range of goods to meet your needs? | 70% | 61% | 59% | 62% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 80% | 61% | 69% | 62% |
| 4.8 | Do you feel your religious beliefs are respected? | 68% | 58% | 62% | 60% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 79% | 69% | 77% | 68% |

Diversity analysis

Key to tables

| | Any percentage highlighted in green is significantly better | Consider themselves to have a disability | Do not consider themselves to have a disability | Prisoners aged 50 and over | Prisoners under the age of 50 |
|-----|--|--|---|----------------------------|-------------------------------|
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| 5.1 | Is it easy to make an application? | 95% | 90% | 90% | 90% |
| 5.3 | Is it easy to make a complaint? | 72% | 50% | 51% | 54% |
| 6.1 | Do most staff, in this prison, treat you with respect? | 95% | 76% | 90% | 75% |
| 6.2 | Is there a member of staff you can turn to for help if you have a problem in this prison? | 88% | 70% | 70% | 74% |
| 6.3 | Do staff normally speak to you at least most of the time during association time? (most/all of the time) | 32% | 14% | 16% | 17% |
| 6.4 | Do you have a personal officer? | 42% | 37% | 33% | 40% |
| 7.1 | Have you ever felt unsafe here? | 39% | 16% | 25% | 17% |
| 7.2 | Do you feel unsafe now? | 11% | 4% | 8% | 4% |
| 7.3 | Have you been victimised by other prisoners? | 12% | 9% | 10% | 9% |
| 7.5 | Have you ever felt threatened or intimidated by other prisoners here? | 12% | 3% | 8% | 3% |
| 7.5 | Have you been victimised because of your race or ethnic origin since you have been here? (By prisoners) | 0% | 2% | 3% | 1% |
| 7.5 | Have you been victimised because of your religion/religious beliefs? (By prisoners) | 0% | 1% | 0% | 1% |
| 7.5 | Have you been victimised because of your nationality? (By prisoners) | 0% | 1% | 0% | 1% |
| 7.5 | Have you been victimised because of your age? (By prisoners) | 0% | 0% | 0% | 0% |
| 7.5 | Have you been victimised because you have a disability? (By prisoners) | 0% | 0% | 0% | 0% |
| 7.6 | Have you been victimised by a member of staff? | 17% | 15% | 10% | 17% |
| 7.7 | Have you ever felt threatened or intimidated by staff here? | 11% | 4% | 3% | 5% |
| 7.7 | Have you been victimised because of your race or ethnic origin since you have been here? (By staff) | 6% | 5% | 0% | 7% |
| 7.7 | Have you been victimised because of your religion/religious beliefs? (By staff) | 0% | 2% | 0% | 3% |
| 7.7 | Have you been victimised because of your nationality? (By staff) | 0% | 2% | 0% | 2% |
| 7.7 | Have you been victimised because of your age? (By staff) | 0% | 2% | 0% | 2% |
| 7.7 | Have you been victimised because you have a disability? (By staff) | 6% | 0% | 3% | 0% |
| 8.1 | Is it easy/very easy to see the doctor? | 82% | 74% | 81% | 72% |
| 8.1 | Is it easy/ very easy to see the nurse? | 88% | 90% | 86% | 90% |
| 9.4 | Are you currently taking medication? | 78% | 47% | 72% | 42% |

Diversity analysis

Key to tables

| | Any percentage highlighted in green is significantly better | Consider themselves to have a disability | Do not consider themselves to have a disability | Prisoners aged 50 and over | Prisoners under the age of 50 |
|---|---|--|---|----------------------------|-------------------------------|
| | Any percentage highlighted in blue is significantly worse | | | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | | | |
| | Percentages which are not highlighted show there is no significant difference | | | | |
| 8.6 | Do you feel you have any emotional well being/mental health issues? | 61% | 15% | 15% | 21% |
| 9.3 | Is it easy/very easy to get illegal drugs in this prison? | 33% | 36% | 34% | 36% |
| 10.2 | Are you currently working in the prison? | 63% | 75% | 71% | 74% |
| 10.2 | Are you currently undertaking vocational or skills training? | 19% | 24% | 15% | 26% |
| 10.2 | Are you currently in education (including basic skills)? | 44% | 27% | 35% | 27% |
| 10.2 | Are you currently taking part in an offending behaviour programme? | 6% | 5% | 6% | 5% |
| 10.4 | Do you go to the library at least once a week? | 41% | 34% | 43% | 32% |
| 10.6 | Do you go to the gym three or more times a week? | 29% | 47% | 30% | 50% |
| 10.7 | Do you go outside for exercise three or more times a week? | 81% | 84% | 94% | 80% |
| 10.8 | On average, do you go on association more than five times each week? | 88% | 76% | 80% | 76% |
| 10.9 | Do you spend ten or more hours out of your cell on a weekday? (This includes hours at education, at work etc) | 41% | 60% | 59% | 57% |
| 11.2 | Have you had any problems sending or receiving mail? | 12% | 20% | 28% | 16% |
| 11.3 | Have you had any problems getting access to the telephones? | 12% | 12% | 14% | 12% |
| Have you been provided with information on the following: | | | | | |
| 12.12 | Resettlement day release? | 72% | 74% | 77% | 71% |
| 12.12 | Resettlement overnight release? | 71% | 71% | 71% | 70% |
| Have you had access to the following: | | | | | |
| 12.13 | Resettlement day release? | 56% | 57% | 56% | 58% |
| 12.13 | Resettlement overnight release? | 29% | 35% | 43% | 32% |
| 12.13 | Special purpose leave? | 44% | 28% | 28% | 31% |
| Please answer the following about your preparation for release: | | | | | |
| 12.14 | Were you given up to date information about this prison before you came here? | 22% | 27% | 19% | 28% |
| 12.14 | Were you helped to prepare for open conditions before you came here (increased responsibility etc)? | 28% | 29% | 32% | 27% |
| 12.14 | Do you feel you have been given greater responsibility here than when you were closed conditions? | 78% | 79% | 84% | 78% |
| 12.14 | Have you been on a preparation for release course? | 17% | 21% | 16% | 21% |
| 12.14 | Is this prison near your home area or your intended release address? | 41% | 38% | 46% | 35% |

Wing analysis



Prisoner survey responses (wing analysis) HMP Ford 2016

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

| | | A block | B block |
|--|--|-----------|-----------|
| | Any percentage highlighted in green is significantly better | | |
| | Any percentage highlighted in blue is significantly worse | | |
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| | Percentages which are not highlighted show there is no significant difference | | |
| Number of completed questionnaires returned | | 69 | 88 |
| SECTION 1: General information | | | |
| 1.2 | Are you under 21 years of age? | 0% | 0% |
| 1.3 | Are you on recall? | 6% | 2% |
| 1.4 | Is your sentence less than 12 months? | 0% | 6% |
| 1.4 | Are you here under an indeterminate sentence for public protection (IPP prisoner)? | 3% | 3% |
| 1.5 | Are you a foreign national? | 0% | 5% |
| 1.6 | Do you understand spoken English? | 99% | 99% |
| 1.7 | Do you understand written English? | 97% | 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. | 26% | 41% |
| 1.9 | Do you consider yourself to be Gypsy/ Romany/ Traveller? | 5% | 2% |
| 1.1 | Are you Muslim? | 12% | 23% |
| 1.11 | Are you homosexual/gay or bisexual? | 3% | 0% |
| 1.12 | Do you consider yourself to have a disability? | 18% | 10% |
| 1.13 | Are you a veteran (ex-armed services)? | 2% | 3% |
| 1.14 | Is this your first time in prison? | 61% | 67% |
| 1.15 | Do you have any children under the age of 18? | 43% | 56% |
| SECTION 2: Transfers and escorts | | | |
| On your most recent journey here: | | | |
| 2.1 | Did you spend more than 2 hours in the van? | 66% | 72% |
| For those who spent two or more hours in the escort van: | | | |
| 2.2 | Were you offered anything to eat or drink? | 92% | 90% |
| 2.3 | Were you offered a toilet break? | 15% | 9% |
| 2.4 | Was the van clean? | 68% | 65% |
| 2.5 | Did you feel safe? | 73% | 90% |
| 2.6 | Were you treated well/very well by the escort staff? | 78% | 86% |
| 2.7 | Before you arrived here were you told that you were coming here? | 70% | 66% |
| 2.7 | Before you arrived here did you receive any written information about coming here? | 19% | 36% |
| 2.8 | When you first arrived here did your property arrive at the same time as you? | 94% | 84% |

Wing analysis

Key to tables

| | | | |
|--|--|---------|---------|
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| SECTION 3: Reception, first night and induction | | | |
| 3.1 | Were you in reception for less than 2 hours? | 61% | 59% |
| 3.2 | When you were searched in reception, was this carried out in a respectful way? | 84% | 87% |
| 3.3 | Were you treated well/very well in reception? | 83% | 83% |
| | When you first arrived: | | |
| 3.4 | Did you have any problems? | 48% | 48% |
| 3.4 | Did you have any problems with loss of property? | 4% | 14% |
| 3.4 | Did you have any housing problems? | 12% | 6% |
| 3.4 | Did you have any problems contacting employers? | 6% | 1% |
| 3.4 | Did you have any problems contacting family? | 9% | 9% |
| 3.4 | Did you have any problems ensuring dependants were being looked after? | 0% | 0% |
| 3.4 | Did you have any money worries? | 10% | 11% |
| 3.4 | Did you have any problems with feeling depressed or suicidal? | 4% | 5% |
| 3.4 | Did you have any physical health problems? | 13% | 7% |
| 3.4 | Did you have any mental health problems? | 9% | 7% |
| 3.4 | Did you have any problems with needing protection from other prisoners? | 0% | 0% |
| 3.4 | Did you have problems accessing phone numbers? | 12% | 11% |
| | For those with problems: | | |
| 3.5 | Did you receive any help/ support from staff in dealing with these problems? | 48% | 54% |
| | When you first arrived here, were you offered any of the following: | | |
| 3.6 | Tobacco? | 46% | 68% |
| 3.6 | A shower? | 26% | 35% |
| 3.6 | A free telephone call? | 17% | 21% |
| 3.6 | Something to eat? | 52% | 46% |
| 3.6 | PIN phone credit? | 53% | 64% |
| 3.6 | Toiletries/ basic items? | 43% | 51% |
| | When you first arrived here did you have access to the following people: | | |
| 3.7 | The chaplain or a religious leader? | 49% | 55% |
| 3.7 | Someone from health services? | 78% | 85% |
| 3.7 | A Listener/Samaritans? | 37% | 45% |
| 3.7 | Prison shop/ canteen? | 27% | 33% |

Wing analysis

Key to tables

| | | | |
|------|---|---------|---------|
| | Any percentage highlighted in green is significantly better | A block | B block |
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| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| | When you first arrived here were you offered information about any of the following: | | |
| 3.8 | What was going to happen to you? | 70% | 81% |
| 3.8 | Support was available for people feeling depressed or suicidal? | 46% | 54% |
| 3.8 | How to make routine requests? | 49% | 59% |
| 3.8 | Your entitlement to visits? | 43% | 48% |
| 3.8 | Health services? | 70% | 72% |
| 3.8 | The chaplaincy? | 48% | 65% |
| 3.9 | Did you feel safe on your first night here? | 91% | 98% |
| 3.10 | Have you been on an induction course? | 94% | 99% |
| | For those who have been on an induction course: | | |
| 3.11 | Did the course cover everything you needed to know about the prison? | 73% | 78% |
| 3.12 | Did you receive an education (skills for life) assessment? | 90% | 95% |
| | 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? | 43% | 54% |
| 4.1 | Attend legal visits? | 46% | 47% |
| 4.2 | Have staff ever opened letters from your solicitor or legal representative when you were not with them? | 21% | 15% |
| 4.3 | Can you get legal books in the library? | 37% | 47% |
| | For the wing/unit you are currently on: | | |
| 4.4 | Are you normally able to have a shower every day? | 99% | 99% |
| 4.4 | Do you normally receive clean sheets every week? | 84% | 84% |
| 4.4 | Do you normally get cell cleaning materials every week? | 52% | 48% |
| 4.4 | Is it normally quiet enough for you to be able to relax or sleep in your cell at night time? | 88% | 80% |
| 4.4 | Can you normally get your stored property, if you need to? | 49% | 39% |
| 4.5 | Is the food in this prison good/very good? | 25% | 35% |
| 4.6 | Does the shop/canteen sell a wide enough range of goods to meet your needs? | 56% | 66% |
| 4.7 | Are you able to speak to a Listener at any time, if you want to? | 67% | 61% |
| 4.8 | Are your religious beliefs are respected? | 61% | 60% |
| 4.9 | Are you able to speak to a religious leader of your faith in private if you want to? | 68% | 73% |
| 4.10 | Is it easy/very easy to attend religious services? | 62% | 61% |

Wing analysis

Key to tables

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| | Percentages which are not highlighted show there is no significant difference | | |
| SECTION 5: Applications and complaints | | | |
| 5.1 | Is it easy to make an application? | 93% | 88% |
| | For those who have made an application: | | |
| 5.2 | Do you feel applications are dealt with fairly? | 66% | 70% |
| 5.2 | Do you feel applications are dealt with quickly (within seven days)? | 45% | 49% |
| 5.3 | Is it easy to make a complaint? | 52% | 54% |
| | For those who have made a complaint: | | |
| 5.4 | Do you feel complaints are dealt with fairly? | 34% | 57% |
| 5.4 | Do you feel complaints are dealt with quickly (within seven days)? | 36% | 50% |
| 5.5 | Have you ever been prevented from making a complaint when you wanted to? | 11% | 15% |
| 5.6 | Is it easy/very easy to see the Independent Monitoring Board? | 58% | 54% |
| SECTION 6: Relationships with staff | | | |
| 6.1 | Do most staff, in this prison, treat you with respect? | 76% | 81% |
| 6.2 | Is there a member of staff, in this prison, that you can turn to for help if you have a problem? | 77% | 70% |
| 6.3 | Has a member of staff checked on you personally in the last week to see how you were getting on? | 23% | 11% |
| 6.4 | Do staff normally speak to you most of the time/all of the time during association? | 24% | 11% |
| 6.5 | Do you have a personal officer? | 41% | 36% |
| | For those with a personal officer: | | |
| 6.6 | Do you think your personal officer is helpful/very helpful? | 78% | 76% |
| SECTION 7: Safety | | | |
| 7.1 | Have you ever felt unsafe here? | 30% | 11% |
| 7.2 | Do you feel unsafe now? | 9% | 1% |
| 7.3 | Have you been victimised by other prisoners here? | 12% | 7% |
| | Since you have been here, have other prisoners: | | |
| 7.5 | Made insulting remarks about you, your family or friends? | 3% | 0% |
| 7.5 | Hit, kicked or assaulted you? | 3% | 0% |
| 7.5 | Sexually abused you? | 0% | 0% |
| 7.5 | Threatened or intimidated you? | 6% | 2% |
| 7.5 | Taken your canteen/property? | 4% | 2% |

Wing analysis

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 | | |
| 7.5 | Victimised you because of medication? | 0% | 0% |
| 7.5 | Victimised you because of debt? | 2% | 0% |
| 7.5 | Victimised you because of drugs? | 0% | 0% |
| 7.5 | Victimised you because of your race or ethnic origin? | 2% | 1% |
| 7.5 | Victimised you because of your religion/religious beliefs? | 0% | 1% |
| 7.5 | Victimised you because of your nationality? | 2% | 0% |
| 7.5 | Victimised you because you were from a different part of the country? | 0% | 0% |
| 7.5 | Victimised you because you are from a traveller community? | 0% | 0% |
| 7.5 | Victimised you because of your sexual orientation? | 0% | 0% |
| 7.5 | Victimised you because of your age? | 0% | 0% |
| 7.5 | Victimised you because you have a disability? | 0% | 0% |
| 7.5 | Victimised you because you were new here? | 2% | 0% |
| 7.5 | Victimised you because of your offence/crime? | 2% | 0% |
| 7.5 | Victimised you because of gang related issues? | 0% | 0% |
| 7.6 | Have you been victimised by staff here? | 20% | 11% |
| | Since you have been here, have staff: | | |
| 7.7 | Made insulting remarks about you, your family or friends? | 7% | 4% |
| 7.7 | Hit, kicked or assaulted you? | 2% | 0% |
| 7.7 | Sexually abused you? | 0% | 0% |
| 7.7 | Threatened or intimidated you? | 7% | 2% |
| 7.7 | Victimised you because of medication? | 0% | 1% |
| 7.7 | Victimised you because of debt? | 0% | 0% |
| 7.7 | Victimised you because of drugs? | 0% | 0% |
| 7.7 | Victimised you because of your race or ethnic origin? | 4% | 6% |
| 7.7 | Victimised you because of your religion/religious beliefs? | 0% | 4% |
| 7.7 | Victimised you because of your nationality? | 0% | 2% |
| 7.7 | Victimised you because you were from a different part of the country? | 0% | 2% |
| 7.7 | Victimised you because you are from a traveller community? | 0% | 1% |

Wing analysis

Key to tables

| | Any percentage highlighted in green is significantly better | A block | B block |
|---|--|---------|---------|
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| 7.7 | Victimised you because of your sexual orientation? | 0% | 0% |
| 7.7 | Victimised you because of your age? | 2% | 1% |
| 7.7 | Victimised you because you have a disability? | 2% | 0% |
| 7.7 | Victimised you because you were new here? | 2% | 1% |
| 7.7 | Victimised you because of your offence/crime? | 2% | 0% |
| 7.7 | Victimised you because of gang related issues? | 0% | 0% |
| For those who have been victimised by staff or other prisoners: | | | |
| 7.8 | Did you report any victimisation that you have experienced? | 27% | 27% |
| SECTION 8: Health services | | | |
| 8.1 | Is it easy/very easy to see the doctor? | 75% | 74% |
| 8.1 | Is it easy/very easy to see the nurse? | 94% | 85% |
| 8.1 | Is it easy/very easy to see the dentist? | 58% | 49% |
| For those who have been to the following services, do you think the quality of the health service from the following is good/very good: | | | |
| 8.2 | The doctor? | 91% | 87% |
| 8.2 | The nurse? | 88% | 87% |
| 8.2 | The dentist? | 89% | 81% |
| 8.3 | The overall quality of health services? | 94% | 86% |
| 8.4 | Are you currently taking medication? | 54% | 47% |
| For those currently taking medication: | | | |
| 8.5 | Are you allowed to keep possession of some or all of your medication in your own cell? | 100% | 100% |
| 8.6 | Do you have any emotional well being or mental health problems? | 16% | 23% |
| For those who have problems: | | | |
| 8.7 | Are you being helped or supported by anyone in this prison? | 90% | 72% |
| SECTION 9: Drugs and alcohol | | | |
| 9.1 | Did you have a problem with drugs when you came into this prison? | 16% | 11% |
| 9.2 | Did you have a problem with alcohol when you came into this prison? | 9% | 10% |
| 9.3 | Is it easy/very easy to get illegal drugs in this prison? | 35% | 36% |
| 9.4 | Is it easy/very easy to get alcohol in this prison? | 26% | 24% |

Wing analysis

Key to tables

| | | | |
|-------------------------------|--|---------|---------|
| | Any percentage highlighted in green is significantly better | A block | B block |
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| 9.5 | Have you developed a problem with drugs since you have been in this prison? | 2% | 1% |
| 9.6 | Have you developed a problem with diverted medication since you have been in this prison? | 3% | 0% |
| | For those with drug or alcohol problems: | | |
| 9.7 | Have you received any support or help with your drug problem while in this prison? | 80% | 67% |
| 9.8 | Have you received any support or help with your alcohol problem while in this prison? | 80% | 88% |
| | For those who have received help or support with their drug or alcohol problem: | | |
| 9.9 | Was the support helpful? | 100% | 89% |
| SECTION 10: Activities | | | |
| | Is it very easy/ easy to get into the following activities: | | |
| 10.1 | A prison job? | 81% | 68% |
| 10.1 | Vocational or skills training? | 63% | 56% |
| 10.1 | Education (including basic skills)? | 67% | 61% |
| 10.1 | Offending Behaviour Programmes? | 34% | 33% |
| | Are you currently involved in any of the following activities: | | |
| 10.2 | A prison job? | 71% | 75% |
| 10.2 | Vocational or skills training? | 29% | 19% |
| 10.2 | Education (including basic skills)? | 26% | 32% |
| 10.2 | Offending Behaviour Programmes? | 5% | 6% |
| 10.3 | Have you had a job while in this prison? | 95% | 93% |
| | For those who have had a prison job while in this prison: | | |
| 10.3 | Do you feel the job will help you on release? | 37% | 37% |
| 10.3 | Have you been involved in vocational or skills training while in this prison? | 88% | 76% |
| | For those who have had vocational or skills training while in this prison: | | |
| 10.3 | Do you feel the vocational or skills training will help you on release? | 65% | 57% |
| 10.3 | Have you been involved in education while in this prison? | 87% | 85% |
| | For those who have been involved in education while in this prison: | | |
| 10.3 | Do you feel the education will help you on release? | 65% | 62% |
| 11.3 | Have you been involved in offending behaviour programmes while in this prison? | 72% | 69% |
| | 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? | 50% | 53% |

Wing analysis

Key to tables

| | Any percentage highlighted in green is significantly better | A block | B block |
|--|---|---------|---------|
| | Any percentage highlighted in blue is significantly worse | | |
| | Any percentage highlighted in orange shows a significant difference in prisoners' background details | | |
| | Percentages which are not highlighted show there is no significant difference | | |
| 10.4 | Do you go to the library at least once a week? | 33% | 37% |
| 10.5 | Does the library have a wide enough range of materials to meet your needs? | 42% | 46% |
| 10.6 | Do you go to the gym three or more times a week? | 40% | 49% |
| 10.7 | Do you go outside for exercise three or more times a week? | 82% | 85% |
| 10.8 | Do you go on association more than five times each week? | 82% | 73% |
| 10.9 | Do you spend ten or more hours out of your cell on a weekday? | 55% | 60% |
| SECTION 11: Friends and family | | | |
| 11.1 | Have staff supported you and helped you to maintain contact with family/friends while in this prison? | 60% | 58% |
| 11.2 | Have you had any problems with sending or receiving mail? | 18% | 20% |
| 11.3 | Have you had any problems getting access to the telephones? | 7% | 16% |
| 11.4 | Is it easy/ very easy for your friends and family to get here? | 43% | 37% |
| SECTION 12: Preparation for release | | | |
| 12.1 | Do you have a named offender manager (home probation officer) in the probation service? | 99% | 90% |
| | For those who have an offender manager what type of contact have you had: | | |
| 12.2 | No contact? | 9% | 25% |
| 12.2 | Contact by letter? | 34% | 34% |
| 12.2 | Contact by phone? | 70% | 53% |
| 12.2 | Contact by visit? | 35% | 26% |
| 12.3 | Do you have a named offender supervisor in this prison? | 94% | 94% |
| 12.4 | Do you have a sentence plan? | 82% | 82% |
| | For those with a sentence plan: | | |
| 12.5 | Were you involved/very involved in the development of your plan? | 80% | 76% |
| | Who is working with you to achieve your sentence plan targets: | | |
| 12.6 | nobody? | 22% | 18% |
| 12.6 | Offender supervisor? | 65% | 76% |
| 12.6 | Offender manager? | 46% | 32% |
| 12.6 | Named/ personal officer? | 9% | 6% |
| 12.6 | Staff from other departments? | 22% | 11% |

Wing analysis

Key to tables

| | | | |
|-------|---|----------------|----------------|
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| | Percentages which are not highlighted show there is no significant difference | | |
| | For those with a sentence plan: | | |
| 12.7 | Can you achieve any of your sentence plan targets in this prison? | 77% | 77% |
| 12.8 | Are there plans for you to achieve any of your targets in another prison? | 10% | 6% |
| 12.9 | Are there plans for you to achieve any of your targets in the community? | 44% | 52% |
| 12.10 | Do you have a needs based custody plan? | 4% | 9% |
| 12.11 | Do you feel that any member of staff has helped you to prepare for release? | 38% | 40% |
| | For those that need help do you know of anyone in this prison who can help you on release with the following: | | |
| 12.12 | Employment? | 37% | 57% |
| 12.12 | Accommodation? | 19% | 48% |
| 12.12 | Benefits? | 33% | 47% |
| 12.12 | Finances? | 24% | 39% |
| 12.12 | Education? | 46% | 64% |
| 12.12 | Drugs and alcohol? | 53% | 58% |
| | Have you been provided with information on the following: | | |
| 12.13 | Resettlement day release? | 88% | 60% |
| 12.13 | Resettlement overnight release? | 82% | 60% |
| | Have you had access to the following: | | |
| 12.14 | Resettlement day release? | 81% | 37% |
| 12.14 | Resettlement overnight release? | 54% | 19% |
| 12.14 | Special purpose leave? | 44% | 21% |
| | Please answer the following about your preparation for release: | | |
| 12.15 | Were you given up to date information about this prison before you came here? | 22% | 29% |
| 12.15 | Were you helped to prepare for open conditions before you came here (increased responsibility etc)? | 30% | 28% |
| 12.15 | Do you feel you have been given greater responsibility here than when you were in closed conditions? | 78% | 81% |
| 12.15 | Have you been on a preparation for release course? | 20% | 19% |
| 12.15 | Is this prison near your home area or your intended release address? | 40% | 37% |
| 12.15 | Have you done anything, or has anything happened to you here to make you less likely to offend in future? | 55% | 72% |